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EXCELLENCE

Fuji Xerox

Winner of the Minister's Award for Excellence for
Employers of Australian Apprentices 2008
(Sydney Region, New South Wales)



Fuji Xerox Australia provides printer and electronic document services to government and corporate clients.

The electronic industry is changing rapidly and requires a qualified and well-trained workforce. Fuji Xerox recognises this and is committed to developing a highly skilled workforce.

'Fuji Xerox has prioritised the importance of staff learning and development programs,' says Fiona Andrews, Technical Support Centre Manager.

'Trainees are given the opportunity to join the company at entry level where they can develop their knowledge and expertise and gain relevant experience in their chosen field. They will then become 'ready now' qualified employees who can contribute to divisional objectives and be deployed into areas of the organisation as vacancies arise.'

Both electro-technology and IT trainees receive on-the-job and off-the-job training that is tailored to their individual abilities and takes into account previous work experience.

'Managers aim to develop staff in career paths that give the individual opportunities to fast track their career, achieve their goals and job satisfaction and reach their full potential,' Fiona says.





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'As they continue to gain in skill and competence, trainees are given more responsibility and can be fast-tracked through more training, depending on their abilities. On occasion, trainees have been given a letter of offer of employment part way through their traineeship in recognition of their contribution and value to the company.'

At Fuji Xerox, mentors are assigned to all trainees. They monitor the trainees' progress and identify skills gaps. Trainees benefit from a defined career pathway which provides opportunities for promotion within the company. The retention rate of trainees is close to 90 per cent, with many former trainees now employed by Fuji Xerox Australia as senior technicians. This skills investment is a strategic focus for Fuji.

'Fuji Xerox recognises that, for a company to grow, it must have the right people to deliver the quality of service that will continue to make it an outstanding business in the Australian market.'

