



MTA INSTITUTE CAPABILITY STATEMENT



MTA QUEENSLAND

The parent company, the Motor Trades Association of Queensland (MTA Queensland) was established in 1929 and is the peak body representing the retail, service and repair sectors of Queensland's automotive industry.

Member benefits include:

- **Advocacy:** We will represent automotive businesses to state and federal governments on BIG issues affecting business and the industry
- **Services:** We support our members with expert advice on Industrial Relations matters
- **Training:** We support our members with a discount on MTA Institute's non-government funded courses
- **Support:** We offer support through our corporate partners, online resources, weekly communication bulletins, Jobs Board, *Motor Trader* E-Magazine and numerous savings and discounts
- **Innovation:** Stay at the front of cutting-edge information and business solutions connected to the automotive digital revolution with access to events and MTaiQ





PROFESSIONAL CIRCLE

The Professional Circle is a symbol that represents 'proof of professionalism' in the automotive industry.

MTA Queensland members that display the Professional Circle are recognised as trusted professionals committed to the benchmark of industry standards operating under the 10 Member Values:

- **Honest**
- **Professional**
- **Transparent**
- **Courteous**
- **Integrus**
- **Caring**
- **Innovative**
- **Proactive**
- **Accountable**
- **Compliant**



VISION STATEMENT

Our vision is to be Queensland's most trusted, influential and engaged industry body.



AWARDS

2019 Australian Business Awards winner

In 2019 MTA Queensland was announced as the Australian Business Awards winner for Business Innovation.

The Australian Business Awards recognise high-performing organisations who implement world-class business initiatives. The Awards acknowledge and honour achievements which are benchmarked against world class performance standards. MTA Queensland won this prestigious award for the establishment of the MTAiQ automotive innovation hub.

2019 Lord Mayor's Business Awards Finalist

Following on from this, MTA Queensland was announced as a finalist for the 2019 Lord Mayor's Business Awards in the category for Business Innovation.

These Awards acknowledge the contribution of businesses to Brisbane's economy and the city's profile as a vibrant centre of innovation and enterprise, and the MTAiQ innovation hub does just that for the automotive industry.

2019 Small Training Provider of the Year Winner

And one of our greatest results is the MTA Institute was announced as winner of the 2019 Small Training Provider of the Year by the Queensland Training Awards.

This outstanding achievement is testament to the hard work and commitment of the entire team, leading automotive vocational education in Queensland.



ABOUT US

The MTA Institute is the leading automotive provider for training and apprenticeship delivery in Queensland, offering nationally recognised training in technical, retail and the aftermarket sectors. Our trainers are recruited directly from industry and offer unique workplace training state-wide.

The MTA Institute is a non-government owned Registered Training Organisations (RTO) in Australia (National Provider No.31529) that is fully compliant within the Australian Qualification Framework (AQF). In Australia, education and training across all providers is monitored, regulated and assessed through the AQF. This policy is designed to create education and job outcomes that can prepare students for the workplace and have the skills and knowledge to succeed in their field. The MTA Institute is audited regularly by government authorities to ensure compliance with AQF to maintain our RTO registration.

The MTA Institute is a CRICOS-approved training provider (CRICOS Registration No.03384K).

MTA Institute has its own Board, comprised of two automotive specialists from the MTA Queensland Board and two independent Directors with extensive experience in the area of education and training.

"MTA INSTITUTE IS THE FIRST TRADE RTO IN AUSTRALIA TO BE APPROVED UNDER THE INDEPENDENT TERTIARY EDUCATION COUNCIL AUSTRALIA INDUSTRY CERTIFICATION PROGRAM."

MTA Institute delivers quality automotive industry training to meet the needs of the next generation of automotive specialists.

MTA Institute is the first trade RTO in Australia to be approved under the Independent Tertiary Education Council Australia Industry Certification Program. This program looked at our student-centric educational quality, ethical practices and behaviours, continuous improvement culture and professional student services. Feedback provided identified MTA Institute as an outstanding training provider committed to providing quality results to our students.

