

Queensland Rail

Queensland Rail (QR) is a national transport logistics leader, providing network access, rail-based freight, passenger, coal and other transport logistics solutions. The company's head office is located in Brisbane, Queensland, with operations in Queensland, Victoria, Western Australia and New South Wales. A large organisation, QR has a substantial number of staff, employed across a diverse range of job roles and locations. QR>Careers staff lead the project, with other teams members from Human Resources, Learning and Development and QR business groups.

What did QR do?

QR has used the *Blueprint* in a variety of ways: as an auditing tool to map the competencies addressed in their existing Career Transition Program (CTP), and to develop their new Apprentice Career Development Program (ACDP) and employee career workbook.

The ACDP initially targeted 123 apprentices in the new intake, with plans to phase in the program for more than 521 apprentices over four year levels. Career assessment components will also be included in the graduate development and emerging leader programs. With the development of an employee career workbook and facilitated workshop, it is hoped that career development support will be extended to the great diversity of employees across all areas of the organisation.

QR began their initial work by developing self-directed learning materials so that career development learning would not impinge on employees' work commitments. (Employees could access and work through the learning materials during quiet time at work or at home). The process involved accessing existing resources and compiling workbooks that employees could take home.

Once staff became aware of the *Blueprint*, they discovered that it was a good tool for mapping what had been covered in their employee career workbook and for measuring employees' learning. When piloting the workbook activities with employees, QR>Careers staff have also found it useful to facilitate learning by discussing the principles underpinning the *Blueprint*. They also used a mapping process to examine what their existing Career and Transition Program (CTP) covered in terms of the *Blueprint* competencies. While this workshop-based program was initially developed for Employees in Transition and Health Restricted employees, all QR staff can access the program on a voluntary basis.

The Apprentice Career Development Program (ACDP) is based directly on the *Blueprint*. The workshop for first year apprentices is facilitated

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led, often to quite large groups, is run over 2 days and includes the use of workbooks and activities. Many of the apprentices at QR attending this program are from Generation Y, and move into QR straight from high school. With feedback from the apprentice program and employee career workbook pilots, it is anticipated that a shorter (approximately 1 day) program will be developed with the Learning & Development team and be available to all staff in the organisation, replacing the existing CTP. A process of continual revision and tailoring will make this possible.

How did the *Blueprint* help?

The QR>Careers staff suggest the *Blueprint* provides a useful structure for organisations dealing with those transitioning from school to work, and it is very helpful that secondary education providers are able to use it too, so that this important transition is seamless and consistently addressed across sectors. From an organisational perspective, the *Blueprint* is seen to have credibility and is also a significant cost saver, in that it works as an attraction and retention tool, which reduces the costs associated with staff turnover.

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