



Business Group Australia (BGA) is a specialist consultancy group with high levels of expertise and extensive experience in the planning, development, implementation and management of programs and projects in skills development, employment participation, workforce improvement and a broad range of other labour market areas.

BGA works directly with companies in a two phased approach as outlined on the following page.

Business Group Australia is pleased to introduce you to the ‘Demanding Customer’ workforce skills model

BGA provides national and international services from offices in Canberra, Perth, Adelaide, Singapore and France.

The BGA team of Steve Balzary, Gary Collins, Jim Syrmay and Nicole Gobet is supported by a group of high quality associates throughout Australia.

BGA provides services to both the public and private sectors and is currently managing projects and programs in the following industry, community and government sectors:

- Electro-technology
- Hospitality
- Indigenous organisations
- Oil and gas
- Overseas development
- Railways
- Retail
- TAFE

BGA is able to provide the private sector with a ‘no-nonsense’ service designed to ensure that companies are able to secure, maintain and develop their employees without the need for excessive internal training costs.

BGA has developed a contemporary skills analysis, workforce development and skills training model designed to ensure companies do not waste time, energy or

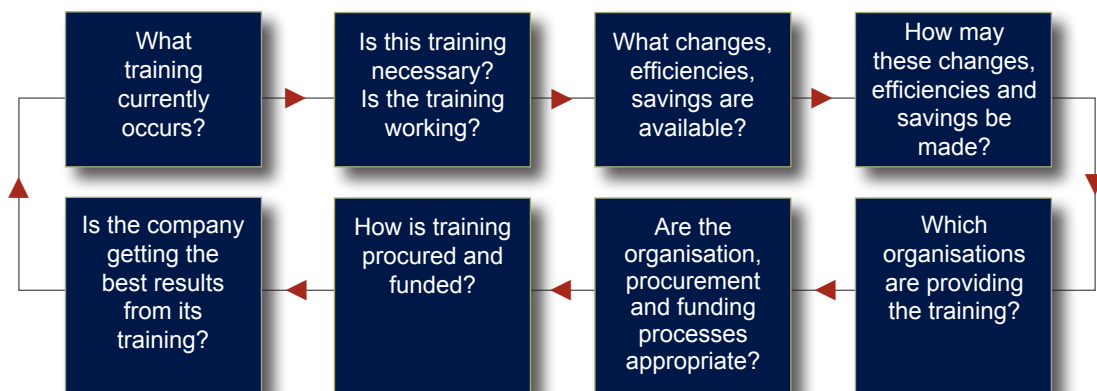
money on inappropriate, expensive or ineffective training activities.

BGA guarantees that companies that utilise the ‘Demanding Customer’ © workforce skills model will reap the following benefits:

- Containment of training costs while improving the quality of training outcomes
- Identification and removal of ineffective training practices
- Development of training solutions that focus on productive and effective work practices
- Savings in time and money
- Improved access to government funded programs without the disadvantage of excessive red tape
- Control over the training process and control over those training providers and Registered Training Organisations (RTOs) delivering the training
- A focus on securing and maintaining important workforce skills during difficult economic times
- Establishment of company specific training and career pathways
- Development of internal training expertise

Phase One

- What happens now?
- Does it work?
- How much does it cost?
- Is the company getting what it expects?
- Can it be improved?



Phase One activity focuses on the analysis of existing systems and programs and provides clear direction to the company on how to ensure that training expenditure is targeted and will produce the required results.

BGA believes that most companies must make some level of investment in the training of employees to remain competitive and to attract and retain skilled workers. Unfortunately, many companies misdirect the training investment, invest in training that fails to deliver any tangible commercial benefits to the company or over-invest in unnecessary training programs.

Phase One of the BGA 'Demanding Customer' © workforce skills model provides an exacting analysis designed to identify what works, what doesn't work, areas of waste and areas that need to be strengthened and retained for the benefit of the company.

Phase Two

- What revised or new programs need to be established?
- Who will deliver the new training arrangements?
- What funding is available?
- What internal systems are required?
- When will the company see the results?



Phase Two activity focuses on the creation, establishment and implementation of a broad range of programs, systems and processes designed to move the company from an ineffective, poor quality, low results training model to a model that demands successful training outcomes.

Phase Two of the The BGA 'Demanding Customer' © workforce skills model produces:

- efficient training outcomes
- increased access to and proper use of public training funds
- greater control over training providers and RTOs
- skills based career pathways
- flexible delivery methods designed for minimum disruption to workplace activity
- maximum recognition of existing skills and prior learning
- efficient internal training support and administrative arrangements
- reduced training costs
- improved training quality
- attraction and retention of skilled employees

If you believe your company needs to take a long, hard look at its overall training activities, or you want to make improvements and reduce training expenditure, you need contact BGA today.

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