Community Education Providers and Western Sydney Regional Economic Development: Expanding Capacity and Contributions

APPENDIX B: Activities of Western Sydney Not-for-profit Community Education Providers

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1. About this Report

1.1 This Report

Community Colleges Australia (CCA) produced this report for the NSW Department of Industry with the aim to ensure that the NSW Government can use the capacity of Western Sydney not-for-profit community education providers to support that region’s economic development priorities.


The Executive Summary of this project, including the list of recommendations, is also available on the CCA website at https://cca.edu.au/home/western-sydney-regional-economic-development-report-summary/.

This document is Appendix B of the final report, and lists the activities of the 12 CCA member not-for-profit community education providers active in Western Sydney, providing a wide range of education, training and other community services to the region: Macquarie Community College, The Parramatta College, Nepean Community College, Macarthur Community College, JobQuest, The Deaf Society, Hornsby Ku-Ring-Gai Community College, Jesuit Social Services & Jesuit Community College, St George & Sutherland Community College, Sydney Community College, VERTO and Bankstown Community College (BCCI). Many of the region’s community providers already work closely together, and this project identified additional opportunities to expand collaboration.

1.2 Key Findings of the Report

The 13 Western Sydney region not-for-profit community education providers deliver a wide range of vocational educational and training services to the region, from more than 120 locations. The providers bring strengths in business and work skills, early childhood, aged care, disability, community services, foundation skills and adult literacy/numeracy, English as a second language, information technology, management and leadership.\(^1\)

Greater recognition of the activities and capacity of community education providers by local, state and institutional stakeholders will enhance the ability of providers to work in economic development.

Community education providers deliver more effectively than TAFE and for-profit VET providers to hard-to-reach cohorts: people experiencing socio-economic disadvantage, people with disabilities, older Australians (age 45-plus) and people from non-English speaking backgrounds.\(^2\) Western Sydney community providers are in a unique position to pick up many of the outreach services previously supplied by TAFE NSW, given proper funding.\(^3\)

\(^1\) Some providers also offer some specialised and unique training, such as Auslan from the Deaf Society; see below.

\(^2\) Source: National Centre for Vocational Education and Research (NCVER); see section 4.5 of the full report.

\(^3\) See section 5.3 of the full report for details.
The project has reinforced the possibilities ripe for exploration:

- The sector is ideally positioned to deliver a cohesive framework for connection, ongoing learning and skilling in Western Sydney.
- Investment in establishing a governance structure and shared systems for a regional network of not-for-profit community education providers would lift the sector capacity’s capacity, enabling active participation in economic development.
- Community providers are embedded and trusted providers in their respective communities, delivering skills and support where people live and work.
- While community providers in Western Sydney are effective, they continue to battle limited resources, especially given their willingness to expand and introduce new services to key equity groups.
- Collaborations with all layers of government and community stakeholders are crucial for broader success. The post-secondary policy focus on universities and TAFE has limited the ability of community providers to participate in collaborations with governments.

1.3 The Project Logo

The logo (below) for the Western Sydney Regional Economic Development Project symbolises the Blue Mountains – visible from almost everywhere in the region – and the Hawkesbury-Nepean River system, which encircles metropolitan Sydney.⁴

1.4 Acknowledgements

Community Colleges Australia acknowledges the invaluable assistance of its Western Sydney member organisations that contributed to the research and activities contained in the report, as well as all participants in the Parramatta Forum. The report was written by Dr Don Perlgut, with the assistance of Evelyn Goodwin and Anne Walter.

Community Colleges Australia acknowledges the Darug, Tharawal (also historically referred to as Dharawal) and Gandangarra peoples as the traditional owners of the lands of Western Sydney that are considered in this report, and honours their Elders past, present and emerging.

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1.5 Funding and Disclaimer

This report was prepared with funding provided by Training Services NSW, part of the NSW Department of Industry. The recommendations, views and opinions expressed in this report are those of Community Colleges Australia only, and do not necessarily reflect the official policy or position of the NSW Department of Industry, any other government agency or individual CCA members.

1.6 Note on Terminology

Community education providers are frequently called “adult and community education” or “ACE” providers and are commonly known in New South Wales as “community colleges”. This report and this Appendix usually uses the generic name “community education providers”, as it incorporates organisations that do not use the “community college” name, and provides consistency with the terminology used by the National Centre for Vocational Education Research (NCVER).

In NSW, the name “Aboriginal” is frequently used by the New South Wales State Government to mean both Aboriginal and Torres Strait Islander people, or Indigenous people. To prevent confusion of organisational names, this report at times utilises both “Indigenous” and Aboriginal interchangeably.

At the time of publication of this report (May 2019), the NSW Government is undergoing a major restructure that will become effective from 1 July 2019. Training Services NSW will move to the NSW Department of Education, and the Departments of Industry and Planning will merge into a larger entity. Thus some of the names of identified departments in the report’s recommendations and findings will change.

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2. Macquarie Community College

2.1 Introduction

Macquarie Community College (MCC) has operated since 1950 and offers full qualifications in business, business administration, work health and safety, project management, new small business, leadership and management, community services, early childhood education, individual support, ageing support, disability, access to vocational pathways, skills for work, hospitality, spoken and written English, general education for adults, first aid, and information, digital media and technology.

The College had a large number of students in AMEP and SEE and a dedicated program of disability classes for intellectually disabled adults in 2017, but no longer have these due to the conclusion of contracts.

2.2. Scope of Training

<table>
<thead>
<tr>
<th>Full Qualifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSB20115 Certificate II in Business</td>
</tr>
<tr>
<td>BSB30315 Certificate III in Micro Business Operations</td>
</tr>
<tr>
<td>BSB30415 Certificate III in Business Administration</td>
</tr>
<tr>
<td>BSB40515 Certificate IV in Business Administration</td>
</tr>
<tr>
<td>BSB41415 Certificate IV in Work Health and Safety</td>
</tr>
<tr>
<td>BSB41515 Certificate IV in Project Management Practice</td>
</tr>
<tr>
<td>BSB42015 Certificate IV in Leadership and Management</td>
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<tr>
<td>BSB42618 Certificate IV in New Small Business</td>
</tr>
<tr>
<td>BSB51918 Diploma of Leadership and Management</td>
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<tr>
<td>BSB61015 Advanced Diploma of Leadership and Management</td>
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<tr>
<td>CHC22015 Certificate II in Community Services</td>
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<tr>
<td>CHC30113 Certificate III in Early Childhood Education and Care</td>
</tr>
<tr>
<td>CHC33015 Certificate III in Individual Support</td>
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<td>CHC43015 Certificate IV in Ageing Support</td>
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<tr>
<td>CHC43115 Certificate IV in Disability</td>
</tr>
<tr>
<td>CHC50113 Diploma of Early Childhood Education and Care</td>
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<td>FSK10113 Certificate I in Access to Vocational Pathways</td>
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<tr>
<td>FSK10213 Certificate I in Skills for Vocational Pathways</td>
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<tr>
<td>FSK20113 Certificate II in Skills for Work and Vocational Pathways</td>
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<tr>
<td>ICT10115 Certificate I in Information, Digital Media and Technology</td>
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<tr>
<td>SIT20316 Certificate II in Hospitality</td>
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</tbody>
</table>
Accredited courses

