



John Edwards Automotive

Are you nominating yourself or someone else?

My Self

Does the nominee know that you are nominating them?

Please note that the nominee will be notified that you're nominating them. Please add their email address below.

Industry sector

automotive

Main business location(s)

Geebung

Number of full-time equivalent employees

4

Business structure (e.g. sole trader, partnership, trust or company)

Partnership

Length of time in operation (years)

27

Your training expenditure as a percentage of annual payroll

Business summary

John Edwards Automotive is a small family business that is located in Geebung Brisbane. The business partners with Bosch Service which is the largest independent workshop in the world with over 14,300 partners and over 130 in Australia. The business partners with Bosch Car Service as we share the business commitment to customer service and their vision of a network of service centres that provide continuous high quality service and advice. Each Bosch Car Service Centre is regularly tested and approved by independent external auditors to assure each garage meets the network standards. The business comprises of John and Rosemary Edwards as owners, with John both manager and head technician and Brenton Cullen the senior automotive technician.

Brenton is a fully qualified, passionate tradesperson who also shares the business philosophy to provide apprentices with the highest quality training that he can. He has worked for the business at various times since 1991 and was the first apprentice that the business recruited. He is a highly regarded employee of the business. Brenton has taken sabbaticals over the years, travelling and seeing the world, and we have always had a position waiting for him when he returns. Last year we employed Samuel Lawson as our first year apprentice. In March of this year he progressed to second year. Over the years it has been our philosophy to employ and train quality apprentices in the automotive field to ensure we have enough fully qualified technicians within the industry. The business will also engage for the second year in the AccelR8 program which is run by the Department of Education and Training. This provides a young year 12 student 20 days within a work placement environment whilst working towards a certificate II in Automotive Vocational Preparation. The business sees this as a very strong recruitment strategy for the industry and we were happy to be

part of the pilot program last year. As a business we are very passionate about training. I recognised early that engaging a training organisation was not enough for the level of training and support that I wanted to give my staff. Whilst I appreciated the various styles of training offered by the training organisations, I felt that I needed more for my staff. To truly understand the training system, I enrolled in the training course Certificate IV Train and Assess. I completed the certificate and now I utilise the skills to partner with the RTO to deliver quality training. I also encourage my staff to attend any additional training from organisations such as Repco and The Institute of Automotive Mechanicals Engineers and the business funds the cost of the training and wages for the staff to attend. I also encourage my staff to take advantage of any quiet time and have set up three computers so that my staff can research information on automotive sites such as Carsmart, Hella Tech World and the Bosch Service Network.

Criterion 1: Extent and quality of training for employees

Our workshop comprises of:

- John Edwards - owner, manger and head technician. John commenced his apprenticeship in 1979 at Zupps at Aspley and completed the apprenticeship in 1982. In 2013 John enrolled in the "Train and Assess" qualification so that he could provide extra training for his apprentices and trainees. John successfully completed this qualification in early 2014.
- Rosemary Edwards - owner and office manager. Rosemary works two days as a registered oncology nurse and the other days within the business. Rosemary completed her nursing training as a mature aged student. She is currently completing the Bosch Service Excellence training.
- Brenton Cullen -fully qualified tradesperson. Brenton was the first apprentice employed by the business and completed his certificate in Engineering (Mechanical Motor Mechanics) in 1995. In 2009 Brenton completed an additional traineeship – Certificate IV in Frontline Management whilst working with us. The qualification was fully supported and funded by the business. Brenton is enrolled and completing both the Bosch Service Excellence Program and the Bosch Technical Training Program and is in regular attendance at numerous technical training courses that are supported and paid for by the business . Brenton is the workplace first aid officer and the business supplies the time and financial commitment to allow Brenton to maintain his qualification.
- Samuel Lawson - second year apprentice. He is currently enrolled in Certificate III in Light Vehicle Mechanical Technology (RTO- International Automotive Training for Mechanics). The time allocated by the SRTTO allows only the bare minimum of training so John and Brenton carry out further training with Sam in the workshop and in the office as a classroom type environment. The business paid for Sam to complete a first aid course earlier this year. As Sam progresses with his apprenticeship he will also be encouraged and supported to attend further training outside of the apprenticeship training.

The business has utilised Group Training apprentices over the years and adopt the same philosophy of training for those apprentices. All apprentices, regardless of where they are from get to be part of our in house training program.

Training, staff development and staff acknowledgement are a priority for the business so whenever organisations such as Repco or The Institute of Automotive Mechanical Engineers organise training sessions, staff are encouraged to attend any of those training sessions. The training is fully funded by the business.

Bosch runs a service excellence program which encompasses 11 modules and Bosch expects that one staff member completes the course. The business has provided wages and supported the cost of the training for all of the frontline staff to attend to ensure all staff are trained to the highest calibre possible.

In a workshop of this size, losing a staff member for any length of time means losing profit. This does not deter the business from supporting the staff member/s to complete any relevant available training. I believe knowledge is paramount for both the business and my individual staff members. Training is always the priority.

The business regularly engages apprentices, and from day one the apprentice is made to feel valued. A lot of time and effort is invested into making sure the apprentice has access and exposure to all aspects of automotive training. We sit down together to discuss all SRTTO training methods available (face to face /workplace visits/block training) and together we decide on the SRTTO. If the delivery method needs to be adjusted during the apprenticeship, this is done. All elective units are also chosen with the guidance of the apprentice and what they would like to see added into the training plan depending on their passion. Having spent many years training apprentices, I realised that finding a delivery method suited to the student is paramount. We have used TAFE for apprentices that thrive in an environment where their learning is linked to a classroom and networking with other apprentices is important. We have also

engaged SRTTO's that deliver the training in the workplace, as some apprentices learn better in that environment. With both models we also incorporate practical training that is delivered in the workplace by the current staff in the business. We have a strong ethic of training and a history of utilising a dedicated training budget. Due to rapidly changing technology, and the need to send staff at various times to ensure they keep up to date, we don't have a percentage allocation per staff member. We carry out training on a need to know basis. That means that the person who is best suited to the training goes and then we share the knowledge in the work environment. We do however understand the need to have everybody trained to meet ongoing technical advances. Our percentage of payroll invested in training continues to grow every year.

