

## Increased staff productivity and confidence

From operating horsedrawn carts around the Lockyer Valley in the early 1900s, Nolan's Interstate Transport is now one of the largest family-owned and operated transport businesses in Queensland. Employing around 250 people, the company transports and distributes general freight and perishables around Australia.

### **A skilled and competent workforce to meet the needs of a growing industry**

Transport and distribution is a growing industry, and Nolan's Interstate Transport has been at the centre of this growth. It's imperative staff remain at the forefront of their industry in terms of skills and knowledge.

From the early 1900s, Nolan's Interstate Transport has developed a strong reputation for outstanding customer service, and has prioritised investment in the professional development of its staff. Recognising the need to maintain a qualified, capable workforce, Nolan's partnered with TAFE Queensland, offering its administration and operations staff training in a Certificate III in Transport and Distribution.

Darren Nolan  
Compliance Manager

**Nolan's Interstate Transport**

[www.nolanstransport.com.au](http://www.nolanstransport.com.au)

### **Fast tracking qualifications**

A major initiative taken up by Nolan's Interstate Transport has been TAFE's Skills First (recognition of prior learning) program. This is a program which aims to shorten the amount of time taken to complete a qualification through an initial on-the-job assessment and recognition of prior experience for those already in the industry.

"With many of our staff already highly skilled, we felt it was important that existing skills and knowledge were recognised. Our staff have basically been able to fast track their training, updating their skills and gaps in their knowledge a lot faster than we thought," said Darren Nolan, Compliance Manager.

### **Minimising staff downtime – maximising productivity**

With 100 vehicles servicing Brisbane, Sydney, Melbourne and Adelaide, Nolan's can't afford to have too many staff training off site. With the Certificate III in Transport and Distribution, training was delivered on site at Nolan's, ensuring minimal disruption to the workplace.

"With TAFE, you're not faced with a section of your workforce off for large periods of time. TAFE's delivery method was really the only way we could up skill our workforce and offer our staff a nationally recognised qualification without major disruption to our day to day operations," said Darren.

### **Real life training from industry experts**

"The training was of an excellent quality, and staff have received a portable qualification," Darren said. "The TAFE trainers are extraordinary – they are experienced, real life people with extensive industry experience. You're in good hands with TAFE."