MTA Institute's student outcome surveys conducted at the end of 2021 showed great satisfaction results for students including:

- 90.6% were satisfied with the overall quality of training
- 90.5% received benefits of training relevant to their current job
- 93.6% achieved their main reason for doing the training
- 89.1% were satisfied with the teaching

Overall the MTA Institute rated higher on average than all Vocational Education and Training providers in Australia including TAFE.



**Skills
Assure**

LEADING IN TRAINING

MTA Institute is the best choice for students and employers because:

- We are recognised by the State Government as a Skills Assure training provider. By choosing a subsidised course delivered by the MTA Institute, you can gain skills that are valued by industry and that will help get you a job once you are finished your studies
- Our trainers have extensive industry experience
- The Centre of Excellence is a state-of-the-art training facility
- Our learning material is online
- We provide free wi-fi at our training facility
- We have strong connections to government agencies and industry stakeholders
- We have well established relationships with international bodies
- Unique student opportunities:
 - Pathway to motorsports
 - Apprentice of the Month and Year Awards
 - Overseas scholarship opportunities
 - Links to employers that are members of MTA Queensland
 - Access to the MTA Queensland jobs board
 - Celebrate your achievement at our graduation ceremony



LEADING ONLINE LEARNING

The MTA Institute offers its training material online.

This system has reduced the need for paper textbooks and will allow all resources to be easily updated electronically; ensuring students are working with current and relevant content. Training and assessment will be face-to-face with MTA Institute's trainers based in Brisbane, Queensland.



LEADING TRAINING FACILITIES

Opened in 2012, the Sir Jack Brabham Automotive Centre of Excellence is a **\$10 million, state-of-the-art workshop built to offer the very best of training environments for the automotive professionals of the future.**

The Centre of Excellence features:

- 28 mechanical and vehicle body repair bays
- Four fully equipped training rooms featuring the latest IT and communications technology
- State-of-the-art equipment for students training in collision repair, including the latest technology in spray booths and body repair systems
- A modern kitchen and alfresco dining including BBQ area
- The headquarters for the Motor Trades Association of Queensland, the peak body representing Queensland's automotive industry
- The home of MTAiQ, Australia's first automotive innovation hub, supporting entrepreneurs and start-ups as well as existing businesses needing guidance and support to transform and adapt to market opportunities

Equipped with the latest technology and training resources, the Centre's design permits a flexibility that allows the Institute to monitor changing industry requirements and ensure all students who train at the Centre are equipped to navigate current and future industry disruptors.



LEADING TRAINERS

MTA Institute's trainers are highly experienced in the real world automotive industry.

The training team has over 450 years combined experience in the automotive sector. They are committed and passionate about the industry and are conveniently located around Queensland to deliver one-on-one, personal workplace training and assessment.

There is also a permanent team of trainers at the MTA Institute Centre of Excellence to run group training and specialist courses.

We have a suite of trainers who have worked in other countries as well as Australia and they are sensitive to cultural differences and have been trained in the various cultural and belief differences of international clients and students.





LEADING INTERNATIONAL EXPERIENCE

Korea

In conjunction with South Korea's Daejeon Metropolitan office of Education, and Smart Education and Training Australia (SETA), the MTA Institute delivers an international automotive program.

We have a strong study tour initiative operating with South Korea which has been in place over many years.

Students and delegates are regularly hosted from Daejeon. Students come to Australia to participate in an eight-week automotive program and also undertake a comprehensive theory course at the MTA Institute combined with work placement at MTA Queensland's industry employer partner.



Congratulations to our Korean Graduates

Congratulations to the terrific students from Jeonnam South Korea on their graduation today from the MTA Institute! These students completed a 4 week Certificate 1 Course in Automotive Vocational Preparation which included a work experience component at Zupps Mt Gravatt Subaru & KIA, QFord, Oldmac Mazda and Keema Hyundai.



Daejeon Delegates visit MTA Institute

Visitors from Daejeon Metropolitan Office of Education visited the MTA Institute and Keema Hyundai, on Thursday 27th October to see how their students are progressing with the automotive program. Daejeon is the sister city to Brisbane and as part of the tour, the Daejeon delegates attended a special ceremony in City Hall Brisbane with Lord Mayor Graham Quirk. The Lord Mayor welcomed 43 enthusiastic young students who are on a three month study tour and doing work experience with local businesses like Hyundai Keema.



