

SERVICE DELIVERY PLAN STAKEHOLDERS

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 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 our Participants. Our qualified facilitators will deliver from our sites in Bathurst, Cowra, Lithgow, Mudgee, Orange and Forbes, ensuring access to the Program throughout the region. Each site has disability access and will provide a mixture of group training rooms and private interview rooms, as well as access to current digital technology and free Wi-Fi.

What you can expect from us.

The Central West Career Transition Assistance Program will have a dedicated CTA Coordinator and a team of experienced facilitators. The Program will have rigorous internal and external auditing to ensure impartiality of service. We will have a clear delineation between Central West Career Transition Assistance and other programs delivered at our sites. We will visit your sites and meet with staff and job seekers to promote the Program throughout the region. We will enter into a Service Level Agreement with you to document your preferred contact person, schedule, and our commitments to you.

Mature Age Participants

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 age people in the Central West to improve 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 Central West Career Transition Assistance Program to Participants covering all core components in both the Tailored Career Assistance Element and the Functional Digital Literacy Element. We will deliver services in groups of no more than 15 Participants to one facilitator. All participants will have their activity and attendance documented. We will provide you with a progress report at three weeks, as well as notifying you of Participant attendance. We will develop a detailed Career Pathway Plan with the Participant and share it with their jobactive provider.



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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 practicing 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. Programs will include inbound or outbound employer engagement visits to give participants genuine insights into 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. Participants will be able to access devices from our training resource kits to ensure they gain hands-on experience in a comfortable and secure environment. We will work with participants (and our jobactive and Department stakeholders) to identify skills in demand, which will increase the participants' ability to compete in the open labour market. Where eligible, we will arrange additional training under our Smart and Skilled and ACE Community Service Obligation services, fully funded by the NSW Government.

Preparing the Career Pathway Plan

When you refer a Participant, we will contact them within one business day to arrange an initial appointment. This appointment will occur within five business days. At the initial appointment we will complete an individual Career Pathway Assessment and a work readiness assessment, at no cost to you.

Ongoing Support

At the conclusion of the Program, we will meet with you and the Participant to provide a handover. We will schedule an additional two meetings with the Participant to provide ongoing support within three months of completing the Program. In addition, we will issue attendance and attainment certificates showcasing the skills and knowledge participants have gained with Central West Career Transition Assistance. In addition to the contact schedule outlined in your Service Level Agreement, we will give you formal opportunities to provide us with feedback on our service delivery (including quarterly surveys) and we will invite jobactive, other CTA providers, the Department and participants to form a Central West Career Transition Assistance Reference Group. This group will meet quarterly to discuss the Program and areas of opportunity, and will provide a forum to give feedback directly to our CTA Coordinator, Facilitators and management.

