



Request for Expressions of Interest

Cross Cultural Trainers and Consultants Register Information Kit

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1. INTRODUCTION TO PiCC

1.1. BACKGROUND INFORMATION

The Ethnic Communities Council of Queensland (ECCQ) is a non-profit, community-based state peak body, working to represent the issues and concerns of ethnic communities and the multicultural sector. ECCQ has a national perspective through its affiliation with the Federation of Ethnic Communities Councils of Australia (FECCA). ECCQ undertakes advocacy and project and program development consistent with available funding and identified priority areas.

Partner in Cultural Competence (PiCC) was established in 2007 by ECCQ and operationalises a Training and Consulting Unit in order to provide Cross Cultural Training and Consultancy Services **primarily** within Queensland.

ECCQ, through PiCC, seeks to develop contractual relationships with Cross Cultural Trainers and Consultants interested in providing cross cultural training and consultancy services. In order to provide quality assurance and to develop a reputation of excellence in the field ECCQ has developed a Trainer Vetting and Registration Process. Cross Cultural Trainers are invited to submit an expression of interest to be included in the PiCC Trainer and Consultant Registry.

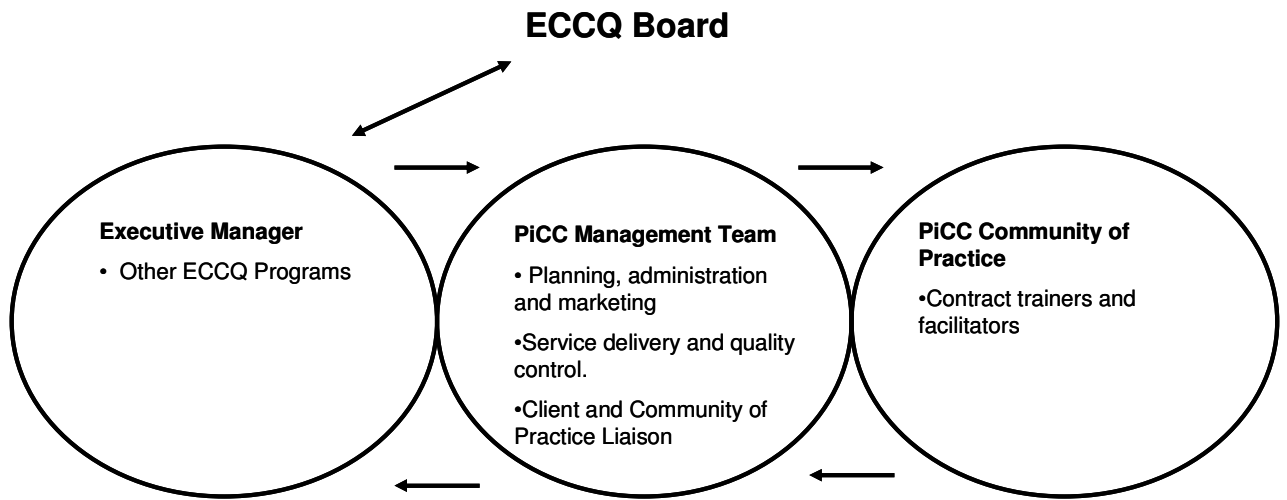
1.2. PiCC's VISION

PiCC will become the most professional and successful provider of professional services, training, consulting, coaching and mentoring, related to the impact of culture on individuals and organizations, to Queensland public, private and community sector. PiCC will be recognised as a valuable partner in developing cultural competence to ensure access and equity in service delivery, promoting the benefits of multiculturalism and enhancing personal and organisational effectiveness. As such, it positions itself as the one-stop shop for cross-cultural training and consulting services.

1.3. MISSION STATEMENT

To achieve our vision, ECCQ has established PiCC as a unit within the organisation. Its business model is a training and consultancy service, structured in accordance with Figure 1 below. Through this unit ECCQ actively fosters cultural competence to key stakeholders in government, community and business.

1.4. ORGANISATIONAL STRUCTURE



1.5. TRAINING PHILOSOPHY

Service provision by PiCC is aligned with the mission of ECCQ, promoting multiculturalism, access and equity and inclusiveness. PiCC's training philosophy underpins its operations, character and image. It expresses the value of cultural competence and the necessity of cultural self-awareness as the foundation of individual and organisational cultural competence. It espouses the vital role of leadership in developing and supporting organisational cultural competence. The training philosophy is based on the recognition that organisational cultural competence requires a leadership approach that includes and balances both the social justice and business cases for diversity.

