Come on the journey with us and...

• Get learning
• Get skilled
• Get working
• Get active
• Get involved

We are accountable to you for providing high quality programs and services.

Step onto your learning to employment pathway with The Centre – your first step is here.

Build your reading, writing, numeracy skills, as well as obtain industry and work ready skills with us in a friendly, welcoming adult learning environment.

Contact us now on 03 5721 0200 – we would love to be part of your learning journey.
You can also access this support through our local neighbourhood house partners:

**The Centre**: 03 5721 0200

**King Valley Learning Exchange**: 03 5727 9548

**Open Door Neighbourhood House**: 03 5721 9175

**Pangerang Community House**: 03 5721 3813

**Waminda Community House**: 03 5762 4528
With small class numbers, encouraging more hands-on training and a learner-focused environment, we provide high quality training in a real workplace environment. Individuals can enrol in classes, and we also provide customised training for private groups, workplaces and organisations.

<table>
<thead>
<tr>
<th>Code</th>
<th>Course Name</th>
<th>Duration/Times</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLILIC2001</td>
<td>Licence Operate a Forklift Truck</td>
<td>2-3 days</td>
<td>$547.50</td>
</tr>
<tr>
<td>TLILIC2001</td>
<td>Recognition of Prior Learning (RPL)</td>
<td>Up to 1 day</td>
<td>$208.50</td>
</tr>
<tr>
<td>TLILIC2001</td>
<td>Refresher Licence to Operate Forklift</td>
<td>Up to 1 day</td>
<td>$208.50</td>
</tr>
<tr>
<td>22275VIC</td>
<td>1080 Pest Animal Bait Products</td>
<td>Up to 1 day</td>
<td>$200</td>
</tr>
<tr>
<td>AHCCHM304A</td>
<td>Chemical User</td>
<td>2 x 8 hours</td>
<td>$350</td>
</tr>
<tr>
<td>AHCCHM303A</td>
<td>Chemical User Refresher</td>
<td>1 x 8 hours</td>
<td>$195</td>
</tr>
<tr>
<td>AHCCHM304A</td>
<td>Online Chemical User Course</td>
<td>Up to 2 days</td>
<td>$350</td>
</tr>
<tr>
<td>AHCCHM303A</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FPICOT2237A</td>
<td>Maintaining and Using a Chainsaw</td>
<td>2 x 8 hours</td>
<td>$375</td>
</tr>
<tr>
<td>FPICOT2239A</td>
<td></td>
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</tr>
</tbody>
</table>

Train on a real working farm in Myrtleford. Transport from Wangaratta & lunch included.

AHC30110 Certificate III in Agriculture

Experience learning and working in agriculture at our working farm locations where you will develop hands-on skills and build confidence to safely operate machinery, work with livestock, and maintain and construct farm infrastructure such as fencing.

Duration and format: This course is offered in class (on farm) 2 days per week for 36 weeks or on-the-job through a traineeship.

Location: Myrtleford where classes are held on Thursdays and Fridays, 8.30am to 4.30pm.
Farm Workers Skills Package

This is an ideal way to gain entry-level skills to work as a farm hand in a local farming operation. The units in this short course are from Certificate III in Agriculture and would be credited towards the full qualification if you choose to complete it at a later date. Topics covered include safe use of tractors, fencing, machinery maintenance.

Manufacturing Worker Skills Program

This course provides job seekers with the opportunity to gain practical work ready skills and knowledge that manufacturing employers have told us they are looking for new workers to have when applying for a job. These work-ready and employability skills include:

- Understanding employer expectations and understanding your responsibilities as an employee
- Developing reading and number calculation skills for the workplace
- Communications skills and team work
- Computer and phone skills
- Routine maintenance, cleaning of plant and equipment, lock-out/tag-out
- Safety and employee rights in the workplace
- Introduction to lean manufacturing.

This course is becoming recognised by employers as an ideal work-ready course to suit our local workplaces. More than 7 out of 10 graduates of this program have been successful in obtaining employment within a manufacturing or other manual handling workplace immediately following the course, or within three months.
No gimmicks, no short-cuts – just comprehensive, high quality training.

