

**Murwillumbah
Community
College**

2017 Annual Report



Certificate III in Hospitality – student demonstration and assessment project

Supported by the





Murwillumbah Adult Education Centre Inc. ABN 56 803 584 952
Trading as Murwillumbah Community College (MCC)

General Information

Contact details

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2017 Management Committee

Chairperson: Gary Bagnall – Chairperson
Vice Chairperson: Geoff McIlveen
Secretary: Wendy Gilbert
Treasurer: Stephanie McKittrick
Members: Cathy O'Neill

Staff

Manager: Barbara Carroll
Administration: Julie O'Brien, Josh Livermore, - Administrative Officers/Course Coordinators
Gladys Bailey; Amanda Schoer; Gayl Janees
Finance: Barry Bennett

Mission Statement

Murwillumbah Community College promotes excellence and innovation in training and learning opportunities for adult students throughout the Tweed Shire and beyond.

MCC engages with students to ensure their access to education and support and to reduce any barriers to participation. MCC provides a welcoming environment, responsive support, training, work placement and employment pathways.

Accredited Qualifications on Scope (RTO 90044)

Code	Name
BSB20115	Certificate II in Business*
BSB30415	Certificate III in Business Administration*
BSB42015	Certificate IV in Leadership and Management*
CHC33015	Certificate III in Individual Support*
CHC30113	Certificate III In Early Childhood Education and Care*
ICT10115	Certificate I in Information , Digital Media and Technology*
ICT20115	Certificate II in Information, Digital Media and Technology*
AHC31416	Certificate III in Conservation and Land Management*
AHC20416	Certificate II in Horticulture*
AHC30716	Certificate III in Horticulture*
AHC31516	Certificate III in Indigenous Land Management
AHC31916	Certificate III in Weed Management
SIT30616	Certificate III in Hospitality*
TAE40110	Certificate IV in Training and Assessment* (superseded and ceased being on scope 6/10/2017)
22234VIC	Course in Initial General Education for Adults*
22236VIC	Certificate I in General Education for Adults*
22237VIC	Certificate II in General Education for Adults*
FSK10113	Certificate 1 in Access to Vocational Pathways*
FSK10213	Certificate 1 in Skills for Vocational Pathways
FSK20113	Certificate II in Skills for Work and Vocational Pathways*

*Indicates qualifications or units from qualifications delivered in 2017

Individual Units

Code	Name
BSBSUS301	Implement and monitor environmentally sustainable work practices (removed from scope in 2017)
BSBSUS401	Implement and monitor environmentally sustainable work practices(removed from scope in 2017)
BSBSUS501	Develop workplace policy and procedures for sustainability (removed from scope in 2017)
CPCCOHS1001A	Work safely in the construction industry (superseded late 2017)
CPCCWHS1001	Prepare to work in the construction industry (replacement unit - late 2017)

Skillsets (46)

As listed on scope at Training.gov.au

Non-Accredited Courses

Murwillumbah Community College offers a number of general interest courses in the following categories:-

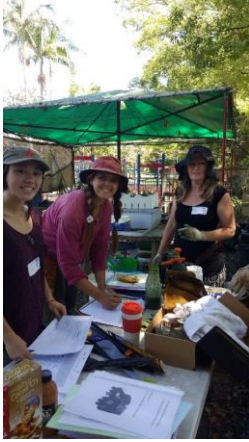
- * Information and Digital Technology
- * Business
- * General Education/Language and Music
- * Health, well-being and personal development
- * Arts and craft; creativity and design
- * Sustainable lifestyle

And, in partnership

- ❖ Access to Tech Savvy Seniors Programs - a partnership between Department of Industry - ACE Unit and Telstra
- ❖ Customised training in consultation with local businesses
- ❖ Horticultural short courses in partnership throughout NSW and Qld



*Students in Certificate III Early Childhood Education and Care (ECEC 30113)
Developing practical skills for the Unit – “ Provide experiences to support
Children’s Play and Learning”*



Cert III Horticulture students' presentation

**Chairperson's Report -
Gary Bagnall**

The College has been part of the Tweed/Murwillumbah community for over thirty years. It began as Murwillumbah Adult Education focusing on life-long learning in areas that were of personal and vocational interest to community members. The organization then evolved to focus on vocational education and training, to develop skills for employment and further education. This has been an expanding imperative over the last fifteen years in alignment with developing federal and state government policy.

Alongside the focus on accredited qualifications for employment, the College sustains the capacity for community members to learn about areas which interest them by offering a range of non-accredited courses in the spirit of a continuing commitment to lifelong learning. In addition other initiatives have arisen such as the Tech Savvy Seniors Program and requests for customized training by local agencies and businesses.

2017 has been a successful year for this small community-based College. We operate at present in an environment of socio economic disadvantage for community members in a semi-rural area where part time and casual employment opportunities significantly outstrip secure full time employment. This can adversely affect the capacity of prospective students to engage in both fee paying accredited training or in courses of personal interest.

