



DAMON

An ACE Computing student, Damon Bradley was nominated for Adult Learner of the Year. Damon's phenomenal achievements include breaking through a pervasive fear of using a computer, to moving out of the negative spiral he was in while working in the construction industry to actually now studying a Certificate IV in Community Services with the hope of becoming a counsellor for people living with addictions. From his time in the construction industry, he uses the analogy – "lay a brick for the wall I am building" and now Damon is "laying the bricks for the future he is building."

I learnt an array of skills that have provided me with the foundation I need to be able to even consider further study. I am no longer scared of computers!

DAMON



JODIE

"I had been struggling with lack of confidence since losing my job. Although I had previous computer experience, I decided to do the 'Computers for Work' ACE course as a refresher. I was then asked if I would be interested in being a volunteer helper with this course. This led to me doing a Certificate IV in Training and Assessment where I was given the opportunity to practise teaching the Excel component of the course. As my confidence grew, I felt able to apply for work and finally managed to get a couple of interviews. This has now helped me gain a position working in administration 10 hours a week".

I feel that it's these things that have increased my confidence and given me the ability to eventually get back into paid work after over 4 years. I'm grateful for all the experiences I've had.

JODIE



DALMO

"When I got to Adelaide I was a little bit scared about inserting myself into the community. Then I found the Glandore Community Centre and it was the place that makes me feel like home. I did some different courses and it improved my confidence to speak and face the difficulties here in Australia". Dalmo not only completed a number of ACE courses but now volunteers across numerous programs and this has also led to paid employment with Ranstad.

Today, I can say that ACE courses were the support that I needed to start my new life in Australia.

DALMO



ANTONIA

"I found about the ACE courses through my local community centre. I was working for 30 years with Toyota in the automobile industry. We were made redundant in 2017. I lost my job, my friends and the everyday routine. The ACE English classes helped me to feel like I had people from all around the world to care for and love one another. Since beginning these classes, I have built my confidence, my ability to use a computer, I know how to prepare for work and have written my resume. I have recently found some work as dress maker in a bridal shop. I want to thank everybody for being so kind to me. I look forward to further improving my English and computing skills".

This is something I have achieved because of the support of the people in the ACE program.

ANTONIA

MITHILA'S STORY

"After migrating to Australia, I found that it is very important to know how to write a resume and cover letter. So I searched on the Marion Council website and found the Preparing for Work course. During the course, I learnt how to write a proper resume and cover letter for different jobs. I got to know about South Australian job recruitment agencies. Also, most importantly I have gained a good understanding about interview questions and answers which helps me feel confident in applying for jobs. This course was really good. I have gathered so much knowledge about how to prepare for getting work in SA and every time when I apply for any job this knowledge helps me a lot to prepare my resume and cover letter. Also, I recently I got a casual position at TafeSA, and this course helped me to win this job".

Overall, I am grateful to City of Marion's Adult Community Education Program for this opportunity. Thank you.

MITHILA

ACE IN 2020

2019 saw the emergence of NEW partnerships that have helped to strengthen the connection between ACE and other training and employment opportunities. With Community Corporate we are exploring the possibility of traineeships and additional employment support for some of our learners. Our working relationship with Lutheran Community Care continues to provide strong referral pathways to support migrants in accessing the ACE program. With the arrival of many South Americans under the humanitarian program, we have linked arms with Adult Migrant English Service to deliver extra English classes and we anticipate our South American friends will eventually engage with other ACE courses.



ADULT COMMUNITY EDUCATION

JANUARY - DECEMBER | 2019



THE YEAR IN REVIEW



412

PEOPLE PARTICIPATED IN ACE COURSES IN 2019 CALENDAR

STUDENT ENROLMENTS IN ACCREDITED AND NON-ACCREDITED ACE COURSES:

ACCREDITED 242

NON-ACCREDITED 170



6

VOLUNTEERS IN THE ACE PROGRAM



10,470

CONTACT HOURS FOR ACE CLASSES

AREAS OF STUDY



Within each course, Foundation and Employability skills are embedded within class activities and assessment tasks.

KEY HIGHLIGHTS FROM 2019

EVALUATION AND PLANNING

We have developed several online survey tools that enable us to receive feedback from participants on course satisfaction, good news stories, pathways after ACE and to inform planning of future courses. This also ensures we are continuously improving our courses and taking into account learner feedback.