Daejeon Graduates

Five outstanding students graduated today from the MTA Institute. These students, from Daejeon South Korea, completed a 7 week Certificate I in Automotive Vocational Preparation. Part of the Course was completed here at the Institute, while the work experience component was with Keema Hyundai.



International Education And Training Familiarisation Tour Of Queensland

MTA Institute is a proud participant and host for the Queensland Vocational Education and Training (VET) familiarisation tour that is responsible for showcasing Queensland's training and skills sector. Trade & Investment Queensland (TIQ), through their International Education and Training Unit, assists Queensland VET providers with international market development activities, and works with Austrade and Queensland industry. The MTA Institute offers quality VET automotive education and training in a world-class facility, that is conducted by trainers who care about international students. This week we welcomed visitors from India, Brazil, Mexico, China, Taiwan, Indonesia, Japan, Chile and South Korea as part of TIQ's international familiarisation program.





LEADING INTERNATIONAL EXPERIENCE CONTINUED

Singapore

Ronny Wijaya and his brother Rudy Wijaya travelled from Singapore to complete the MTA Institute's Hybrid Electric Vehicle Inspection and Servicing Skill Set Course.



Hybrid Electric Vehicle Training attracts International Attendance

Hybrid/Electric Vehicles (H/EVs) are gaining enormous traction worldwide and are becoming increasingly accepted as the way forward by Australian consumers and vehicle manufacturers.

MTA Institute is the largest private provider of automotive apprenticeships and training in Queensland and has long known that a significant part of the future of automotive is electric.

The team of H/EV experts at the MTA Institute have been providing the accredited AURSS00037 – *Hybrid Electric Vehicle Inspection and Servicing Skill Set* course for a number of years.

“MTA INSTITUTE IS THE ONLY PLACE OFFERING TRAINING LIKE THIS AND BECAUSE I WANT TO BE A GOOD TECHNICIAN AND BE PREPARED FOR ALTERNATIVE FUEL VEHICLES, I DECIDED TO DO THE COURSE NOW AND GET AHEAD OF THE GAME.”

Paul Kulpa General Manager for Training said, “The MTA Institute understands the importance of providing accredited H/EV training to automotive professionals and businesses preparing for the future and looking to adapt to new market trends.

“Mastering the latest technology is complicated and dangerous, it’s not something you can learn on the job, so it’s crucial for automotive professionals to complete the accredited course and gain the necessary qualifications before attempting to inspect or service a H/EV.”

This notion appears to be one that is accepted nationally and also internationally with the MTA Institute’s latest H/EV course attracting enrolments from automotive professionals throughout Australia and beyond with students in attendance from New South Wales, Victoria, Western Australia and Singapore.

Luca Duro, a participant from Western Australia took a week’s holiday, paid for the course out of his own pocket, and travelled to Queensland to complete the Institute’s H/EV course.

“There’s no accredited training for alternative fuel in WA, or anywhere else in Australia,” he said.

“MTA Institute is the only place offering training like this and because I want to be a good technician and be prepared for alternative fuel vehicles, I decided to do the course now and get ahead of the game.

“There’s no doubt that H/EVs are growing in popularity and I’d love to complete more alternative fuel courses with the MTA Institute as I’ve found this course to be fantastic.”

Ronny Wijaya and his brother Rudy Wijaya travelled from Singapore to complete the MTA Institute’s *Hybrid Electric Vehicle Inspection and Servicing Skill Set* Course.

“We travelled all this way because we want to learn more about H/EVs and there’s no accredited training options in Singapore or anywhere else.

“As part of my job I’m in charge of maintaining a vehicle fleet, which in time, will be changing to H/EVs instead of petrol.

“Because of this, H/EVs will become a part of my daily routine, so it was very important to complete the course with the MTA Institute and to get the confidence required to be able to inspect and service H/EVs.”

The Hybrid Electric Vehicle Inspection and Servicing Skill Set course is a three-day course, scheduled for various dates throughout the year. It gives students the skillsets required to inspect and service H/EV systems and components in the automotive, retail, service and repair industry.

“Many manufacturers have announced plans to only produce H/EVs within a matter of years,” said Mr Kulpa.