<table>
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<tr>
<th>Code</th>
<th>Course Description</th>
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<tbody>
<tr>
<td>10725NAT</td>
<td>Course in Preliminary Spoken and Written English</td>
</tr>
<tr>
<td>10726NAT</td>
<td>Course in Spoken and Written English for Job Seeking</td>
</tr>
<tr>
<td>10727NAT</td>
<td>Certificate I in Spoken and Written English</td>
</tr>
<tr>
<td>10728NAT</td>
<td>Certificate II in Spoken and Written English</td>
</tr>
<tr>
<td>10729NAT</td>
<td>Certificate III in Spoken and Written English</td>
</tr>
<tr>
<td>22471VIC</td>
<td>Course in Initial General Education for Adults</td>
</tr>
<tr>
<td>22473VIC</td>
<td>Certificate II in General Education for Adults</td>
</tr>
<tr>
<td>22476VIC</td>
<td>Certificate I in General Education for Adults (Introductory)</td>
</tr>
</tbody>
</table>

Units of competency

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSBITU101</td>
<td>Operate a personal computer</td>
</tr>
<tr>
<td>BSBITU111</td>
<td>Operate a personal digital device</td>
</tr>
<tr>
<td>HLTAID001</td>
<td>Provide cardiopulmonary resuscitation</td>
</tr>
<tr>
<td>HLTAID002</td>
<td>Provide basic emergency life support</td>
</tr>
<tr>
<td>HLTAID003</td>
<td>Provide first aid</td>
</tr>
</tbody>
</table>

(*) Note: does not include superseded qualifications and non-current accredited courses in teach out mode.

Non-Accredited Courses

The College still undertakes a significant number of non-accredited courses, with the percentages detailed below:

Enrolments by Category

2.3 Delivery Locations

Delivery locations include five dedicated campus sites in Carlingford, Ryde, Chatswood, Mount Druitt and Richmond, along with numerous community venues such as public halls, churches, schools etc and on-site at employer sites and for organisations serving job seekers such as jobactives and DES providers.
2.4 Students

The College has four key target groups, although the majority of our accredited students are women from CALD backgrounds 25-50. The majority of open entry students are English speaking women over 45.

1. **English Language learners** – migrants and refugees from CALD backgrounds (Ryde, Chatswood, Carlingford sites and Blacktown, Mount Druitt, Ermington in 2017)

2. **Job seekers** – underemployed and unemployed individuals, especially migrants (Ryde, Chatswood, Carlingford sites mostly CALD) and low SES native speakers (Richmond, Mount Druitt). We are delivering programs at a growing number of offsite locations for JobActives and DES (mixed), mostly undertaking “Foundation Skills” training - LLN, digital literacy, employability skills, job-seeking support. The majority of our jobseekers are from CALD backgrounds overall.

3. **Career Training students** – particularly in certificate 2,3 and 4 level community services (aged care, disability, IS, child care) and business training package qualifications - but some independent learners doing diploma level business courses self-paced and on-line. Students are a mix of migrants and “locals” looking for work, looking for more or better work or looking to change careers.

4. **Leisure and Self-Improvement courses** – individuals (mostly women over 45 years of age) – a lot of “loyals” that enrol term after term and year after year for the joy of learning and for enduring friendships in foreign languages, fitness, art and craft, dancing classes etc. We have a strong number of “one-off” students in DIY, business and second income, self-improvement workshops etc. Depending on the course, the students may come from some distance away but there are “clusters” of locals around the Carlingford/Ryde/Eastwood venues and Chatswood and Richmond sites.

**Smart and Skilled** student numbers since 2015 are listed below.
2.5 Special Projects

The College supported 12 women (mostly mums) from social housing (including former refugees from Sudan) to complete a part qualification course to start on a pathway to work with careers in community services. The bonus was that almost all (11/12) then carried on into completing their full Certificate 3 in Individual Support because we (FACS, MCC and DoI) also spent a lot of time as part of the wrap-around approach making the participants feel capable, connected, supported and able to complete their program. A key component was organising genuine work experience in the sector. Many of them secured paid work during/after the course. Some (4/11) have now continued to do the Certificate 4. As result of the trusting relationships built in the local area MCC has now run a number of successful Career Training programs in Riverwood.6

2.6 Perceived Gaps and Un-met Needs

Community colleges are no longer physically present in many locations in Western Sydney.

- **Blacktown** no longer has a community college in the area. If there were certainty of funding of English, entitlement and CSO to cover rent and teaching costs, MCC could return to Blacktown.
- There is no longer a community college servicing the **Hills** district: while it is not a low SES area there are increasing numbers of CALD migrants and small businesses.
- Parramatta, Auburn, Guildford and into the South West are ever-expanding areas of need for education and training services to cohorts community colleges specialise in: CCA members are ideally placed to leverage their existing operations with more funding and innovative programs.

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There is clearly a gap in what migrants need and what they get, either because they do not or cannot access it or service provision is not tailored to their issues (e.g. jobactives get paid for placement in a job, not necessarily the right job). MCC experience over decades tells us that migrants form non-English speaking background benefit from:

- **Quality and regular engagement in the longer term with English language**
  taught by highly skilled teachers – an NESB migrant who arrives with less than functional English CANNOT achieve life-long independence in an English-speaking society with only 500 hours of tuition. Those that are not eligible or whose personal situation prevents them from accessing funded English are even worse off – as is the Australian society that may end up supporting them on welfare benefits or increasingly isolating them.

- **Sufficient recognition of their previous international qualifications** and work experience and some means of rapidly gaining access to, or building networks of local Sydney contacts that will help them get real (paid) local work experience and genuine opportunities to secure real jobs at their pre-migration potential.

The big gap is how to connect motivated and talented migrant jobseekers to the skills shortages in key industries in western Sydney – e.g. disability, aged care, childcare, technical roles, construction – surely our students who are seeking work or seeking better/more/new careers can be matched with employers that can offer them work.