Our first aid trainers are extremely passionate about providing high quality training to ensure that participants leave our classroom feeling confident that they are equipped with the skills to calmly handle any First Aid scene or medical emergency that they may need to assist with.

Group bookings are welcome.

“I found the course simple and practical. Previous courses I’ve done have got bogged down in particulars and not been about the clear simple processes that save lives.”

“I really liked the teaching style used, making it sound simple rather than overcomplicating”

“Very good. Always good learning from someone with real-world experience.”

“The trainer was easy to understand and has helped me understand clearer about First Aid and CPR”

“Mark Gould is a fantastic teacher, talks to us in plain English.”
<table>
<thead>
<tr>
<th>Code</th>
<th>Course Name</th>
<th>Duration/Times</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>HLTAID003</td>
<td>Provide First Aid</td>
<td>2 x 8 hours, 9am – 5pm</td>
<td>Full fee $195</td>
</tr>
<tr>
<td>HLTAID001</td>
<td>Provide Cardiopulmonary Resuscitation (CPR)</td>
<td>1 x 4 hours, 9am to 1pm</td>
<td>Full fee $70</td>
</tr>
<tr>
<td>HLTAID002</td>
<td>Provide Basic Emergency Life Support</td>
<td>1 x 8 hours, 9am – 5pm</td>
<td>Full fee $95</td>
</tr>
<tr>
<td>HLTAID003</td>
<td>Provide First Aid (Refresher only)</td>
<td>1 x 8 hours, 9am – 5pm</td>
<td>Full fee $149</td>
</tr>
<tr>
<td>22300VIC</td>
<td>Course in First Aid Management of Anaphylaxis</td>
<td>1 x 2 hours, 10am – 12pm</td>
<td>Full fee $75</td>
</tr>
</tbody>
</table>

**DELIVERED BY THE CENTRE**

**LOCATIONS AND OUR PARTNERS**

All courses are available at least once per month in Wangaratta and Benalla through The Centre, T: (03) 5721 0200.

These courses are also available through our Neighbourhood House partners. If booking in for courses in these other locations, please contact them directly for dates and bookings:

- **King Valley Learning Exchange**
  T: (03) 5727 9548

- **Myrtleford Neighbourhood House**
  T: (03) 5752 2775

- **Quercus (Beechworth Neighbourhood House)**
  T: (03) 5728 2386

- **Pangerang Community House**
  T: (03) 5721 3813

- **Broadford Living and Learning Centre**
  T: (03) 5784 204

More locations popping up soon – check the website or call us for more details
Aged Care and Disability

**CHC33015 Certificate III in Individual Support**
With this qualification, you will be able to make a difference to people’s lives whether they are in an aged care residence, or still at home and wanting to maintain their independence. As an individual support worker you will develop skills and capability to be able to support their independence and standard of living.

**CHC43115 Certificate IV in Disability**
Ideal for existing workers wanting to further develop skills in leadership and coordination of small teams, working in a range of community settings and clients’ homes promoting a person-centred approach.

**COURSE LOCATIONS**
Phone us on 03 57210200 or visit www.thecentre.vic.edu.au

**Wangaratta main campus:** 17 Chisholm St, Wangaratta

**Benalla:** Samaria Road, Benalla (behind GOTAFE)

**Baranduda:** Baranduda Community Centre, Sage Ct, Wodonga

**Mansfield:** MACE, 145 High St, Mansfield

**Broadford:** Living and Learning Centre, 158-162 High St, Broadford

Payment plans available
Education and Training

**CHC30213 Certificate III in Education Support**

Teachers’ aides work in a range of classroom contexts, including public and independent schools and community education settings. Structured Workplace Learning is also undertaken during this course to provide the on-the-job experience that will give you the skills that will help you to secure employment.

You will learn how to support students with literacy and numeracy skills, put into practice support behaviour strategies and apply the principles of inclusion and diversity.

**Duration and format:** This course is offered in class two days per week for 18 weeks plus 120 hours of work placement, or on-the-job through a traineeship.

