utilising workforce foreign language and culture skills to enhance exports is still mainly just a concept.

Organisations need to ask a few basic questions. What is the impact of workforce diversity on business functions? What strategies to account for diversity have been introduced and how effective are they? Is there a policy on workforce diversity other than that based on compliance with regulations? Are there examples of best practice in diversity management within the industry?

Active workforce diversity management, incorporated as a natural component of good human resource management, can enable the widest possible spectrum of workers to contribute to business success and international competitiveness. The Karpin report talks about addressing this challenge over the next ten years, but the key challenge facing Australian management over the next ten months is to identify and understand the diversity issues, measure the impact and decide on a course of action.

Robert Bean is managing director, Cultural Diversity Services Pty Ltd South Australia

Qantas Flight Catering uses the diversity of its workforce as a marketing tool to win contracts with foreign airlines. The company advertises that it uses Malaysian chefs to prepare food for Malaysian Airlines and that its large community of Muslim workers ensures strict dietary requirements are met. Staff at OFC cook for 25 airlines and more than 8000 ground staff. OFC staff come from more than 50 countries.

Training for Productivity DEETYA 1994

A new directory for EdNA

The directory service for the Education Network Australia, known as EdNA, has been expanded to include a range of new features. Changes were implemented in October in response to comments and suggestions from users of the network and include a new directory under the heading Vocational Education and Training (VET).

Assistant Secretary, Literacy and Special Programmes Branch, Dr Evan Arthur said the new structure places more emphasis on information on the VET sector including details of TAFE institutes and colleges, State VET authorities as well as sources of course and career information and a range of other topics.

The directory will be developed under the direction of an advisory group drawn from stakeholders in the VET sector.

The VET directory includes information on Adult and Community Education (ACE). An ACE reference group is being set up to design a directory structure for the ACE heading in the EdNA Directory which will make these items more identifiable.

"The education sector will continue to address network services within a co-ordinated, national framework," Dr Arthur said.

Recent changes to EdNA include improved co-ordination arrangements after a number of developments including the decision of States and Territories to pursue whole-of-government arrangements for purchase of telecommunications services and, in some cases, wide area network services.

In most cases, school and vocational education and training systems are to be included in these whole-of-government arrangements.

The EdNA co-ordination arrangements will be used to refine and update the education sector’s network services requirements. The new arrangements will also be used to communicate those requirements to the various co-ordination mechanisms being put in place by State and Territory governments and at the national level, particularly the Online Government Council and the Information Policy Advisory Council.

From the education sector’s perspective, the key co-ordinating body will be the EdNA Reference Committee, which was established by ministers at the 18 July 1996 meeting of the Ministerial Council on Education, Employment, Training and Youth Affairs.

The committee will provide advice to ministers on major policy issues associated with the use of computer networks in the delivery of education in Australia including using telecommunications and broadband services for educational purposes.

The committee will also advise the governing body of EdNA, the board of the Open Learning Technology Corporation, on future development of EdNA’s service.

The committee will develop a business plan for EdNA that covers network services for the education sector and includes the need for services such as user authentication, billing services and secure transaction services.

In addition to the reference committee, sector specific advisory bodies in the schools and vocational education and training areas will give advice on issues and concerns specific to their sectors.

EdNA is on the Internet at: http://www.edna.edu.au

Jemima Walsh, DEETYA