



Media release

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New RACT Training Academy to develop local talent and deliver even stronger member support

RACT has launched the RACT Training Academy for its operations staff that opens new training and professional development opportunities across the State, with training available online and through the RACT locations at Burnie, Devonport, Launceston, Hobart, Rosny, Kingston and Glenorchy.

The Academy provides pathways for new and existing RACT staff to gain both non-accredited training and nationally recognised qualifications, while creating new entry points into ongoing careers in customer service and business operations. Through RACT's partnership with Tasmanian organisation, GlobalNet Academy, participants can achieve Certificate III in Business (Customer Engagement).

"We know that when we invest in our people it benefits our members, through quicker resolution of problems and support when they need it most," Stacey Pennicott, Chief Operations Officer (COO), said.

"We are committed to developing local talent by providing training and career development opportunities for new and existing RACT staff across the State.

"With the capacity to deliver learning and development opportunities to more than 150 staff annually across seven locations, the Academy is a gamechanger for long-term careers and long-term member service excellence.

"The Academy will have three intakes of 10 new people across the State every year, with the next intake due later this month. In addition, the Academy will also offer career enhancement opportunities to our existing team."

To deliver accredited training, RACT is partnering with GlobalNet, a registered training organisation, which has a presence in Tasmania.

"We're delighted to partner with RACT to support the launch of the RACT Training Academy, GlobalNet's Chris Toselli said.

"This partnership enables RACT to deliver nationally recognised training to its operations people while upholding the highest standards. We're creating clear, supported pathways for them to develop their skills, achieve qualifications, and deliver an even stronger experience for RACT members.

RACT Customer Service Consultant, Sarika Bal, is one of the first RACT staff members to go through the Academy process.

"Going through the Academy and upskilling in how RACT supports its members and delivers its services has deepened my understanding of my current role," Ms Bal said.



“It’s knowledge I’ll carry with me throughout my career, especially if I decide to move into other areas of the business. I’m really looking forward to the possibility of gaining a nationally-recognised qualification through this training.”