COLLABORATING FOR SUCCESS:

A case study of Victorian TAFE International as a Community of Practice
Kate Dempsey

Community of Practice Definition
“groups of people who share a concern, a set of problems, or a passion about a topic and who deepen their knowledge and expertise in this area by interacting on an ongoing basis.”
Wenger et al 2002:4

What VTI did
• Meet to share best practice in QA for offshore programs
• We met together F2F 6 times in 2009
• 12 members (of 20) filled in anonymous survey asking about the process
• 3 members were interviewed
• Finished document prepared by Nov 2009

What helps your capacity to share at the VTI meetings?
The top answer was:
trust, knowing everyone and feeling connected together.

What inhibits your capacity to share knowledge at the VTI meetings?
The top answer was:
lack of confidence in the topic at hand
Fear of Sharing

“Sometimes I make an assumption that other institutes may be more advanced or have better documents, systems or procedures”.

“Feeling inexperienced in a number of areas, compared to the vast experience of some group members”.

What I have learned

- Sometimes learning occurs, sometimes it doesn’t
- Not all members are equal
- It may be hard to quantify what is learned
- Trust is essential to learning
- Learning is influenced by the social situation and it works both ways
- The CoP does not operate in isolation

Keys to success

- Clarity of role and purpose
- Structure
- Leadership
- Build trust and relationship
- Use technology
- Try something new

Thank you

Any questions?