This has been greatly offset by access to two State wide initiatives funded by the NSW Department of Industry - Smart and Skilled funding which provides subsidized access to accredited qualifications and Community Service Obligation (CSO) funding which provides access to part and full qualifications for disadvantaged students facing social, personal and economic barriers to further education and training.

In addition, we look to partnerships of mutual interest in providing training and successful outcomes for students. Such partnerships with local employment agencies and local businesses have widened access for students in our area to training and employment.

Training provided for seniors in our community has also been provided through the Tech Savvy Seniors Program co-sponsored by Telstra and the ACE Unit of the NSW Department of Industry. This has increased engagement with technology by seniors, to build their skills and confidence in use of social media and communication devices. Feedback from senior students has confirmed increased connection with family, friends and community, reduced isolation and increased active participation in the community as a result.

On behalf of the Committee I extend acknowledgment and thanks to the whole team for their contribution. Thanks to Manager Barbara Carroll and the team, Josh

Livermore, Julie O'Brien, Barry Bennett, Gladys Bailey, Amanda Schoer, Gayl Janees and to all of our dedicated vocational trainers and lifestyle and leisure tutors.

Many thanks to the 2017 Committee, Geoff McIlveen, Wendy Gilbert, Stephanie McKittrick and Cathy O'Neill for their support in the governance of the College.

The Committee regularly reviews and expands on its strategic planning processes. The key areas of consideration are:

- consolidating community governance and support.
- monitoring contractual performance.
- supporting staff development.
- supporting continuing improvement of IT resources and Systems Management.
- developing new possibilities .
- supporting the College culture and practices in alignment with the principles of social inclusion and equity
- supporting the development of partnerships with industry and agencies to increase access to training and success for students in moving on to employment and further training.

Many thanks are extended to Peter Hurst who voluntarily and philanthropically guides the structure and development of our IT system in consultation with the team. Peter's generosity in 2017 has sustained and improved our administrative IT capacity and training facilities.

In 2018 we will continue to further consolidate and improve the work carried out by the College in providing quality training and support to students on behalf of the community.

Gary Bagnall
Chairperson
Treasurer's Report

(delivered on behalf of Committee by Treasurer Stephanie McKittrick)

The MCC Auditor, Mayberry Meldrum Anderson has completed and issued the 2017 Audit Report. I commend it to the meeting.

2017 was a successful year for the College which saw it emerge from the previous constraints of operating under very limited operational budgets of the first two years implementation of the Smart and Skilled initiative. During 2017 available funding, scope and volume of training delivery expanded considerably.

The retained surplus at end of 2017 was \$430,580 compared to \$162,681 at end of 2016.

Thanks to our Finance Manager, Barry Bennett and College Manager, Barbara Carroll for their preparation of reports which have assisted the Committee to make informed decisions based on up to date financial and contractual data..

The whole team have continued to exercise constraint to keep within expenditure projections for the year.

We will continue to be diligent and look forward to a successful year in 2018 within the Smart and Skilled and Community Service Obligation framework and by exploring further options for expansion of our services to the community.

Stephanie McKittrick

Treasurer



Segment of a portrait

Manager's Report - Barbara Carroll

Successful and sometimes challenging - 2017 was both of these.

There has been considerable success in providing increased accredited and non-accredited training to meet the needs and aspirations of adult learners in our local community. Students have been successfully supported to proceed to work and further training, and others have expanded their general and foundation education. Our staff ensure that courses and training were delivered to the highest possible standard.

Challenges are a natural extension of operating a College which is situated in an area where a number of factors can influence a prospective learner's capacity to access training. These can include affordability, disability, unemployment, single parenting, access to transport and child care. Challenging because we are a small College and our core team is also small in number (4-5). Staffing hours for core staff and trainers are all part time. This creates the need for 'all hands on deck' and strong teamwork across a number of disciplines.

We strive to transform these challenges into features which work well for our students and College. Being a small organisation allows for

a student centred approach with a personal touch which effectively supports students to actively participate in and complete their study.

Many thanks to a strong and committed team effort involving College staff, Julie O'Brien, Josh Livermore, Barry Bennett, Amanda Schoer, Gladys Bailey, Gayl Janees, Stephanie Higgins and to all of our wonderful and dedicated internal and external trainers including Thelmar Jermyn, Susan Hennessy, Jacqui Payne, Elyse Kerr, Kris Carroll, Sue Woods, Maria Ireland, Barry Bennett, Kay Jefed, Jim Nicholls, Charlie Parratt, Jenny Fitzgerald, Andrew Woodburn, Mal Hall, David Neave, John Myers, Gerold Mayr, Joanna Heighes, John Mester, Nathan Quinell, Michi deDomahidy. Bill Klease, Rob Olver, Monique Lavall.

A huge thank you for the invaluable investment of time and expertise by volunteers Peter Hurst, Jaki Ruth and Jenne Kriz.

Students achieved strongly successful outcomes throughout 2017. 1784 students overall enrolled in 2017. 1632 students enrolled in accredited vocational training either in full or part qualifications. 5793 units of competency were completed including full certificates and part or short qualifications. These effectively added to students' employability and/or the sustainability of their current employment.

