

# Customer Focused Recognition Model

## Project Initiation / Client Customisation

Project team meets with customer to discuss how recognition process can be customised to the organisation



## Information Session / Candidate Induction

Candidates attend an information session at their workplace, where the project team can provide information about the recognition process and answer questions.



## Evidence Gathering

Project team gathers evidence from candidate (e.g. resume, previous training, job description, etc...)



## Mapping

Assessors map evidence to training package units and develop area "gaps" for further research.



## Interviews

Candidate participates in panel interview with multiple assessors

Group recognition is undertaken with candidates and assessors



## Pathway

Outcome is discussed with candidate. Feedback is obtained about the recognition process. Candidate and project team meet to discuss pathway (i.e. future training, further recognition, etc...)



## Client Feedback

Project team meets with client to obtain feedback and discuss how TAFE NSW can deliver client's future training needs.