MARKETING

We have a marketing officer assigned to the ACE program assisting in streamlining our marketing and attracting the right students into ACE courses. We have developed a database of over 500 contacts who receive our program each and every term.

SMALL BUSINESS SUPPORT

Our Introduction to Small Business course helps learners explore the prospect of self-employment and provides essential links with business support services, key government departments and further business training opportunities.

BEYOND ACE

Because the ACE Program is embedded within the City of Marion's Neighbourhood Centres and Libraries, we have the capacity to offer a wide range of opportunities for learners to further increase their social connectedness, digital literacy, resilience, wellbeing and knowledge of community supports. We provide individual computing support as well as extra English language classes to support new arrivals. We also have external government funding helping us collect data to create programs that are responsive and relevant to the community. These programs provide additional support and opportunities to ACE students on their job preparation journey.

JOINING FORCES : INTERSKILLS TRAINING

Commencing in the 2019-2020 financial year, we entered into a new auspicing arrangement with Interskills Training to deliver accredited courses. Students completing accredited units within the Foundation Skills Training Package (FSK) are enrolled through Interskills. Each student on successful completion of an accredited course, receives a statement of attainment from Interskills Training. Interskills Training have provided continual support to our accredited tutors in updating assessment tools, providing valuable input and helping us to adhere to any updates in training standards and quality assurance requirements. Thank you Paul, Sian and David for your support of the City of Marion's ACE program.

BREAK DOWN OF STUDENT ENROLMENTS (JAN - DEC 2019)

125 ENGLISH

78 COMPUTING

67 CAFE WORK SKILLS

49 HEALTH & WELLNESS

40 JOB PREPARATION COURSES

24 INTRO TO SMALL BUSINESS

16 LEARNERS PERMIT

13 DISABILITY & AGED CARE

THANK YOU

We would like to take this opportunity to thank our funders the Department for Industry and Skills for their continued support of the Adult Community Education sector. Thank you to Interskills Training for their continued partnership in delivering accredited courses.

Thank you to the City of Marion Neighbourhood Centres and Libraries for providing on the ground support to host our classes. We would also like to give a special thanks to our team of amazing ACE tutors and volunteers who go above and beyond to support students to overcome barriers, learn new skills, build self-belief and assisting them move one step closer to their career goals and aspirations.





LIFE LONG LEARNING

Adult Learners Week runs from September 1st - 8th annually. This week recognises achievements in Adult Community Education and aims to encourage students not currently engaged in community learning to come and try something new and to build community networks.

This event was instrumental in connecting people with employment supports, further their learning opportunities and increasing their awareness of community programs.



CASTLE PLAZA POP UP

City of Marion's Neighbourhood Centres' team conducted a week-long event at Castle Plaza Shopping Centre from Monday 2nd – Saturday 7th September. It included a Pop-Up Shop and a Workshop Space. We conducted a series of adult learning focused workshops during the week. It also engaged a variety of community organisations, training providers, Council departments to man the Pop-Up space to provide information about their services and programs to shoppers.

413 PEOPLE VISITED THE POP UP SHOP

136 WORKSHOP PARTICIPANTS

20+ ORGANISATIONS AND DEPARTMENTS INVOLVED

WORKSHOPS

During ALW, we utilised a vacant shop to conduct a series of workshops which included 'Come and Try' sessions designed to encourage engagement in adult learning classes and community centre programs. Workshops included: resume writing, job search skills, working in the disability sector, Job Network Providers and much more.



OUTCOMES OF ADULT LEARNERS WEEK

20 PEOPLE ENROLLED IN A NON-ACCREDITED ACE COURSE

10 PEOPLE ENROLLED IN AN ACCREDITED ACE COURSE

2 PEOPLE RETURNED TO FURTHER STUDY

1 NEW VOLUNTEER



549
OVERALL PARTICIPANTS



40
CONTACT HOURS AT POP UP



ADULT LEARNERS WEEK AWARD NIGHT

Ted Senyk: Adult educator/mentor of the year Finalist

Ted has volunteered with the City of Marion since October 2008. Ted's teaching has removed barriers for learners and builds their confidence to step out and try new things using digital technology.

Damon Bradley: Student of the Year Nominee

Damon's phenomenal achievements include breaking through a pervasive fear of using a computer, to moving out of the negative spiral he was in while working in the construction industry to actually now studying a Certificate IV in Community Services with the hope of becoming a counsellor in the future.