MCC used to run affordable open entry arts and leisure programs for up to 380 intellectually disabled adults in and around Carlingford, Rydalmere, Chatswood, Ryde etc – for more than 30 years – cross-subsidised from college reserves. With the advent of NDIS funding and changes to housing arrangements to living in group homes and not in large residential centres (both positives), plus the loss of the college’s long-standing delivery of AMEP we had to discontinue these courses.
3. The Parramatta College

3.1 Training and Education Delivered

The Parramatta College currently offers the following accredited VET courses:

**Business Services**
- BSB10115 - Certificate I in Business
- BSB20115 - Certificate II in Business
- BSB30115 - Certificate III in Business
- BSB30315 - Certificate III in Micro Business Operations
- BSB30415 - Certificate III in Business Administration
- BSB40215 - Certificate IV in Business
- BSB40515 - Certificate IV in Business Administration
- BSB42615 - Certificate IV in New Small Business
- BSB50415 - Diploma of Business Administration

**Information Technology**
- ICT10115 - Certificate I in Information, Digital Media and Technology
- ICT20115 - Certificate II in Information, Digital Media and Technology

**Training and Assessment**
- TAE50216 - Diploma of Training Design and Development

**Animal Care and Management**
- ACM30417 - Certificate III in Companion Animal Services
- ACM40317 - Certificate IV in Companion Animal Services
- ACM30617 - Certificate III in Pet Grooming
- ACM40617 - Certificate IV in Pet Styling

**Foundation Skills**
- FSK10113 - Certificate I in Access to Vocational Pathways
- FSK10213 - Certificate I in Skills for Vocational Pathways
- FSK20113 - Certificate II in Skills for Work and Vocational Pathways

**Non accredited vocational courses**
- Addressing Selection Criteria
- Aussie Idioms in the Workplace
- Basic Bookkeeping, Reporting & Payroll
- Coffee Making - Barista Skills
- Cover Letter Creation
- Digital Job-Seeking
- Effective Business Writing
- Effective Telephone Skills
- Excel Formulas and Functions
- Idioms at the Workplace
- Interview Essentials
- Leadership Skills
- Lean Six Sigma
- Making Movies with Your Digital SLR
- One to One Private Computer Coaching
- Pivot Tables Excel
- Presenting with Confidence
- Profitable Marketing Forum
- Pronunciation and Conversation for Professionals
- Resume Writing
- Sign Language 1
- Sign Language 2
- Starting your own Import/Export Business
- Welding
- WordPress - Design a Blog or Website

3.2 Lifestyle Courses

Alexander Technique
Aquafitness
Aquafitness for over 50’s
Basic Self Defence for Everyone
Bead your own jewellery
Beautify Yourself
Beautify Yourself – Day Makeup
Beautify Yourself – Special Occasions
Build a Property Investment Portfolio
Building Bridges: Reconciliation through Understanding – Learning from and with Aboriginal people
Cake Decorating – Refine your skills
Cake Decorating
Card Making
Ceramics
Ceroc Modern Jive - Rosehill
Close Up and Macro Photography
Colour and Style Yourself
Crash course in Crocheting and Knitting
Creative Writing
Cyber-Bullying
Declutter Your Way to a Simpler Life
Digital Photography for Beginners
Discover Interior Design
Drawing & Painting - All Levels
Dressmaking – Beginners and Continuing
Dressmaking for Absolute Beginners
Expand Your Vocabulary
Fantastic Photos with your iPhone
Film Lovers!
Fitness: Bootcamp
Fitness: Boxing and Kickboxing
Funkytown Fitness
Gardening & Landscaping
Guitar – Classical
Happiness: The Theory, Research, and Practice
Improve Your Conversation
Infamous Women throughout History
Interior Style & Design Trends throughout the 20th Century
Languages - Various
Learn to Row - Beginners & Continuing
Learn to Swim for Adults
Make Handbag Style Gift Bags for Christmas
Meditation & Relaxation - Introduction
Meditation for Tranquillity
Pilates - Beginners
Polymer Clay Beads and Pendants
Pottery
Pottery - Wheelwork
Property Styling for Living and Selling – 2
Property Styling for Living and Selling – Intro 1
Protecting your Privacy
Resin bangles and rings – Introduction
Resin Homewares
Self-Publish Online
Silver Jewellery for Beginners
Sketching Parramatta
Social & Wedding Dance Package
Tai Chi
Tech Savvy Seniors IT Workshops
Ukulele - Introduction
Why Trump?
Yoga
Yoga Holiday Pass
3.3 Locations
- Head office, Suite 1, level 1, 410 Church Street, North Parramatta
- Western Sydney Skills Hub, level 3, 410 Church Street, North Parramatta
- Arthur Phillip High School, Cnr Macquarie & Smith Streets, Parramatta
- Girl Guide Hall, Cnr Annangrove Rd & Currie Ave, Annangrove
- Centenary Uniting Church Hall, 46-48 Sorrell St, North Parramatta
- Greystanes High School, Beresford Rd, Greystanes
- Holroyd School, Willara Ave, Merrylands
- Northmead High School, Campbell St, Northmead
- Parramatta Lions Club, 42a Ross St, North Parramatta
- St Monicas Church, Cnr North Rocks Rd & Church St, North Parramatta

3.4 Target Groups
For funded programs, it is disadvantaged individuals. This is usually women on low income that have low literacy skills or low employability skills.

Lakemba – women unemployed and unable to find sustainable employment due to low literacy skills.
Parramatta – women (usually mothers of primary school children) with overseas qualifications who possess good general English skills and are “work-ready”, but who do not want to pursue a high profile career but rather an entry level office position, however lack local qualifications and confidence to enter the marketplace, and require gap skills training in business training package to support the need to improve their communication and employability skills to secure employment.

Parramatta – Skilled Migrants who pursue a career in their preferred profession ie engineer and/or accountant and unable to access interviews due to barriers faced such as “lack of local experience” and/or local accreditations, no mentoring available, as well as navigating the recruitment process from resume to interview skills.

Parramatta – Mature Age Worker – individuals unable to continue with the physical work they once were accustomed to and/or require digital literacy and computer skills to re-enter the market for a more sedentary role conducive to their mature age, gap skill training from a business training package to promote skills, knowledge and abilities, as well as resume, cover letter, interview skills training.

Fee for service targets local businesses, as well as the general public (specifically women) for leisure courses.

Approximately 23% of students were aged between 26 and 34. 15% of our students come from the post code 2145. Those suburbs are: Constitution Hill, Girraween, Greystanes, Mays Hill, Pemulwuy, Pendle Hill, South Wentworthville, Wentworthville and Westmead. The next highest postcode was 2150 – Parramatta.
70% of our students were born in Australia. Overseas born students identified 62 countries of birth. The first 4 (AFTER Australia) are listed below:

<table>
<thead>
<tr>
<th>Country</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>India</td>
<td>30%</td>
</tr>
<tr>
<td>Lebanon</td>
<td>8%</td>
</tr>
<tr>
<td>Philippines</td>
<td>5%</td>
</tr>
<tr>
<td>New Zealand</td>
<td>5%</td>
</tr>
<tr>
<td>other</td>
<td>52%</td>
</tr>
</tbody>
</table>

3.5 Program Service Gaps

Skilled migrants are gap. As they are not always eligible for CSO but still need assistance in obtaining employment or further education. This includes mentoring and local work experience which is not funded by anyone. Delivery in the Hills Shire Council area is limited. There is no community college, and there are several services that assist with domestic violence victims as an example who we would like to continue to support in their local areas instead of having them come to us to reduce costs. Also childcare is an issue that requires funds to offer child mining services for these people while they attend their training.
4. Nepean Community College

4.1 Courses Offered

Nepean Community College currently offers courses in:

- AFFORD Art Project
- AFFORD Computers for Beginners
- AFFORD Foundation Skills
- AFFORD Job Seeking Skills
- AFFORD Learn to Learn Art Project #2
- AFFORD Literacy Certificate 1 in the Workplace
- AFFORD Literacy in the Workplace
- AFFORD Money and Numbers
- AFFORD Money Smart
- AFFORD Work Skills in IT
- AFFORD Work Skills in IT
- Art : An Introduction
- Art : Basic Drawing and Watercolour
- Art : Botanical Drawing and Painting
- Art : Drawing
- Art : Drawing, Painting and Watercolour
- Art : How to Draw
- Art : Intense Drawing for Beginners
- Art : Intense Painting
- Art : Learn to Paint using Watercolour
- Art : Painting
- Beaded Jewellery : Intermediate Workshop
- Beaded Jewellery : Introduction Workshop
- Beauty Therapy
- Bookkeeping for Small Business
- Bush Walking
- Cake Decorating : Beginners
- Cake Decorating : Christmas Cakes Workshop
- Cake Decorating : Cup Cake Decorations
- Cake Decorating : Workshop
- CBD Corp Workshops Barista
- CBD Corp Workshops Stand Out
- Customer Service
- Certificate I in Information, Digital Media and Technology
- Certificate II in Business
- Certificate III in Business Administration
- Certificate III in Individual Support
- Certificate III in Individual Support - Upgrade
- Certificate IV in Business Administration
- Certificate IV in Disability
- Chinese : Mandarin Beginners
- Chinese : Mandarin Intermediate
- Computer One on One : Office Skill Set
- Computers : Access Level 1
- Computers : Beginners
- Computers : Bookkeeping with MYOB
- Computers : Creating Websites with Wordpress
- Computers : Desktop Publishing
- Computers : Electronic filing
- Computers : Excel Level 1
- Computers : Excel Level 1 For Business
- Computers : Excel Level 2
- Computers : Excel Level 2 For Business
- Computers : Excel Level 3
- Computers : Excel Level 3 For Business
- Computers : MYOB Payroll Workshop
- Computers : Office Skill Set
- Computers : Powerpoint Workshop
- Computers : Word
- Computers : Word Level 2
- Computers : Word Workshop
- Computers : Xero
- Cookery : Italian Regional
- Cookery : Mediterranean
- Cookery : Principle and Techniques
- Cookery : Thai
- Create Traffic Through Social Media
- Dance : 50's Rock & Roll, American Swing
- Dance : Modern Jive
- Dance : Slow Swing and Jive
- Death & Taxes - A financial advisor's view of estate planning
- Discover Apple Mac OS X
- Dressmaking
- Electronic filing
- English Language Skills
- English Language Skills - Advanced
- English Language Skills - Intermediate
- English Language: Beginners
- English Language: Beginners - Presentation
- Facebook for Business
- Financial Planning for Retirement
<table>
<thead>
<tr>
<th>Course Title</th>
<th>Short Description</th>
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<tbody>
<tr>
<td>First Aid</td>
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<tr>
<td>French : Beginners</td>
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<tr>
<td>French : Beginners 2</td>
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<tr>
<td>From Overwhelm to Peace of Mind</td>
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<td>German : Beginners</td>
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<tr>
<td>German : Intermediate 1-5</td>
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<td>Getting Started with Facebook</td>
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<td>Getting Started with Twitter</td>
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<td>Guitar: Beginners</td>
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<td>How to Manage a Bed and Breakfast</td>
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<td>Instagram for Business</td>
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<td>Interior Design and Decorating Workshop</td>
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<td>iPad</td>
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<td>iPad For Everyone</td>
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<td>Irrepressible Veggie Garden by ApplePIP</td>
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<td>IT for Sudanese Women - Part 1</td>
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<td>Italian : Advanced 1</td>
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<tr>
<td>Job Ready Workshop</td>
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<tr>
<td>Leadlighting and Stained Glass : Beginners</td>
<td></td>
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<td>Learn about E-Readers</td>
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<td>LinkedIn for Business</td>
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<td>LLN - Advanced - In the Office</td>
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<td>LLN - Beginners - Forms</td>
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<td>LLN - Fascinators for Melbourne Cup Day</td>
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<td>LLN - Forms are Fun</td>
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<td>LLN - Forms forms forms!</td>
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<td>LLN - Job Skills</td>
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<td>LLN - Music Project</td>
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<td>LLN - Shopping with numbers</td>
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<td>LLN - Speaking with Confidence</td>
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<td>LLN Support in Individual Support</td>
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<td>LLN with Sudanese - Acting</td>
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<td>Mandalas for Creativity</td>
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<td>Massage : Basic</td>
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<td>Mind Mapping for Business</td>
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<td>One on One : Electronic Filing</td>
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<td>Patchwork &amp; Quilting Workshop for Beginners</td>
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<td>Photography : Basic SLR</td>
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<td>Photography : Beginners</td>
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<td>Photography : Digital</td>
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<td>Piano : Beginners</td>
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<td>Pinterest for Business</td>
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<td>Poetry Appreciation</td>
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<td>Professional Development VET Managers Meeting</td>
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<td>Pronunciation</td>
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<td>Russian : Beginners</td>
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<td>Schools Industry Program : Transition to Work</td>
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<td>Self-confidence and Public Speaking</td>
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<td>Sewing : All About the Basics and Beyond</td>
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<td>Sewing for Beginners</td>
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<td>Social Media Engagement Strategies</td>
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<td>Social Media for Sudanese Women</td>
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<td>Spanish : Beginners</td>
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<td>Spanish : Beginners 2</td>
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<td>Spanish : Intermediate</td>
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<td>Stop the world! From Overwhelm to Peace of Mind</td>
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<td>Sudanese Women CPSWE</td>
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<td>Sudanese Women English Language: Advanced</td>
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<td>Support Worker : Aged Care Extension</td>
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<td>Support Worker : Disability or Aged Care</td>
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<td>TAE10 Training and Assessment Part 3 - Work Skills</td>
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<td>Tai Chi : Basic</td>
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<td>Tai Chi : Beginners</td>
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<td>Tai Chi : Chuan Complete Beginners</td>
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<td>Tai Chi For Beginners</td>
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<tr>
<td>Take Control of your Financial Future</td>
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</tbody>
</table>
Tech Savvy: Cyber Safety - How to stay Safe Online
Tech Savvy: Introduction to Online Shopping
Tech Savvy: Learn to use online services
Tech Savvy: Managing Internet Costs
Tech Savvy: Media Management
Tech Savvy: Sharing Photos and other attachments online
Tech Savvy: Use My Gov
Tech Savvy Seniors: Introduction to Email
Tech Savvy Seniors: Introduction to the Internet
Tech Savvy Seniors: Learn to set up a free Email Address
Tech Savvy Seniors: Learn to Surf the Internet
Tech Savvy Seniors: My Health eRecord
Tech Savvy Seniors: Social Media
Tech Savvy Seniors: Word Processing using Microsoft Word
Tech Savvy Seniors Computers
Tech Savvy Seniors Computers Course
Thai: Beginners
Training and Assessment
Typing
Typing Test
Ukulele
Ukulele: Beginners Workshop
Upholstery
Watching TV Online
Website Optimisation
Work Skills in IT for Sudanese
Writing: Beginners
Writing: Creative "A Good Story Well Told"
Writing: Write your Autobiography or Family History

