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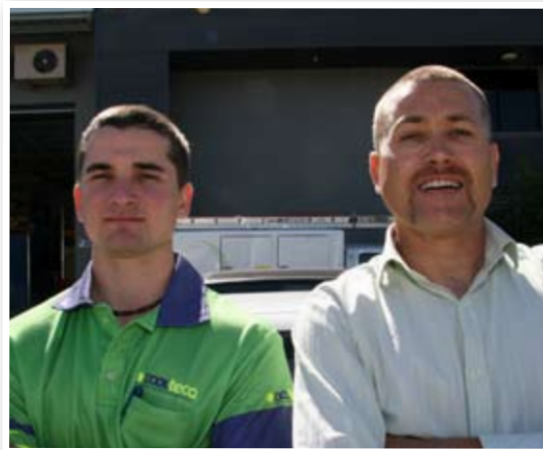
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EXCELLENCE

## COOLTECQ

Winner of the Minister's Award for Excellence for  
Employers of Australian Apprentices 2008  
(Northern Queensland Region)



Cooltecq provides air-conditioning, refrigeration and electrical services to Cairns and the surrounding region and has employed apprentices for the past 15 years.

The company has adopted an innovative apprenticeship and traineeship program called GPAT or Global Program for Apprentices and Trainees. GPAT brings together the employer, apprentice, TAFE and Australian Apprenticeships Centre. This program has been very successful and has been adopted by other businesses.

'We needed to have a net between the employer, TAFE and the apprenticeship services. The difficulty faced was having all staff support the program. We needed to identify the needs of each department and deliver the right program to each because they all had specific needs and outcomes. We had to ensure everyone benefited,' says Donna Duff, Cooltecq's Business Manager.

'The program is now cemented into Cooltecq and it will continue to develop. The rewards for management are apparent and the apprentices have the confidence that they can obtain their trade certificate, be highly skilled in different aspects and have the confidence to communicate and excel.'

Cooltecq now employs eight apprentices who are actively involved in the recruitment and induction of new apprentices. They trained over several months on how to select candidates, conduct interviews, select successful applicants and perform the induction process.





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To their credit, the company's apprentices have also helped build a dedicated training room, which has a library and computer resources to help with their assignments.

'We provide them with resources not only to success but to develop personally,' Donna says.