“The MTA Institute is committed to our role as a leader of automotive training and we will continue to develop and provide future accredited courses designed for Electric Vehicles (EVs) and additional alternative fuel options to ensure automotive professionals are prepared for the future.”

OUR WORK

FIJI TRAINERS GAIN AUSTRALIAN INSIGHT

MTA Institute played host to two Australia Pacific Technical College (APTC) trainers from Fiji last month with International Trainer Roger West and National Trainer Josaia Macanavere on a professional development visit.

The idea of the trip was to gain an insight into Australia's level of quality and commitment to training and take new initiatives back to Fiji to train the next generation of mechanics in the South Pacific region.

With one week at the Sir Jack Brabham Automotive Centre of Excellence at Eight



Mile Plains and a second week working at Oldmac Toyota, Josaia, who has over 15 years experience in the industry, said it has been a very valuable exercise.

"I have definitely been learning a lot over the two weeks, and have some good ideas to take back home for our training," Josaia said.

"It's a great opportunity, and the facility is amazing."

"We hope to continue this again next year with another tutor from Fiji, it's imperative for us to keep up with all the latest technology and work practices in our industry, and that's what coming here is all about," Roger said.

The APTC is funded by the Australian Government and managed through the Department of Foreign Affairs and Trade - Australia Aid. APTC was established in 2007 to increase the supply of skilled workers in targeted industry sectors across the Pacific region.

APTC supports Pacific Islander women and men gain Australian standard qualifications to realise improved employment opportunities nationally, regionally and internationally.

Senior Trainer Marcello Riotto agreed it was a valuable exercise.

"We support Professional development opportunities, both internally and externally, and would be happy to support APTC again in the future," he said.

"It is mutually beneficial for both parties as we can both share training strategies and implement them in our schedules."

CHINA SYNDROME

When MTA Institute Gold Coast Trainer Alex Fletcher first met Hai Long Zhao three years ago, little did he realise that he would be teaching his new apprentice everything from mechanical training and the English language, to Australian culture.

Hai Long Zhao, who likes to be known as Will, immigrated to Australia from China five years ago to help look after his mum.

Will had been studying mechanics in China, but found it difficult to get work in the industry here due to the language barrier.

"I didn't speak much English when I first arrived, so I worked in a car-wash, as a kitchen-hand and in a duty free store, but I always wanted to get back into mechanics," Will said.

Neil Moxey of NDM Tyre and Auto Services on the Gold Coast saw potential in Will, and despite the language difficulties decided to take a gamble on him.

"Will was motivated and keen, and I could see he wanted to improve himself, and I knew we could improve his English," Mr Moxey said.

"I have been taking him to various networking events that help promote public speaking and communication, to help him with language and his confidence.



Neil has had numerous apprentices go through the MTA Institute and realises the importance of good training.

"It was very hard when I first started working here, not understanding the language but Neil and Alex have been so helpful," Will said.

It was about six months after Alex first met Will before the communication became easier.

"It was tough at the beginning," Alex said.

"We talked a lot about the basics of language, and the structure of languages, both English and Chinese. We also talked about life and the differences in cultures.

"It doesn't matter where you are in the world mechanics are the same, and it's great to see Will has now finished his apprenticeship, and is a very respected member of Neil's staff and is speaking English fluently," he said.

"It has been a pleasure teaching Will, and so rewarding to see how far he has come in three years," Alex said.

OUR WORK CONTINUED

CHASING THE SUN

MTA Institute is proud to be partnering with TeamArrow and QUT to bring a concept to life for the World Solar Challenge (WSC).

Five students from the MTA Institute Stage 3 Paint course spent a week last month at the Sir Jack Brabham Automotive Centre of Excellence painting the sleek, single seat, carbon fibre vehicle in a stunning red and white livery.

TeamArrow is a Queensland-based team consisting of skilled technology professionals, engineers, technicians, designers, mechanics and students who hope to educate, inspire and encourage a new generation of Queensland innovators through the Challenge.

The WSC is an opportunity to develop and showcase truly world-class local technology and high-end engineering talent to the rest of the world and highlight that when such talents are applied, anything is possible.

Teams depart from Darwin and race 3000km south hoping to be the first to arrive in Adelaide.

