

SERVICE DELIVERY PLAN PARTICIPANTS

About Us

VERTO, formerly Central West Community College, is a not-for-profit organisation that has been helping people in the Central West NSW improve their skills for over 35 years. We have been in the Central West since 1983, with strong local networks and relationships. We have employment and work experience linkages with hundreds of employers across the full spectrum of industries in the Central West. We will leverage these relationships to provide industry currency and real employer experiences in our delivery of Central West Career Transition Assistance, producing the best outcomes for you. Our qualified facilitators will deliver from sites in Bathurst, Cowra, Lithgow, Mudgee, Orange and Forbes, ensuring that you will have access to the Program throughout the region. Each site has disability access and a mixture of group training rooms and private interview rooms, as well as access to current digital technology and free Wi-Fi.

Mature Age Participants

What you can expect from us. Our experienced staff will provide you with a single point of contact for your entire program. You will be able to contact us by phone, email and meet with us face-to-face. Your facilitator will always be attentive, courteous and respectful when delivering our service.

We are mature age specialists. Since 2015, we have assisted over 2,600 people aged over 50 in the Central West into employment and/or training. We also partnered with Telstra and the NSW Government to deliver the Tech Savvy Seniors Program, helping over 100 mature aged people in the Central West to improve their digital literacy.

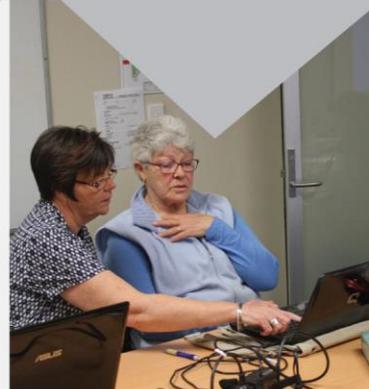
Our programs work. We were named the 2015 NSW and Australian Large Training Provider of the Year. We have high completion rates – the number of VERTO learners who see their course through to completion is more than double the national average. All our programs are accredited to the internationally recognised ISO9001 Quality Management Standards.

CTA Course Description

We will deliver the Tailored Career Assistance Element of the Program over six weeks and the Functional Digital Literacy Element over two weeks. We will deliver in groups of no more than 15 Participants to one facilitator, for no more than 25 hours a week, or 15 hours a week if you have reduced capacity for participation.

The Tailored Career Assistance Element

Workshops offered will include: goals and motivations, understanding the Central West labour market, exploring transferable skills, improving and tailoring resumes, navigating the job application process, and practising and enhancing interview skills. These workshops will be delivered over a six-week period on a rolling intake, and include a mixture of small group work, one-on-one appointments and self-directed peer-based learning. All programs will include inbound or outbound employer



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engagement visits to give you genuine insights into real Central West employment opportunities.

The Functional Digital Literacy Element

Workshops offered include: assessment of your level of digital literacy, navigating smartphones and laptops, basic desktop publishing, using search tools, setting up and using email accounts to apply for jobs, setting up and using a MyGov account and jobactive apps, editing and uploading a resume and selection criteria, applying for jobs online (including on the jobactive website), adding attachments and completing forms, and using employment-oriented social networking. You will access devices from our training resource kits to ensure you gain hands-on experience in a comfortable and secure environment. We will work with you to identify skills in demand with employers. Where possible, we will arrange for additional training under our fully-funded, accredited training programs.

Preparing the Career Pathway Plan

Once you are referred to Central West Career Transition Assistance, we will contact you within 1 business day to book an appointment to take place within 5 business days. At your initial appointment we will complete an individual Career Pathway Plan. We will conduct a work readiness assessment to build a clear and detailed profile of your employment history, skills and interests. This will help us to tailor our Program to your needs.

We will work together to create your tailored Career Pathway Plan. This will be a living document which is regularly updated. It will outline the steps we will take to assist you to pursue employment and training opportunities based on your transferable skills and the Central West labour market. It will include employment goals and motivations, occupations and industries suitable for you in the Central West, a summary of your transferable skills, strengths and experience, work experience options, education or training options, details of ongoing support we will provide, and a self-marketing plan with practical steps to help you sell yourself to employers. This Career Pathway Plan is yours to keep, and will be shared with your jobactive provider.

Ongoing Support

At the end of the Program, we will meet with you and your jobactive provider to facilitate a warm handover. Your provider will be fully appraised of everything you have achieved, as well as the next steps that will help you continue to progress. We will offer two additional meetings with you to provide ongoing support within three months of completing the Program. We will also provide you with attendance and attainment certificates, showcasing the skills and knowledge you have gained.

In addition to the regular contact you will have with your Central West Career Transition Assistance Facilitator during your Program, you will have opportunities to provide us with feedback on our service delivery, including a Participant satisfaction survey at the conclusion of your time with us.

