Work Integrated Learning at Scale
Employer, Education, Pathway & Technology Perspectives
Work Integrated Learning at Scale

Tony Watson
Emeritus Professor (ECU), ACS Foundation, Intersective Board Member
WIL scalability in face of funding and resourcing constraints

Owen Firth
CEO, Performance Education Group
Achieving depth and scale in WIL through technology
Employer perspectives and objections

Federico Arellano
Senior Manager, Performance Improvement, EY
WIL Case Study: EY Asian Century Initiative
Vice Chancellors want “more research” and “more relevant teaching”.

- Research is expensive – where to get the funds?
- Relevant teaching usually translates into need for industry experience – WIL.

The teaching program supplemented with international students has propped up research funding for a couple of decades.

More relevant teaching often translates to WIL.

The question is how to fund WIL?

- Existing funding model is inadequate
- Priority is Research
- Staffing model in universities limits growth.

Answer “A Scalable WIL Model” – with technology & external support.
Outcomes we must Deliver to achieve Scale

Student Experience
- Provide support, structure, reduce ambiguity
- Deep learning outcomes

Educator Delivery
Efficient, flexible setup and delivery -
Quality Assurance of learning -

Employer Value
- Ease of engagement
- Repeatable/low maintenance, scalable
How we get Better Outcomes at Scale

intersective
Experiential learning services

Practera
Experiential learning platform

Clients & partners

Recent awards

Deloitte
QBE
Flight Centre
EY
Performance Education
Massachusetts Institute of Technology
UNSW
QUT
enactus
The University of Queensland
NSW Trade & Investment
EY
Massachusetts Institute of Technology

Recent awards

NSW Government
Premier & Cabinet StudyNSW
Australian Government
Business NSW

Tech23.2013
Celebrating Innovation
Employability specialist

> 5000 WIL programs in 4 yrs

> 1500 Host Companies

Mostly international students
The WIL Ecosystem - before

EMPLOYERS

CONNECTORS

Educators
Careers & Internship
Offices
Faculty

TOOLS

STUDENTS

EDUCATORS
The WIL Ecosystem - now

Marketplaces
- Internships.com
- 99 Interns
- Grad Connections

WIL Specialists
- Performance Education
- Australian Internships

Educators
- Careers & Internship Offices
- Faculty

WIL Management, Collaboration & Quality Assurance
- Practera

Content Management Systems
- Blackboard, Moodle

Administration Tools
- In Place, SalesForce, Sonia, Orbis

EMPLOYERS

CONNECTORS

TOOLS

STUDENTS

EDUCATORS
Depth AND Scalability through Technology
“Project” structure drives action and reflection

Milestone 1: Foundation

Milestone 2: Goals & Tasks

Milestone 3: Career Development Plan - Part 1

In the career development part 1 milestone you will be starting to build your career development plan and a creative resume, online resume, digital portfolio or video profile.

Activity 1: Building your profile

As the job market gets more and more competitive, you will need to find ways to stand out from the crowd. Being able to effectively and creatively showcase your skills, knowledge, experience and passion is vital to setting you a part from your competition. A great way of standing out is by producing a professional profile that complements or replaces a resume and/or cover letter. This could take the form of a creative resume, an online resume, a digital portfolio in the form of a PowerPoint slide or microsite, or a video profile.
Project work & reflections connect with and build employability skills

Welcome to your Personal Edge

- What is Personal Edge?
- What are employability skills?
- How can I demonstrate employability skills?

Employability Skills

Self Awareness

Teamwork

My Skills Locker

Self Awareness

The capacity to be aware of strengths and weaknesses, and have an understanding of personal values, needs, and respect and nourish their own bodies and minds.

Evidence

Upload Files

My Personal Journey

2 KB
Assurance through real-time data tracking participant experience
Automated analytics enables more reflection, feedback

Assessment Question: Write your reflection blog here

---

**Submitter** | **Team** | **Answer** | **Sentiment** | **Score**
---|---|---|---|---
Mitchell | N/A | The overall project was definitely an experience. As a team we certainly struggled at times in bringing all our information and understanding together. In saying this our ability to successfully manage ourselves into a connected team provided us with an overall solid and strong performance and I think we all walk away with a great sense of achievement and success. We were all happy with how our final innovation came together and we were happy with our final pitch and the sense of achievement feel I am really proud to have. Our concept was strong and in the end we had gathered the right information and an abundance of evidence to boost and support our innovation plan. Potentially our innovation wasn’t original enough, to get us through to the finals, but we certainly positioned ourselves with the best chance to make the final cut. The journey was a little stressful but it really did identify the areas of communication, flexibility and ability to attain feedback as vital aspects in which an individual and/or a team you must be willing to continually improve, as these allow you to mould and further direct your ideas to potentially better and more effective innovations. | positive | 0.863609
Rey Thompson

---

**Feedback:**

**Team member1** You are an active listener and very flexible in providing feedback for new ideas.
The only thing we can collectively improve is to take a methodological approach to solve the problem and come up with innovative solution.