The Challenge is all about energy management. Solar cars are allowed a nominal 5kW hours of stored energy. All other energy must come from the sun or be recovered from the kinetic energy of the vehicle.

During the journey there are seven mandatory checkpoints where observers are changed and team managers can update themselves with the latest information on the weather and their own position in the field.

Here teams may perform the most basic of maintenance only - checking tyre pressure and cleaning debris from the vehicle.



KICK STARTING CAREERS IN REPAIR

In a partnership that saw MTA Queensland team with Red Cross, Suncorp, Gemini Smash repairs, MSIT TAFE, Monica Mitchell Consulting and the Department of Education, Training and Employment, eleven young men are now starting two weeks work experience at five different repairers all with the possibility of securing apprenticeships at the end of the two weeks.

"There is traditionally a high attrition rate for indigenous students, but we believe that by teaching them hands-on, practical skills, with guidance and structure, the whole group gets a forward step toward a career," said MTA Institute Operations Manager Paul Kulpa.

And judging by the reaction of the students at the graduation BBQ Paul's right.

The whole group was excited at the prospect of the work experience and there were celebrations by many as they found out their placement employers.

"I've always wanted to work at that panel shop, which is near my house, and now I've got the chance of an apprenticeship there," said Caeleb Doughty, 17.



Caeleb said that he loved the course and it has helped him to reach his goal of being a professional panel beater and painter.

16-year-old Kallub Gilby agreed and described the program as 'awesome'.

"I have always been keen to get into the auto trades and I might even look at doing a mechanical apprenticeship after I finish the panel," said Kallub.

Head Trainer for the program Warren Archer applauded the students for taking the first step in a new career.

"I hope to see them all back to begin their apprenticeships.

"The industry needs an injection of new talent in this changing landscape, and by giving these young people the initial skills required we are giving the industry employers what they need in potential apprentices," said Warren.

OUR WORK CONTINUED



TEACHING THE ART OF MANAGEMENT

The Metropolitan region of the Department of Education, Training and Employment (DETE) supported a pilot program last month that is designed to upskill business owners in the management needs and requirements, essential in the running of their businesses.

The course run by MTA Institute, was held over four days in an open forum style classroom, ideal for adult learning, with the aim that students can turn up, spend the days learning, and take all their new found knowledge back to their businesses with the minimum of fuss and without impacting on their busy schedules.

"We want them to leave here armed with new skills that will enable them to make their businesses more profitable," said MTA Institute's Anthony Bonaccorso.

Lynette Taylor and Jimmy Southwood from DETE visited the students during the course to gauge the success of the program.

"Our priority is the upskilling of employers and employees within priority skill industries," said Mrs Taylor.

"Business skills have been identified as a priority need in the auto industry and this course is addressing those needs for 20 small employers."

Trainer Travis Windsor says the course aims at practical business goals, making more money for your business and taking control of your business.

"One of the students is going from a single operator to an actual business that he controls, we are giving him the tools to achieve that," said Mr Windsor.

Carline Gill and Ryan Dixon from Brumac Motors believe the course has armed them with the knowledge needed to put more structure and procedures into the business when they return, and learning how to create a proper business plan was crucial.



INDUSTRIAL RELATIONS EXPERTISE

Our Industrial Relations department has two, well qualified, full time practitioners who, between them, have over 40 years' experience in workplace relations.

Their knowledge base includes matters related to apprenticeships and traineeships; workplace health and safety; workers compensation; superannuation; interpretation and application of awards and agreements; representation in dismissal and discrimination claims.



INTERNATIONAL CONTACTS



Paul Kulpa

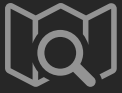
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LOCATION

Brisbane is the hub of Queensland Culture.

MTA Institute's Head Office is based in Eight Mile Plains, Brisbane, which is the capital and most populous city in the Australian state of Queensland, and the third most populous city in Australia just after Sydney and Melbourne.

The city's metropolitan area has a population of approximately 2.5 million accounting for approximately one fifth of the national population.

Brisbane has hosted many large cultural and sporting events, including the 2018 Gold Coast Commonwealth Games, World Expo '88 and the final Goodwill Games in 2001.

South East Queensland is also a highly favoured contender for the 2032 Olympic Games.



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