**Locations:** Wangaratta, Benalla, Mansfield, Broadford, Baranduda

**22301VIC Certificate I Transition Education**

22301VIC Certificate I in Transition Education is a capacity building education program for people who require support with learning and/or developing social skills. It provides a bridge between school, vocational education and the world of work or volunteering. Learners will engage in a range of learning activities that build self-esteem and self-confidence, and enable them to plan a career.

**Duration and format:** In class — one day per week for 18 months. Classes commence at 9.30am and finish at 3.00pm.

**Locations:** Wangaratta
All courses are available at various locations throughout our region, and numbers permitting are available at various times and days of the week. For dates, locations and fees, visit our website or contact us.

**PaTH – Employability Skills Training (EST)**

Everyone has a talent and the ability to be someone positive in life. With the right set of opportunities and support, together we can harness everyone’s talent for personal achievement. Employability Skills Training providers are proudly supported by the Australian Government.

Wangaratta, Benalla, Alexandra, Yarrawonga, Euroa, Seymour, Broadford

**Customer Service Essentials**

Gain essential skills to deliver effective and positive customer service – even to those difficult customers! Great service and delighted customers are essential for any business or organisation to be successful. The skills you will learn in this course will enable you to confidently interact with both internal and external customers, to develop fruitful relationships, work positively within a team, and prioritise tasks so as to meet others (e.g. your supervisor’s) needs and manage their expectations.

**Duration:** 14 x 7.6 hours

**Admin Skills short course- Get Job READY to work in an office environment**

Business administration plays an important role in keeping a business running efficiently. Whether it is getting invoices out for payment on time, making sure documents are filed correctly so they can be easily located again, or being the first face that greets customers, well skilled office administrators are highly valued employees.

This Business Admin Short Course will help you gain basic entry level skills to potentially start in an office role, which could include office assistant, data processing or receptionist.

**Duration:** 8 x 5 hour sessions  
**Cost:** F/$649 G/$20
SIT30616 Certificate III in Hospitality – on the job traineeship

Provides a pathway to work in range of hospitality settings including restaurants, hotels, motels, clubs, cafes and coffee shops. Options are available for specialisation in areas such as accommodation services, food and beverage, and gaming.

. . . Ideal for small businesses requiring multi-skilled employees.

**Duration and format:** This course is offered on-the-job through a traineeship.

**Locations:** Wangaratta, Benalla, Mansfield, Broadford, and surrounding regions, e.g. Bright.

<table>
<thead>
<tr>
<th>Code</th>
<th>Course Name</th>
<th>Duration/Times</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>VCGLR</td>
<td>Provide Responsible Service of Alcohol (RSA)</td>
<td>1 x 4 hours, 1 – 5pm</td>
<td>Full fee $100</td>
</tr>
<tr>
<td>SITXFA101</td>
<td>Use Hygienic Practices for Food Safety</td>
<td>1 x 7 hours, 9am – 5pm</td>
<td>Full fee $125</td>
</tr>
<tr>
<td></td>
<td>Introduction to Espresso Coffee</td>
<td>1 x 3 hours, 9am-12pm</td>
<td>Full fee $70</td>
</tr>
</tbody>
</table>

**VCGLR Responsible Service of Alcohol (RSA)**

We run RSA courses every month in Wangaratta. If you have a group of 6 or more, we can run an RSA at your business. Call 5721 0200 or email contact@thecentre.vic.edu.au
VCAL, literacy and numeracy

Adult reading and writing
Short course for adults who want to improve reading and writing skills for everyday use in a fun light-hearted friendly space. Make new friends while learning. You can enrol any time.

Duration: 8 x 5.5 hours; Cost: F/ $300 G/ $150

Step UP
• The first step towards getting back into learning and completing your secondary schooling.
• Hands-on learning experiences within a small group
• Personal learning program and goals
• Range of short courses to develop strong employability skills and personal development to build confidence and resilience.

Course structured using 22236VIC Certificate I in General Education for Adults

Getting There Program
An engaging and supportive learning and education program that helps you gain the confidence and skills to apply for and gain employment, or go onto further education.