Criterion 2: Employee outcomes

Being a small workshop, it is imperative that the staff members are cohesive and work together as a team. Formal and informal training has assisted in all of the staff adopting this mantra and I believe units of competency such as "Communicate effectively in the workplace" and "Work as part of a team" have helped with the well-being of the employees as well as improving their productivity. This is based on the workplace being calm and nurturing environment with team members that all get on.

Apart from the formal training the apprentices undertake with the training organisation, our staff spend a lot of time discussing ideas, talking through any difficult jobs that they have encountered and any work related matter that they think might be of interest to the others. The apprentices are actively encouraged to talk about what they have found interesting during the week and are also encouraged to listen to discussions held about higher level issues or good news stories. This helps them with their progression and an understanding of complex tasks. In 2014, I took the opportunity to attend the AutoMechanika trade show in Frankfurt. At the trade show I met up with other Bosch reps from Australia and abroad, shared my knowledge of the current automotive industry, listened to others viewpoints, and previewed the latest products and innovations that relate to the future of the automotive industry. On my return to the business I readily shared this information with my staff. Valuable knowledge gained first hand at AutoMechanika regarding self-adjusting clutches was able to be put to direct use in our workshop. The training I received was able to be shared with the team and put into use so we could complete a job safely, on time and within budget. Without that direct knowledge a job in our workshop could have ended badly. By encouraging this information sharing between our staff, and embracing all training that is on offer and suitable for our workshop, we believe we are giving our staff the most up to date and current knowledge available to also help them become world class technicians. An example of one of the staff benefiting from training is Brenton, a staff member who is still with the business today. During his apprenticeship he won World Skills Australia at the state level. This win was accredited to Brenton's natural ability as an automotive technician, as well as the quality training that was provided to him throughout his apprenticeship both off and on the job. Brenton went on to represent Queensland in the national awards, securing third place. It was an honour as a business to attend the Sydney finals with Brenton, and to know that I supported him in his journey. This gave us confidence in our training program and in our business in general. Ongoing training is a major part of our business philosophy. Just this year Brenton has completed a course on Common Rail Diesel and is booked in to complete another course in Melbourne. Sam has completed his First Aid and CPR training and continues to undergo training for his Cert III. John has attended Bosch ESI training and is also booked in to participate in two courses in Melbourne later this year. All three of the mechanical staff will be attending Repco Auto-Tech training in June. John is also planning to return to Automechanika in Germany in September. So you can see we have started planning a busy training calendar already for 2016.

Criterion 3: Business outcomes

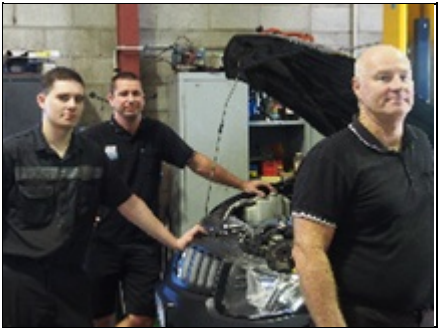
As a business we believe that any related training that our staff undertakes, helps not only their professional development, but also us as a business. This is why we chose to have Brenton complete the Diploma of Management and I completed the Certificate IV in Training and Assessment. Both of the above mentioned qualifications have assisted the business by understanding the training system and management practices which in turn assist us in being able to adopt best practices when dealing with any staff or training issue. We encourage all of our staff, no matter what position, to attend any specific automotive training as previously mentioned. As the automotive industry is a changing workforce, we as a business have to ensure that we keep up with the changing environment and changing technology. The knowledge that we can acquire through networking, attending courses and seminars and through research and brainstorming as a business means quicker diagnosis of the vehicles. This means that the business runs

more efficiently giving the customer a higher level of satisfaction and reducing the cost for the customer. For the business this means retention of the customer and a glowing reference to their friends. All of this training allows us to remain competitive in the ever changing automotive arena. As workshops become more and more brand focused and margins become tighter, we as a business believe that having well trained staff that are able to diagnose and fix all makes and models of cars is an important point of difference. At all courses we attend health and safety are at the forefront of any presentation. This serves as a reminder about how serious health and safety are. We conduct toolbox meetings after any training session to reinforce what we have learned regarding health and safety. The business continues to pay for first aid training for both of our employees. We believe that empowering our employees gives them a sense of belonging and being part of a team that values them as very important parts of our business. This results in good job satisfaction, with less sick days, less stress happier workers, and low staff turnover.

I have attached my 6 workplace photos



Log in to qta.awardsplatform.com to see complete nomination attachments.



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Business logo

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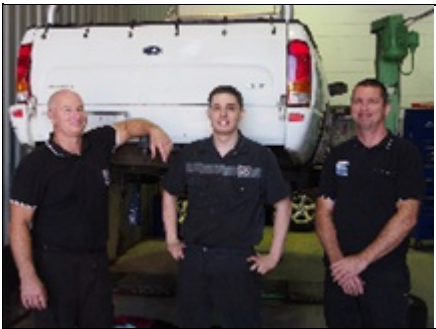
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