121 students completed whole qualifications by end 2017. The range and distribution of qualifications included:

- Certificate III individual Support (24)
- Certificate II in Business (7)
- Certificate III in Business Administration (6)
- Certificate III in Early Childhood Education and Care (7)
- Certificate III in Horticulture (7)
- Certificate III in Hospitality (12)
- Certificate I in Information Digital Media and Technology (2)

- Certificate I in Access to Vocational Pathways (13)
- Certificate II in Skills for Work and Vocational Pathways (21)
- Certificate IV in Leadership and Management (11)
- Certificate IV Workplace Training and Assessment (11)

Part qualifications completed included:

- Barista – Prepare and serve Espresso Coffee
- Food Safety Supervisor Certificate and Recertification
- Provide Responsible Service of Alcohol
- Provide Responsible Gambling Services
- NSW White Card
- Chainsaw Operations Level 1
- Chemical User Accreditation
- Address Adult Language, Literacy and Numeracy Skills

152 students attended non-accredited courses and expressed positive feedback about their learning experiences in subjects as diverse as Create your own Website, Silver Smithing, Water Colour painting, Guitar for Beginners, Redesign and Recycle, Shibori and Indigo Dyeing, Photography Shoot, Guided Meditation, French for Beginners, Beekeeping and Introduction to Auslan.

Service Delivery

Individual student enrolments totalled 1784 in 2017.

The College continued to meet its Mission Statement focusing on inclusion and support of students from varied backgrounds and life circumstances.

- * Indigenous students comprised 9.5% of student enrolments.
- * Students with a disability 9.3%.
- * Young students aged between 15yrs and 24yrs constituted 15% of total students.

- * Students aged from 25 – 39 years - 32%.
- * Mature-aged students 40yrs – 59 years - 44%.
- * Students over 60 yrs 9%.

Of the 1784 enrolled students 74% were in some form of full, part time or casual employment; 19% were unemployed and 7% were not in the labour market.

Forty-two senior students aged 60yrs and over completed the free Tech Savvy Senior program introducing them to the most modern technology and communication methods. This training was offered through a partnership between Telstra and the ACE Unit within the NSW Department of Industry and was enthusiastically received.

2017 Financial Summary

- * Funding Income for accredited training student support and administration increased from \$795,998.02 in 2016 to \$1,191,113 in 2017
- * Income from non-accredited courses decreased from \$33,696 in 2016 to \$28,339 in 2017
- * Surplus at end of 2017 was \$430,580

A detailed overview of the College's financial position can be found in the audited accounts attached to this report.

The value of partnerships.

Regular consultation occurs with the aged care, children's services, disability, horticultural and hospitality industries regarding the most contemporary needs of industry for skilled and work ready staff. This information is then integrated into the course content.

These relationships also provide a framework for the student to gain practical workplace experience as part of their participation in a qualification. The student negotiates a work experience placement with local or regional

businesses and, as they become visible to an employer in the workplace they are often offered full, part time or casual work.

Work placements in the aged care, disability and children's services sectors have been particularly successful in resulting in permanent part time positions. Casual and seasonal work is regularly offered to horticultural and hospitality students.

The College also offers work experience placements in the office environment to Cert II and Cert III Business students. Students who completed a Certificate IV in Training and Assessment were offered the opportunity to submit course proposals to deliver both relevant accredited units, if on scope, and new non-accredited training.

What's planned for 2018?

We have had a positive and busy start to the year and at the time of writing are conducting the following accredited qualifications in parallel:

- Certificates II & III in Business
- Certificate III in Early Childhood Education and Care
- Certificate III in Horticulture
- Certificate III in Hospitality
- Certificate III in Individual Support
- Certificates II in Information, Digital Media and Technology
- Certificate I in Access to Vocational Pathways
- Certificate II in Skills for Work and Vocational Pathways
- Certificate IV in Leadership and Management

In addition there has been vital interest and enrolments in short accredited industry training especially in the horticultural and hospitality industries.

New Initiatives in 2017 - Training with Indigenous Ranger Groups across Northern Australia.

The College was privileged to secure a contract with the federal Department of Agriculture and Water Resources in mid 2017 to deliver training in the fields of BioSecurity and Emergency Response work with Indigenous Ranger Groups across Northern Australia including Queensland, the Northern Territory and Western Australia.

Our trainers have, to this point, conducted training with 82 Rangers in Cairns, Coen, Nhulunbuy, Darwin and Kununurra

This has been a mutually rewarding experience. Indigenous Ranger groups often work in isolation and access to training is limited so the opportunity to train together and to share knowledge and experiences around 'working on country' has been a rewarding one. College trainers and others involved in organizing and delivering the training have also found it to be a richly rewarding cultural and learning experience.



Training in class at Cairns

Renewal of RTO Registration

The College has recently participated in a renewal or registration process as a Registered Training Organisation with the Australian Skills Quality Authority (ASQA) and await notification of our future status.

Warm regards

Barbara Carroll
Manager

Commented [M2]: