



Diploma of Human Resource Management (Dairy)



Graduates from the first Diploma in 2008

The **Diploma of Human Resource Management (Dairy)** has been developed to increase industry’s capacity to support the sustainability and growth of farm businesses through better management of the people resource.

Participants gain skills and qualification in identifying and managing people issues with a dairy-specific context and become part of a community of practice with others in this area.

Context

Service providers such as dairy company field officers and farm consultants are often early sounding boards for farmers. The objective of the Diploma is to give advisers the tools, processes and confidence to provide advice around people issues.

Graduates will play a key role in their regions to provide services and advice, or refer their clients to the relevant resource of expertise.

Those with considerable experience in farm system management may progress to provide a coaching role to farm businesses.

Trainers delivering the PeopleGPS course must have the Diploma.

About the diploma training

The Diploma is run by the National Centre for Dairy Education Australia and *The People in Dairy* program.

The Diploma has 8 units covered over 12 days, in 4 face-to-face workshops

each of 3 days duration. Participants are also required to complete activities within their workplace.

The workshops are delivered by local and international guest presenters, well experienced in dealing with people issues, and generally with considerable on-farm consulting experience.

Key elements of *The People in Dairy* for the ‘Farm’ area are covered:

- Recruitment
- Induction processes
- Farm system design
- Analysis of roles and responsibilities
- Policies and procedures
- Management of working conditions
- Leadership and workplace culture
- Remuneration and retention
- Training and development issues
- Work health and safety
- Performance management
- Separation/termination procedures
- Succession planning
- Employment law and Industrial Relations

Much of the course content is based on dairy industry case studies and *The People in Dairy* online resources (www.thepeopleindairy.org.au).

The enrolment cost to participants is currently approximately \$3,000.

TPiD area	
<input checked="" type="checkbox"/>	Farm
TPiD objective	
<input checked="" type="checkbox"/>	Farmers are effectively using people resources in their farm business
<input checked="" type="checkbox"/>	Farms comply with legal requirements & have a low business risk around their people resource
Enabling environment	
<input checked="" type="checkbox"/>	Advisers have increased capacity to support farmers on people issues
Audience	
<input checked="" type="checkbox"/>	Advisers

Outcomes

119 people from all dairying regions in Australia and a wide range of disciplines have participated in the Diploma over 7 intakes:

- Dairy company staff (23%)
- Dairy consultants, including DPI staff (17%)
- Vets and clinic staff (8%)
- Farmers with large numbers of staff (18%)
- NCDEA and TAFE trainers (14%)
- Other service providers (20%)

Virtually all graduates have gone on to use these skills and knowledge in some form in their businesses (survey of Diploma participants 2012).

About one-third of graduates (including all the farm consultants) now routinely use the learning in interactions with their farming clients in a mix of problem-solving, coaching and establishing new systems. Graduates with an active role in providing advice to farmers have their contact details posted on www.thepeopleindairy.org.au.

The Diploma has given rise to a community of practice of well-

informed, enthusiastic advisers who continue to connect with *The People in Dairy* through an annual *Adviser Forum*.

Over 20 Diploma graduates have delivered farmer training and presentations for the program. This is a significant increase in industry-level capacity.

Program learning

The program has been continually reviewed and has consequently advanced in its delivery style, content and relevance to the dairy industry.

Completion rate has been high. 12% of enrolments (half of them farmers) have completed the course but did not submit materials for assessment.

The future

The Diploma is being run again in 2013 due to ongoing demand.

Ways of offering an advanced diploma or masters in Human Resource Management could be explored to enable some individuals to specialise further in this area.

“The Diploma has allowed me to broaden my knowledge on HRM areas and I have developed my skill set further to make recommendations to my clients to ensure even further gains in their dairy farm productivity and profitability.”

– Dairy farm consultant, Tasmania

Diploma participants 2008-2013

Year	Enrolled	Graduated
2008	5	5
2009	17	16
2010	35*	26
2011	21	18
2012	22	18
2013	19	Not yet completed
Total	119	83

*Three participants completed the following year