**Team member2** You are confident and active, you are always willing to openly share your point of views.
Project templates speed up setup & host onboarding

Project Templates

Accounting

- R&D Tax Incentive Project
  - 6 lessons (30 min each)
  - 3 reflections
  - 2 project deliverables
  - 2 interactive simulations

- Corporate P&L
  - 4 lessons (20 min each)
  - 2 reflections
  - 1 project deliverable
  - 1 interactive simulation

- Internal Audit
  - 9 lessons (10 min each)
  - 4 reflections
  - 2 project deliverables
  - 2 mentor engagements

- International transfer
  - 2 lessons (60 min each)
  - 2 reflections
  - 1 project deliverables
  - 1 interactive simulations

Technology

- Front End Development
- QA and Testing
- Cloud Architecture
- User Experience
Transnational WIL Project

Asian business project with Australian Host Company...

Provided to business school in China...

WIL placement with Australian Host
Why do Host Companies Engage?

Vaneise MacLeod
Operations & Finance Manager, Mobilise IT Pty Ltd
Why do Host Companies Engage?

• Give back to the community (CSR)
• Help support next generation
• Provide next step
• Provide an opportunity to experience Australian workplace
• Sharing & embracing cultural diversity
Why do Host Companies Engage?

- Walk the talk
- Helps the team to be agile
- They teach us
- Employer branding
- Effective and low risk talent acquisition – substance over form
- **Building Asia/International knowledge & capability**
<table>
<thead>
<tr>
<th>Objections</th>
<th>Solutions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communication skills &amp; fit of student</td>
<td>• Host should be able to interview</td>
</tr>
<tr>
<td></td>
<td>• International students often perform better after interview</td>
</tr>
<tr>
<td></td>
<td>• Explanation of IELTS scores</td>
</tr>
<tr>
<td></td>
<td>• Value of diversity to team</td>
</tr>
<tr>
<td></td>
<td>• WIL prep training</td>
</tr>
<tr>
<td></td>
<td>• Get to know fit for host</td>
</tr>
<tr>
<td>Too much time and effort to train for minimal output</td>
<td>• Other reasons for hosting</td>
</tr>
<tr>
<td></td>
<td>• Templated programs</td>
</tr>
<tr>
<td></td>
<td>• Wrong host?</td>
</tr>
<tr>
<td>Lack of technical ability or knowledge</td>
<td>• Set clear expectations</td>
</tr>
<tr>
<td></td>
<td>• Wrong host?</td>
</tr>
<tr>
<td>Too much paperwork Not enough time</td>
<td>• Make it easy &amp; quick for them</td>
</tr>
<tr>
<td></td>
<td>• Especially first time</td>
</tr>
</tbody>
</table>
## Common Objections of Host Companies and Solutions

<table>
<thead>
<tr>
<th>Objections</th>
<th>Solutions</th>
</tr>
</thead>
</table>
| Don’t know what to do with them                | • Templated programs  
• Examples, case studies                                                |
| Concerns over Fair Work Act (unpaid)           | • WIL for credit is excluded from FWA - otherwise unclear  
• Positive indicators if genuine learning opportunity with agreed outcomes and relevant to study |
| Visa concerns                                  | • Be clear on rights for different visa categories                        |
| WHS                                            | • Have Voluntary Workers policy  
• Do WHS site inspections                                               |
WIL Case Study: EY Asian Century Initiative
4 millions billboards: real value for our clients
The Asian Century Challenge – how it works

University
Students

Intersective

Practera platform

EY

EY clients
Keeping it real: 4 universities and 6 clients so far…
Learnings from an industry partner
1) Empathy (adjust to industry cycles)

- A beer manufacturer with an Apr – Feb planning cycle
- Its 2 biggest clients (worth 58% of its revenue) with a Jul - Jun planning cycle
2) Agility (learnings from the age care industry)

- Traditional aged care (0.4% capacity growth) versus a non-traditional competitor (44%)
3) Confidence (specialise and relax…)

- The online Japanese bank that stayed true to its core
- Foreign exchange and aggregation service online
Questions, Experiences, Insights?