4.2 Operating Locations

- Katoomba Centre, 27 Parke Street, Katoomba
- Nepean Rowing Club Bruce Neale Dr, Penrith
- Penrith High School, 158-240 High St, Penrith
- Westfield Penrith, 585 High Street, Penrith
- Springwood High School, Grose Road, Faulconbridge
- Mamre Homestead, 181 Mamre Rd, Orchard Hills
- Westfield Penrith Weekend, Shop 115b, 585 High Street, Penrith
- St Marys RSL, Hall Street, St Marys
- Digital Hub Penrith Library, 601 High Street, Penrith
- AFFORD Minchinbury, 3-7 Marieanne Place, Minchinbury
- AFFORD Penrith, 79/61 Henry St, Penrith
- AFFORD Prestons, 50 Jedda Rd, Prestons
- AFFORD Marrickville, 18-22 Lilian Fowler Place, Marrickville
- AFFORD Ingleburn, 40 Lancaster St, Ingleburn
- AFFORD Fairfield, 360-364 The Horsley Drive, Fairfield
- Stormer Music, 5C 79/61 Henry St, Penrith
5. Macarthur Community College

5.1 Courses Offered

Macarthur Community College delivers the following:

Smart and Skilled:

a) Trainees – Early Childhood Education and Care CHC30113 AND CHC50113 and Business Administration BSB30415

b) Face to face CHC30113 Certificate III in Early Childhood Education and Care

CSO: CGEA and Computer based skills courses

a) New CGEA currently not on scope but application has been lodged – approx 128 students in Term 3

b) Beginners Computer courses with local housing groups in Bonnyrigg, Campbelltown and Bowral

The college has on scope:

- BSB20115 Certificate II in Business
- BSB30415 Certificate III in Business Administration
- BSB31115 Certificate III in Business Administration (Medical)
- CHC30113 Certificate III in Early Childhood Education and Care
- CHC50113 Diploma of Early Childhood Education and Care
- FSK10113 Certificate I in Access to Vocational Pathways
- FSK10213 Certificate I in Skills for Vocational Pathways
- FSK20113 Certificate II in Skills for Work and Vocational Pathways
- ICT10115 Certificate I in Information, Digital Media and Technology
- ICT20115 Certificate II in Information, Digital Media and Technology
- TAE40116 Certificate IV in Training and Assessment

Plus a number of Lifestyle and Leisure programs.

5.2 Locations

Administration office currently at Cartwright Public School, Learner Place, rear (7 Willan Drive) Cartwright

Delivery locations include:

- Campbelltown Performing Arts HS, Beverley Road, Campbelltown
- Fairfield High School, The Horsley Drive Fairfield
- Ingleburn High School, Oxford Road, Ingleburn
- Liverpool Girls High School, Forbes Street, Liverpool
- Picton High School, Hume Highway Picton
- St Johns Park High School, Mimosa Road, St Johns Park
- Bonnyrigg Public School, Tarlington Parade, Bonnyrigg
- Chipping Norton Lakes Boatshed, Homestead Drive, Chipping Norton
- Fairfield Library, Kenyon Street, Fairfield
- Fairfield Tennis Hall, Lawson Street, Fairfield
- Liverpool Library, George Street, Liverpool
- Moore Park Stables, 125 Moulders Road, Orangeville
- Razorback Leadlighting Studio, 110 Eagles Road, Razorback
- Revesby Community Hall, Macarthur Avenue Revesby
- Rossmore Anglican Church Hall, Church Street, Rossmore
- Scout Hall (Hume Region), 48 Broughton Street, Campbelltown
- SGCH Community Centre, Rear 15-25 Burns Road, Campbelltown
- St Vincent de Paul Nagle Centre, 22 Iolanthe Street, Campbelltown
### 6. JobQuest

#### 6.1 Training Programs

JobQuest delivers the following training programs in Western Sydney:

<table>
<thead>
<tr>
<th>Program / Project</th>
<th>Code</th>
<th>Funding Source</th>
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</thead>
<tbody>
<tr>
<td>Community Services Essential Skills</td>
<td>SOA – FSK20113</td>
<td>ACE / CSO</td>
</tr>
<tr>
<td>Meet and Greet Volunteers</td>
<td>SOA – CHC22015</td>
<td>Smart and Skilled Partial Qualification</td>
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<tr>
<td>First Aid for JobSeekers</td>
<td>HLTAID001 and</td>
<td>ACE /CSO</td>
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<td>HLTAID003</td>
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<tr>
<td>EVET - Colyton</td>
<td>FSK20113</td>
<td>NSW Department of Education – Senior Pathways</td>
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<td>EVET – Jamison</td>
<td>FSK20113</td>
<td>NSW Department of Education – Senior Pathways</td>
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<td>EVET – Doonside</td>
<td>FSK20113</td>
<td>NSW Department of Education – Senior Pathways</td>
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<td>EST – Western Sydney</td>
<td>SOA - FSK20113</td>
<td>Department of Jobs and Small Business</td>
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<tr>
<td>Links to Learning</td>
<td>Non-accredited</td>
<td>NSW Department of Education – Senior Pathways</td>
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<tr>
<td>Teacher Training</td>
<td>FSK20113</td>
<td>Public Schools Teacher Training unit</td>
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<tr>
<td>Be Connected</td>
<td>Non-accredited</td>
<td>Good things Foundation</td>
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<tr>
<td>Real Estate Programs</td>
<td>CPP30211 and</td>
<td>Fee for Service and Smart and Skilled traineeships</td>
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<td>CPP40307</td>
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<td>FSFP - Young Community Leaders</td>
<td>Non-accredited</td>
<td>Department of Defence</td>
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<td>HIPPY – early childhood education program</td>
<td>Non-accredited</td>
<td>Brotherhood of St Laurence</td>
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<tr>
<td>Employability Skills Program - Ronnie</td>
<td>Non-accredited</td>
<td>Fee for Service</td>
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<td>House - Kotara HS</td>
<td>CPP30211 and</td>
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<td>CPP40307</td>
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<tr>
<td>Business Trainees</td>
<td>BSB30115 and BSB30415</td>
<td>Smart and Skilled Traineeships</td>
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<td>HIPPY Tutor traineeships</td>
<td>CHC32015</td>
<td>HIPPY Australia Tutor training fund</td>
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<td>FSK Aged Care Essential Skills</td>
<td>FSK10213</td>
<td>Smart and Skilled FSK</td>
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<td>FSK Parenting Skills</td>
<td>FSK20113</td>
<td>Smart and Skilled FSK</td>
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<td>Tech Savvy Small Business</td>
<td>FSKDIG02 and</td>
<td>ACE</td>
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<td>FSKDIG03</td>
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<td>Tech Savvy Seniors</td>
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<td>Business Services - Konekt Mt Druitt</td>
<td>BSB30115</td>
<td>Smart and Skilled Entitlement Full Qual</td>
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<td>Next Step / Safe Pathways Program</td>
<td>SOA- FKS20113</td>
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<td>Foundation Skills in Pest Control</td>
<td>SOA FSK20113</td>
<td>Smart and Skilled Partial Qualification</td>
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<td>Essential Skills in Children’s Services</td>
<td>SOA FSK20113</td>
<td>Smart and Skilled FSK</td>
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<td>Baby Buddies</td>
<td>SOA CHC22015</td>
<td>Smart and Skilled Partial Qualification</td>
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<td>Friendly Faces</td>
<td>SOA CHC22015</td>
<td>Smart and Skilled Partial Qualification</td>
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<tr>
<td>First Aid</td>
<td>HLTAID001 and</td>
<td>Fee for Service</td>
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<td>HLTAID003</td>
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<tr>
<td>School to Work program</td>
<td>Non-accredited</td>
<td>Fee for Service – individual high schools</td>
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<tr>
<td>RAW program (for refugee high school students)</td>
<td>Non-accredited</td>
<td>Senior Pathway / Multicultural Unit</td>
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JobQuest has started to deliver Living Skills Development courses to NDIS participants in both Western Sydney, mostly in computer skills.