The demand for enterprise skills is on the rise. Learn enterprise skills to get a job including:
• Foundation Skills - Literacy and Numeracy
• Career Management Skills - Find work, navigate a career
• Confidence Skills - Build resilience and connections

Duration and format: In class – two days per week for 26 weeks, from late June 2017 until February 2018.

Locations:
Wangaratta, Benalla, Wallan.
More locations to be announced, check website for details.
‘Connecting communities to be more active in North East Victoria’

Sport North East is the Regional Sports Assembly for North East Victoria. We are supported by Sport and Recreation Victoria (SRV), VicHealth and the Australian Alcohol & Drug Foundation.

How can we help

We can help sports clubs with:

• writing grant applications
• governance, strategic planning, marketing and promotion, attracting and retaining volunteers
• conducting workshops on a range of topics tailored to suit the needs of your club.

Current programs

Sport and Club Development

We support clubs to create and deliver new participation opportunities encouraging people to become more active. We also assist clubs to build their skills in governance, inclusion, membership numbers and sustainability. We also encourage water as the drink of choice.
Sporting Kids School Holiday Program

The program consists of a one-off, two-hour session per sport. Clubs can express interest in conducting a session during any of the school holidays. Clubs can promote and raise awareness of their junior programs. The program is open to all primary aged school children to attend FREE of charge.

Access for All Abilities (AAA)

The AAA program aims to support people with a disability to participate in sport, and assist clubs to provide these opportunities. We can work with your club to:

- make your facilities more accessible for all users
- support people with a disability to play and volunteer with your club
- support clubs and associations to conduct AAA sporting carnivals around North East Victoria and at inter-regional level.

Good Sports Program

The Good Sports Program is aimed at building a healthier sporting nation and making clubs more family friendly. The program works with clubs to develop responsible alcohol management practices helping to attract more members, reducing alcohol harm, supporting club members health and increasing sponsorship.

sportnortheast@thecentre.vic.edu.au
www.sportnortheast.com.au
(03) 5721 0200

Please contact the Sport North East team if your club is interested in becoming a Good Sports Club.
Building our future aged care workforce

The Centre for Continuing Education and Cooinda, Benalla’s largest aged care facility, have come together in partnership to provide an aged care course on the Cooinda site.

Students enrolled in CHC33015 Certificate III in Individual Support will undertake at least one full day per week of their course at Cooinda, providing them with the opportunity to undertake practical and real workplace experience and interact with residents and staff. This allows students to complete their mandatory work placement hours with Cooinda’s support throughout their course while learning on-the-job instead of undertaking it in one cumbersome block.

“This is a fantastic opportunity for people interested in entering the aged care, and home and community care sector to gain real-world work experience while learning and completing their Certificate III qualification.”

Felicity Williams, CEO of The Centre

“We welcome the opportunity to participate in talking to prospective students prior to enrolment to help them understand what it is like to work in this sector, and how rewarding it can be for personal care workers to assist our residents in being happy, healthy and fulfilled.”

Margaret Aldous, CEO of Cooinda

The main objective of this partnership is to provide opportunities for students to be trained in a learning and care setting. The learning program through this partnership is designed to ensure high quality care is delivered through the improved integration of theory and evidence-based practice.

If you are interested a new career as a personal care attendant, or interested in undertaking a course as a pathway towards a full nurse qualification, please contact The Centre on 03 5721 0200.

“From very young, I wanted to be a nurse. I first started at Cooinda in 2004 as a Personal Care Attendant and while working completed an Enrolled Nursing qualification and later a Bachelor of Nursing.”

“Starting at Cooinda at a Personal Care Attendant was a great opportunity for me to develop my skills, confidence and time management. I remember feeling quite overwhelmed at first, wondering what I was to do with the elderly residents once they were up and dressed for the day and how I would fit into a team,” said Kathryn.

“I’ve now been at Cooinda for 12 years and thoroughly enjoy working within the team and also undertaking the Clinical Care Manager role once a week. If you’re looking for a flexible job within a supportive environment, a great management team and fantastic workplace culture then I would encourage anyone interested in becoming a Personal Care Attendant or a Registered Nurse to look at applying for a job at Cooinda.”