ORGANISATIONS INVOLVED

- Multiple Solutions
- Interact DES Provider
- HITsa
- Holmesglen NEIS Program
- Sarina Russo Group NEIS Program
- Paraplegic and Quadriplegic Association of SA
- Wise Employment
- Don't Overlook Mature Expertise (DOME)
- Busy at Work
- Maxima
- Time Education and Training
- NBN
- Adelaide Employment Facilitator
- Various City of Marion Departments – NHC's Waste/recycling, Libraries, Business Department etc



ALIGNING COURSES TO INDUSTRY NEED

366,000 THE NUMBER OF AGED CARE WORKERS EMPLOYED IN 2016. 1 MILLION ARE NEEDED BY 2050.

76,000 THE NUMBER OF NEW RESIDENTIAL AGED CARE FACILITIES THE AUSTRALIAN GOVERNMENT IS PREDICTING WILL BE REQUIRED BY 2023-24 TO MEET THE GROWING DEMAND

90,000 MORE DISABILITY WORKERS ARE NEEDED FOR THE NDIS

1.2 MILLION PEOPLE RECEIVED AGED CARE SERVICES IN 2017-18

GOING THE EXTRA MILE - BECOMING JOB READY

Additionally, we partnered with **Minda** to deliver an **8 week course on preparing to work** in the **Disability sector** for those who had completed or are undertaking a Certificate III in Aged Care, Disability or Individual Support. Topics included: understanding terminology, employer expectations and job application processes.

PATHWAYS

1:1 Pathways Support

As a major ACE Provider, we recognise that learners not only require access to Foundation Skills courses, but also support to transition from ACE to employment. In response, we have engaged a highly skilled volunteer with specialised skills to provide tailored support to students during or after their course to develop job search skills, identify career goals and improve their networks. A spreadsheet is kept to record pathways resulting from this program.

Career Development Course

In addition, our Pathways Volunteer now offers an 8-Week Career Development course focusing on the following key topics: goal setting, employment skills, personal qualities, career and job search techniques, pathways options and much more. We will continue to run this course in 2020.

Pathways Newsletter (produced twice a term - 8 editions).

Providing essential information to current students on employment support organisations, volunteering opportunities and further training.

Ongoing workforce shortages are inhibiting Australia's ability to meet increasing demands for high quality child care and aged care. They also potentially limit the implementation of the National Disability Insurance Scheme

SOURCE: PARLIMNT OF AUSTRALIA LIBRARY REPORT

INTRODUCTION TO DIABILITY AND AGED CARE

After consulting with numerous industry experts and service professional, we identified a growing need for skilled workers in the Disability and Aged Care Sector. As well as the need for workers who are equipped and appropriately trained to respond to the care needs of older population and people with disabilities. Drawing on partnerships with leading aged care and disability support organisations, we created a 'Introduction to Disability and Aged Care' course to meet this growing need.

This course introduces job seekers to a range of key areas of Disability and Aged Care. Sessions include: professionals and industry experts sharing their knowledge with the students, training organisations presenting future study options, field visits to aged care facilities and disability support groups. As well as people living with a disability sharing their insights stories and perspectives.

PARTNERSHIPS

The City of Marion's ACE program partner with a large number of organisations to add value to our ACE courses. This ensures students expand their knowledge and access to essential employment networks and community service organisations.

These partnerships include:

Disability/Aged Care:

- > Dementia Australia
- > CEG Training Partnerships
- > The Paraplegic and Quadriplegic Association of SA
- > Holiday Explorers
- > NDIS - Mission Australia
- > Positive Ageing and Inclusion
- > Resthaven Marion
- > Community Corporate

Career Development Course

- > AtWork Australia
- > AMP (DES Provider)
- > Human Resource Department (CoM)

Small Business:

- > Rans Group - business advice
- > Holmesglen - NEIS program
- > ATO
- > Marion Economic Development
- > Enterprise Adelaide
- > New Venture Institute
- > Business Advisory Services

Hospitality:

- > Interact Australia (DES provider)
- > Adelaide Employment Facilitator
- > HITsa

Other Partnerships:

- > Junction
- > DOME
- > Community Corporate
- > Australia Day Foundation
- > Lutheran Community Care
- > Adult Migrant English Service
- > Tafe SA



BREAK DOWN OF STUDENT PATHWAYS (JAN - DEC 2019)

107 OTHER COMMUNITY EDUCATION

64 EMPLOYMENT

31 VOLUNTEERING

24 FORMAL STUDY