6.2 Property Services Social Enterprise

JobQuest operates a social enterprise in property service to provide a pathway for disadvantaged job seekers to develop employability skills as well as building their credential to be competitive in the open labour market. Operating both in Western Sydney and the Hunter, the program delivers ground maintenance and home maintenance services under:

1. Broadspectrum Housing NSW Subcontract Agreement, with Broadspectrum as the main contractor, providing ground and cleaning services to about 500 Housing NSW properties in Western Sydney and the Hunter;
2. Commonwealth Home Support Program Home Maintenance sub-program, with funding from Department of Health (transferred to Department of Social Services as of September 2018), providing basic home maintenance services for pensioner aged 65 or above in Western Sydney. Currently there are about 250 active customers registered with JobQuest;
3. Veteran Home Care Program, funded by Department of Veteran Affairs, providing basic home maintenance services to eligible veteran in Western Sydney and the Hunter;
4. Home maintenance services under Home Care Package (HCP) for eligible customers. Currently there are about 250 HCP customers registered with JobQuest;
5. Household task under NDIS in both Western Sydney and the Hunter. Currently there are about 350 active customers in Western Sydney and the Hunter combined;
6. Community Assist Lawn Mowing program funded by Parramatta City Council. Currently there are about 80 active customers.

6.3 Funding

JobQuest seeks to diversify sources of our funding, with sources currently including:
- CSO ACE, TSS, Smart and Skilled and TNI from NSW Department of Industry;
- Senior Pathway, Multicultural Unit and Teacher Training Unit of NSW Department of Education
- Good Things Foundation
- Department of Jobs and Small Business
- Department of Defence
- Department of Health / Department of Social Services (in the form of CHSP and Home Care Package)
- Brotherhood of St Lawrence
- NDIA (as NDIS)
- Parramatta City Council

Historically JobQuest has also receive philanthropic donations by major corporations.
6.4 Locations

JobQuest operates out of three sites in Western Sydney:
- Head Office: Suite 101, 114-116 Henry Street, Penrith NSW 2510
- Girraween Office: Unit 7, 79 Mandoon Road, Girraween NSW 2145
- Springwood Storage: 36 Lawson Road, Springwood 2777

JobQuest has a different operation model than “traditional” community colleges. Sites function mainly as administration offices or as a depot. Currently JobQuest’s training programs are delivered in the following third party sites in Western Sydney:
- 3 nursing homes in FSK and employability skills;
- 3 high schools in EVET;
- 10 high schools in transition to work;
- 7 job active sites in Employability Skills Training;
- 2 family services in FSK and parenting skills.

The Living Skills Development is delivered mainly at home of the NDIS participants. For group delivery, they are usually delivered in the community - community centres or service clubs to enhance skills transfer to actually daily living.

6.5 Target Groups

JobQuest's students mainly comes from disadvantaged communities, including:
- Refugees and new migrants, who needs additional support in employability skills and LLN development;
- Disengaged young people, at risk or already dropped out of formal education, with multiple vocational and non-vocational barriers, low LLN and employability skills;
- People with disability, who may have limited access to employment and training;
- Older people, who may need to update their LLN and digital skills as well as their vocational skills; and
- Young parents, who come from disadvantaged background with limited access to role model and family support.

6.6 Economic Development

JobQuest has been involved with a number of economic and social development projects, including two public housing programs:
- Tenant Employment Program; and
- Community Contract Program.

While both of these programs were highly successful in achieving multiple outcomes on both individual and community levels, they have been discontinued due to re-structuring of NSW Land and Housing Corporation.

In terms of service gap, there were a lot of discussion about NEET (young people not in employment, education or training), reflecting in the difficulty of a lot of young high school or even university graduates unable to obtain employment after graduation. There are also a substantial number of middle aged and mature aged adults who are caught in the changes of economic and employment environment. Though not on welfare but have already or at risk of losing their job.
7. The Deaf Society

The Deaf Society operates state-wide, however is based in Parramatta and historically has been very active in Western Sydney, including collaborating with The Parramatta College. VET and other training programs include

7.1 Training Offered

Smart and Skilled (NSW):
- 22075VIC Certificate II in Auslan (6 courses/year)
- 22077VIC Certificate III in Auslan (3 courses/year)
- 22078VIC Certificate IV in Auslan (2 courses/year)
- 22081VIC Diploma of Auslan (2 course/year)
- PSP50916 Diploma of Interpreting (LOTE-English) (1 course/year)
- 22075VIC Certificate II in Auslan RPL (8 students/year)
- 22077VIC Certificate III in Auslan RPL (2 students/year)
- 22078VIC Certificate IV in Auslan RPL (2 students/year)
- 22081VIC Diploma of Auslan RPL (2 students/year)

Community Service Obligation (NSW):
- 22471VIC Course in Initial General Education for Adults (Skills set courses) (2 courses/year)
- 22476VIC Certificate I in General Education for Adults (Introductory) (Skills set courses) (10 courses/year)
- 22472VIC Certificate I in General Education for Adults (Skills set courses) (2 courses/year)
- FSK10113 Certificate I in Access to Vocational Pathways (Skills set courses) (2 courses/year)
- Non accredited courses, including tutoring (22 courses/year)

Tech Savvy Business (2 courses) - (Tech Savvy for Seniors) not VET

Lifestyle programs:
- Sign Language 1 (80 courses/year)
- Sign Language 2 (33 courses/year)
- Sign Online (online course continuing through the year)
- Deaf Awareness Programs (1 hour, 2 hours, 4 hours and for Schools) (25 courses/year)
- Auslan in the Home (NDIS funded)

Professional Development courses:
- PD for Trainers (2 courses/year)
- PD for Interpreters (2 courses/year)

7.2 Locations

Western Sydney locations include:
- Campbelltown
- North Rocks
- Parramatta
- Springwood.
7.3 Students

The Deaf Society caters for two groups of student profiles spread over all locations:

1. **Group 1**: Deaf/hard of hearing people with minimal formal education, fractured learning experiences and/or disabilities. These learners may be from CALD (culturally and linguistically diverse) backgrounds, indigenous adults and youth who have disengaged from formal schooling.

