

Capability Statement

Background

The Centre for Continuing Education Inc (The Centre) is a Community College. It was the first Adult Community Education (ACE) centre to be established in regional Victoria in 1962 and has been a leader in its field ever since. The Centre has a wide range of programs and services on offer that include accredited courses and Training Packages up to Diploma level, non-accredited training, individually tailored training programs for business enterprises, and Australian Apprenticeships/Traineeship training (see overleaf for an expanded list of services). The Centre provides programs for individuals from a broad cross section of the community with a strong emphasis on the disadvantaged; business and industry including primary industry; schools; community organisations including sporting groups and Government at all levels. In addition The Centre undertakes a significant number of community development projects in a number of areas ranging from volunteering to active sport and recreation for all community members.

Finance

The Centre operates as a business and has an annual turnover of around \$3.2million. It has excellent financial systems and policies, and enjoys a sound financial base.

Quality

The Centre is proud of its history of being able to provide quality, customer focused programs and services using exemplary adult education principles. Continuous improvement underpins all of The Centre's operations. The Centre was successfully audited against the Australian Quality Training Framework (AQTF) in 2009 and is now working towards accreditation with the AQTF 'Excellence' framework. In 2002 and 2006 The Centre was awarded Victorian Outstanding Adult Community Education Provider.

Human Resources

The Centre has an equivalent full time complement of 36 staff, with the total staff numbers being 46. In addition, around 50 people who are specialists in their fields are employed as tutors. Centre staff bring a significant range of expertise and skill to the organisation and to The Centre's clients; many are skilled trainers who have considerable experience in workplace training and assessing. When required skills are not held within the existing workforce, The Centre will either employ new staff, or 'broker' in expertise on a needs basis.

Other Resources

Whilst a significant amount of training is delivered in the workplace, a full range of training resources is available at The Centre's premises including three modern computer rooms, networked and with internet access.

Scope of Registration

As a Registered Training Organisation, The Centre can add and delete accredited courses and Training Packages to its Scope of Registration with the Office of Training and Tertiary Education, dependent upon the training needs of the community.

Service Delivery

The Centre primarily operates from three premises at Chisholm Street and Greta Road Wangaratta and Barkly Street Benalla. It is however, mindful of customer needs and therefore training is being delivered increasingly in the workplace. In that context, The Centre's services can be provided anywhere in Australia.

The Centre specialises in forming partnerships with business, Government agencies and community groups, and through that partnership achieves the goals of all parties.

Flexibility / Customer Focus

The Centre's customer focused organisational structure, attention to customer requirements, and the adaptability and flexibility of the organisation and its staff make The Centre an ideal partner in the provision of adult learning and community strengthening activities.

Insurance

The Centre carries a comprehensive insurance policy covering, amongst other things, public liability to the value of \$10 million.

Range of Services

- ✓ Registered to provide accredited courses and Training Packages up to Diploma level
- ✓ Customised training programs to suit the needs of individual businesses
- ✓ Traineeships and Australian Apprenticeships
- ✓ Workplace Training
- ✓ Assessment
- ✓ Training Needs Analysis to help identify the training needs of business and together develop a training solution
- ✓ Small Business Online
- ✓ Management training
- ✓ Non-accredited training
- ✓ Government subsidised training is available in some circumstances
- ✓ Project management
- ✓ Information Technology training
- ✓ Language, Literacy and Numeracy programs
- ✓ VCAL (Victorian Certificates of Applied Learning)
- ✓ Community Inclusion programs for people with disabilities
- ✓ Projects and programs for youth, including youth at risk
- ✓ Employment programs
- ✓ Compliance programs including First Aid and OHS
- ✓ A volunteer management program and Community Skillsbank referral centre
- ✓ An active recreation network that provides links between sport, recreation, activity and health for all community members
- ✓ Visitor support for isolated community members
- ✓ A range of other programs and services as requested by our customers