**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.