2. **Group 2**: School leavers, adults already in the workforce and those returning to study with:
   - The knowledge and skills required to gain fluency in Auslan from a bilingual bicultural perspective for communication and vocational purposes.
   - Competencies at an appropriate level as guided by the Auslan Proficiency Rating Scale and the experience of Auslan teachers Australia-wide.
   - An opportunity to select a program of study to meet required competencies for further study or the workplace.
8. Jesuit Social Services

8.1 Jesuit Social Services in Western Sydney

Jesuit Social Services is Melbourne-based, and runs Jesuit Community College, which operates in a number of states and territories of Australia. Since 2008, Jesuit Social Services has partnered with Mt Druitt’s Holy Family Parish to deliver local initiatives throughout Western Sydney.\(^7\)

The programs include:

- **Ignite Food Store**: We Partner with a range of schools, parishes and suppliers to provide affordable groceries train and employ people to sell affordable groceries including fresh fruit and vegetables, meat, and dairy, to the Mt Druitt community. We train and employ local people and provide work experience to unemployed people. We make special support for some of the most vulnerable people in Mt Druitt.

- **Ignite Op Shop**: We provide high quality adult and children’s clothing, toys, books, furniture, household items, and bric-a-brac at low prices to the Mt Druitt community.

- **Willmot Community Hub**: Using a collective impact model we partner local residents and over 20 organisations to build a community resource right in the heart of Willmot. We work together with Blacktown Council, New South Wales and the Commonwealth Government in delivering a number of programs to the local community. We are now partnering with a growing number of businesses and corporations to develop funding, skills and employment pathways for local people.

- **African-Australian Inclusion Program (AAIP)**: In partnership with National Australia Bank, we offer paid work placements to qualified African-Australians who struggle to find employment due a lack of local work history

- **Just Leadership Breakfasts**: We partner with the Old Ignatians' Union to host energising breakfast events with renowned speakers, who engage, inspire and challenge attendees to grow personally and professionally

- **Parent Infant Family Australia (PIFA)**: We support vulnerable families during pregnancy and in their children’s early years through direct clinical work, as well as by training professionals who work with them

- **Mt Druitt Holiday Program**: We provide day programs for disadvantaged families during school holiday periods, with a focus on developing parenting capacity through genuinely new and interesting experiences for families

- **Mt Druitt Youth Programs**: We deliver a range of programs to marginalised youth, including the Opportunity Choices Inspiration (OCI) school mentoring program, which links senior primary school children who are at risk of disengaging with education with senior high school mentors

8.2 Western Sydney Program Operations

We help Western Sydney communities break out of cycles of disadvantage by developing local answers to local problems, such as high unemployment rates and limited access to affordable, healthy food.

Research by Social Ventures Australia (2010), has shown our Ignite Food Store to have the lowest price standard basket of groceries in the area.

Our Western Sydney programs also help build relationships within local communities through training and work experience, employment, family support, and leadership activities. Our retail stores create direct employment and networks between local people — at our Food Store, the person who serves you understands you, because they live in your neighbourhood. All Western Sydney programs are open to the community and are self-referred, so please contact us directly.
9. St George & Sutherland Community College

9.1 Western Sydney Training

St George & Sutherland Community College (SGSCC) offers units of competency in Western Sydney from the following:

- 22471VIC Course in Initial General Education for Adults
- 22476 Certificate I in General Education for Adults (Introductory)
- FSK10113 Certificate I in Access to Vocational Pathways
- 22472 VIC Certificate I in General Education for Adults
- FSK10213 Certificate I in Skills for Vocational Pathways
- CHC40213 Certificate IV in Education Support
- CHC30113 Certificate III In Early Childhood Education & Care
- First Aid

9.2 Adult Migrant Education Program

SGSCC was involved in delivering the Adult Migrant Education Program (AMEP) for 13 years, commencing with its first consortium of ACL (Navitas) from 1998-2003, and then with the Adult Migrant Education Service (AMES) until 2011. (Until 1988, the AMEP had been solely delivered by the Adult Migrant Education Service.)

Apart from running large centres, the college was contracted to take the AMEP to the community in southwest Sydney. At the peak of delivery, SGSCC delivered the AMEP to more than 700 migrants annually.

Innovative programs, like the SGSCC “English on Tour”, combined classes in English with excursions to places like the Blue Mountains, Central Coast, Southern Highlands, the Illawarra and Palm Beach. These enlivened the classroom experience and immersed students into intensive English practice. Other important off-shoots of the AMEP were the State Emergency Service (SES) auspiced “Volunteer Training for Migrants” and the commencement of the Skilled Migrant Mentoring Program, which prepared highly trained migrants for the Australian workplace.

The college formed a constructive partnership with the Chinese Australian Services Society (CASS) during the AMEP delivery. Centres that SGSCC delivered from included Bankstown Migrant Resource Centre, Lakemba Primary School (primarily classes for Muslim women and school mothers), as well as at CASS, both for “all ages” and one for older migrants at Campsie. Work with CASS recommenced again in 2016, providing courses in Training and Assessment for community services staff.

All these courses were tailored to the needs and availability of clients and respected the cultural needs/differences of the clients. In the case of the older Chinese clients and Muslim women, there was a substantial economic impact by ensuring that these care givers learned both English as well as the cultural components of Australian life.
10. Sydney Community College

10.1 Training in Western Sydney

Sydney Community College has been providing Government funded adult education, training and mentoring services in south western Sydney since 2007. In 2018-19 SCC will deliver the following programs/skills in the Fairfield, Liverpool and Canterbury Bankstown LGAs, all funded by ACE CSO-CSD:

<table>
<thead>
<tr>
<th>Program/Course Name</th>
<th>Qual/Code</th>
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<tbody>
<tr>
<td>Introduction to Community Services</td>
<td>Part qual based on units from Certificate II in Community Services CHC22015 and FSK20113 Certificate II in Skills for Work and Vocational Pathways</td>
</tr>
<tr>
<td>Introduction to Customer Service</td>
<td>Part qual based on units from Certificate II in Retail SIRX20216 and FSK20113 Certificate II in Skills for Work and Vocational Pathways</td>
</tr>
<tr>
<td>Skill Up- Basic English and Computers</td>
<td>Part qual based on units from FSK10113 Certificate I in Access to Vocational Pathways</td>
</tr>
<tr>
<td>Skill Up – Basic English for Study and Work</td>
<td>Part qual based on units from FSK10113 Certificate I in Access to Vocational Pathways</td>
</tr>
<tr>
<td>Skill Up- Basic English for Study and Work II</td>
<td>Part qual based on units from FSK20113 Certificate II in Skills for Work and Vocational Pathways</td>
</tr>
<tr>
<td>[Lifestyle Skill-TBD] and Basic English</td>
<td>Part qual based on units from FSK10113 Certificate I in Access to Vocational Pathways</td>
</tr>
</tbody>
</table>