1.6. TRAINING MODEL AND OBJECTIVES

The training model is participative and interactive, establishing a safe, non-judgmental and open learning environment. The emphasis is on facilitation and exploration. The model recognises and respects the diversity of participants and that developing cultural competence is a lifelong learning process.

1.7. CONSULTANCY SERVICES

PiCC's consultancy services are based on working in partnerships with organisations to achieve the objectives related to the impact of culture on individuals and organisations, to help client organizations identify their objectives and training and development needs and to design, develop, evaluate and follow up training and development programs.

PiCC training can be designed and delivered as a unit of competency or component of such units within National Training Packages, including Business Services, Community Recreation, Community Services, Conservation, Correctional Services, Entertainment, Health, Hospitality, Tourism, Public Safety, Public Services and Training and Assessment.

In addition, PiCC can provide training programs in specialised areas such as international trade and aid, expatriation and repatriation, business migration support and culture-specific information, where the opportunity arises and the capability is available.

PiCC Consultancy Services

Our experienced consultants work with your organisation at all levels in a range of areas, including but not limited to:

- Facilitating Organisational Change
- Cultural Competence Assessment
- Training and Development Strategy Design
- Training Needs Analysis and Program Design
- Cultural Diversity Audits
- Resource Development and Facilitator Training

1.8. CONTRACTUAL RELATIONSHIP

- Trainers /Consultants on the PiCC Registry will be preferred contractors and not employees of ECCQ or PiCC.
- Placement on the Registry will not automatically entitle a trainer/consultant to a minimum number of workshops or assignments.
- PiCC retains the right to choose a trainer/consultant for any workshop or assignment.
- Trainers/Consultants are responsible for business development within the parameters negotiated with PiCC Management Team
- Within these negotiated parameters, PiCC will provide promotional support.

1.9. SELECTION CRITERIA

Consultants are requested to address each of the categories described within 'Section 4 - Expression of Interest Format' of this document, and will be selected based on the following criteria:

1. A combination of relevant education and experience in cross cultural training or cross cultural and diversity consultancy.
2. Cultural competency as demonstrated through personal and professional experience, in particular:
 - Personal qualities such as openness, flexibility, tolerance of ambiguity, sense of humour
 - Knowledge of other cultures and factors that influence culture
 - Behavioural skills such as communication competencies, culturally appropriate role behaviour and ability to relate well to others
 - Self-awareness, especially with respect to one's own values and beliefs
3. Demonstrated congruence between the training philosophy of PiCC and the Trainer/Consultant.
4. Demonstrated ability to deliver and facilitate quality cross cultural training or consultancy services.
5. Demonstrated ability to customize training materials to client needs.

2. INSTRUCTIONS FOR PREPARING THE EXPRESSION OF INTEREST

1. Please complete the EOI Summary Form (page 9 and 10)
2. Please address each of the components of the EOI Format (page 11)
3. Please provide a current CV or resume.

Forward your completed EOI to:

Caroline Bouten Pinto
Consulting Manager,
ECCQ, PO Box 5916, West End Q 4101
or email: carolinep@eccq.com.au.

For information please contact:

Sandra Bennett, Client Liaison Manager
on Tel: 07-3844 9166 or Fax: 07-3846 4453
or email: picc1@eccq.com.au or admin@picc.org.au

3. EXPRESSION OF INTEREST SUMMARY FORM

Name:

Training provider/agency/organisation:

Organisational Structure: (i.e. Corporation, sole trader) _____

Address:

Website: (if applicable)

Phone:

Fax:

Email:

BRIEF STATEMENT OF YOUR TRAINING PHILOSOPHY (100 words maximum):

BRIEF STATEMENT OF YOUR TRAINING EXPERIENCE (100 words maximum):

4. EXPRESSION OF INTEREST FORMAT:

Please provide the following:

1. Statement of capability, addressing the selection criteria
2. Resume, including any previous clients and description of services, testimonials or references
3. Company profile or ABN
4. Samples of work
5. Consent to disclose information to ECCQ clients
6. Up-to-date one page consultant's profile with photograph