In 2017-18, SCC delivered nine part-qualifications or short courses, five in the community of Cabramatta/Fairfield and four in the community of Lakemba/Bankstown areas. The 12-week short courses were:

- **Skill Up: Basic English and Computers** – Based on units from Certificate 1 Access to Vocational Pathways (FSK10113)
- **Job Seeker Skill Up** – Based on units from Certificate II in Skills for Work and Vocational Pathways (FSK20113)
- **Introduction to Community Services** – Based on units from Certificate II Community Services (CHC22015) and Certificate II in Skills for Work and Vocational Pathways (FSK20113)
- **Introduction to Children’s Services** – Based on units from Certificate III in Early Childhood Education and Care (CHC30113) and Certificate II in Skills for Work and Vocational Pathways (FSK20113)
- **Introduction to Caring Careers** – Based on units from Certificate III Individual Support (CHC33015) and Certificate II in Skills for Work and Vocational Pathways (FSK20113).
As SCC is not a Smart and Skilled provider, its approach has been to build partnerships with the local TAFEs and other ACE organisations, in particular Macquarie Community College, to facilitate the movement of its ACE CSO-CSD students into S&S to complete their qualification.

10.2 Target Groups

In conjunction with the eligibility criteria for the ACE CSO-CSD program, SCC’s target group is predominantly migrants, refugees and humanitarian visa holders, many of whom are recent arrivals to Australia. SCC’s target group also includes long-term unemployed, older women transitioning to a new career, mothers of school-aged children; carers, and disabled learners. The target group is characterised by socio-economic disadvantage, low literacy and language skills, educational disadvantage and low learning skills, limited employability skills and low levels of self-confidence. To date the majority of clients have been women aged between 25-55.

10.3 Involvement in Economic and Social Development

SCC conducted a Government funded Skilled Migrant Mentoring Program and Refugee Mentoring Program and Refugee Mentoring Program in South Western Sydney over a number of years from 2007. From 2012 to 2014, SCC ran the Migrant Women’s Micro Business program in the Canterbury/Lakemba area, which combined training in the Certificate III in Microbusiness Operations and mentoring for migrant women seeking to start small businesses in Australia. The program worked directly with community-based organisations and local businesses and was a catalyst for the founding of the Lakemba Community Markets.

10.4 Identified Gaps in Locations, Programs and Scope

SCC has identified that there is a very high need for more foundation skills training in the areas of South Western Sydney in which it operates. In particular, English language training to meet the needs of those who have completed the AMEP program but are not yet ready to pursue further study under Smart and Skills or to pursue entry level employment. This need is great where new migrants, refugees and asylum seekers are settling, such as those in the Fairfield, Canterbury Bankstown and Liverpool LGAs.

10.5 Western Sydney Service Delivery Locations

SCC works closely with community-based organisations serving disadvantaged learners in South-Western Sydney to deliver its ACE CSO short courses. These include CORE Community Services (CORE), Canterbury City Community Centre (4cs), and Settlement Services International-Liverpool (SSI):
- Canterbury City Community Centre Cottage, 28 Croydon Street, Lakemba
- CORE Community Services, Aged and Disability Services, 22 Nelson Street, Fairfield
- CORE Community Services, Corner of Railway Parade and McBurney Road, Cabramatta
- Settlement Services International-Liverpool, 2/45-47 Scott Street, Liverpool
11. VERTO

11.1 Western Sydney Training

VERTO Ltd has the ability to deliver traineeships and part qualifications targeted at industry needs within the Western Sydney area under the NSW Smart and Skilled government initiative.

The listing below does not include VERTO’s entire scope, however it includes qualifications for potential delivery in the Western Sydney area that would be suitable (including applicable funding type):

- SIR20316- Certificate III in Retail Smart and Skilled: Entitlement Apprenticeships and Traineeships | Fee for Service
- FSK20113- Certificate II in Skills for Work and Vocational Pathways Entitlement Foundation Skills Program | Fee for Service
- TLI31616- Certificate III in Warehousing Smart and Skilled: Entitlement Apprenticeships and Traineeships | Fee for Service
- BSB20115-Certificate II in Business Smart and Skilled: Entitlement Apprenticeships and Traineeships | Fee for Service
- BSB30115-Certificate III in Business Smart and Skilled: Entitlement Apprenticeships and Traineeships | Fee for Service
- SIT30616- Certificate III in Hospitality Smart and Skilled:
- BSB40215- Certificate IV in Leadership and Management Smart and Skilled: Entitlement Apprenticeships and Traineeships | Smart and Skilled: Targeted Priority Full Qualifications | Fee for Service
- CHC32015- Certificate III in Community Services Smart and Skilled: Entitlement Apprenticeships and Traineeships | Fee for Service
- CHC33015-Certificate III in Individual Support Smart and Skilled: Entitlement Apprenticeships and Traineeships | Fee for Service
- CHC41115-Certificate IV in Employment Services Smart and Skilled: Entitlement Apprenticeships and Traineeships | Smart and Skilled: Targeted Priority Full Qualifications | Fee for Service
- Certificate IV in Ageing Support Smart and Skilled: Entitlement Apprenticeships and Traineeships | Smart and Skilled: Targeted Priority Full Qualifications | Fee for Service
- Certificate IV in Disability Smart and Skilled: Entitlement Apprenticeships and Traineeships | Smart and Skilled: Targeted Priority Full Qualifications | Fee for Service

Students include industry employers, JobActive DES providers, jobseekers and community-based individuals seeking opportunities

11.2 Western Sydney Locations

- 1/5 Mount Street, Mount Druitt
- 12/197 prospect highway, Seven Hills (VERTO Ltd)
- 17 Church St, Lidcombe
12. Bankstown Community College (BCC Institute)

Due to the nature of the qualifications Bankstown Community College (BCC) offers and fee for service, the student profile is predominantly female, mothers returning to work or already working part time from the age of around 25 onwards. They are supported by a partner/husband and therefore can pay for the course. BCCI has CRICOS registration.

BCC current VET qualifications include:

- BSB51915 Diploma of Leadership and Management
- CHC30113 Certificate III in Early Childhood Education and Care
- CHC50113 Diploma of Early Childhood Education and Care
- First Aid
- CHCPRT001 Identify and respond to children and young people at risk
- Microsoft Office Word (Basic)
- CHCECE004 Promote and provide healthy food and drinks
- School Administration

Bankstown Community College operates from its building in the centre of Bankstown, located at Level 1, 457 Chapel Rd, Bankstown NSW 2200.
Contact

Community Colleges Australia
PO Box 1839, QVB Post Office, Sydney NSW 1230
Tel (02) 9233 3634
Email admin@cca.edu.au
Web www.cca.edu.au