Kathryn Currie, Registered Nurse Cooinda
How The Centre can assist your business.

**Complete workplace solution**
The Centre is providing flexible and responsive, comprehensive training solutions for workplaces. This includes meeting all your workplace training needs through our trusted training organisation partners when needed.

We provide a service that manages your training calendar, including renewals and refreshers, and arranges training sessions on your behalf when required in your workplace.

**Workplace Skills Training Calendar**
This calendar of training is being developed to suit our local employers. Sometimes you may only have a few staff members needing training at any one time. Through our close ties with our local employers we can often find ways to combine groups and arrange for training to be completed at another workplace. The calendar is available on our website, www.thecentre.vic.edu.au.

**Traineeships**
The Centre is committed to finding ways to enable learners to undertake their skills development and complete their qualifications while working and directly experiencing a real work environment. It is very important that our learners truly understand employer expectations and develop work-ready skills to become valuable employees upon graduation.

This can be through a formal traineeship, or by providing classes within a workplace through a partnership such as the opportunity our relationship with Cooinda offers. Alternatively, for example, learners undertaking their AHC30110 Certificate III in Agriculture complete all their learning activities at a real working farm in Myrtleford.

Talk to us about how The Centre can assist you in meeting your workplace training needs that ensures you have productive, trained and properly accredited team members at all times.

For more information ask to talk to our Workplace Training Coordinator, phone 03 5721 0200
General Interest Courses

Open Door Neighbourhood House
Ph: 03 5721 9175
www.opendoornh.org.au
• Adult Literacy and Numeracy
• Basic or Progressive Computer skills
• Digital Technology
• Mosaics
• Scrapbooking
• Tai Chi
• Dru Yoga
• Basic Cooking Skills
• Gentle Exercise
• Arts and Crafts Groups

Pangerang Community House
Ph: 03 5721 3813
www.pangerang.org.au
• Computers and Technology
• General Interest
• Photos and Cameras
• Parenting Courses
• Health and Special Interest
• Gardening and your Backyard
• Cooking
• Art and Craft Programs for Teens and Adults
• Kids Classes
• Childcare Services

Courses at King Valley Learning Exchange
Ph: 03 5727 9548 www.kingvalleylearningexchange.org.au
• Folk art/decorative painting
• Tai Chi for Health
• Tax Help
• How to Grow your own nursery
• Bonsai
• Chainsaw Safety and Maintenance
• Basic Welding
• Broadband for Seniors

U3A: University of the Third Age
Ph: 0412 944 664
www.wangarattau3a.org.au
Are you retired? Looking for something new to try? Come and join us as we gain new skills, explore new ideas, and laugh with friends. There are no entry requirements, no exams and a try before you buy policy. The annual membership fee of $50 covers attendance at one, several, or all of the courses.
Courses are available in a range of locations including Wangaratta, Benalla and through our partners in other locations in North East Victoria.

Rooms at The Centre are available for hire with equipment as required.

For bookings, further information, the latest dates and for assistance with enrolment, contact our friendly customer service team.

Phone: 5721 0200 or 1300 THECENTRE
Fax: 5721 9994
Email: contact@thecentre.vic.edu.au

Head office
Chisholm Street Wangaratta VIC 3677
17 Chisholm Street, Wangaratta
Office hours: 8.45am – 5pm weekdays (excluding public holidays)

Other delivery locations
Benalla: Samaria Road, Benalla (behind GOTA FE)
Mansfield: MACE, 145 High St, Mansfield
Broadford: Living and Learning Centre, 158-162 High St, Broadford
Baranduda: Baranduda Community Centre, Sage Ct, Wodonga

Other locations
Seymour, Wallan and Kilmore

Incorporated Association A0001858K
ABN 22 135 103 997
Registered Training Organisation
TIOID 4172
Adult Community Further Education Provider
Registered Provider of VCAL

Contact Us
Volunteer Skillsbank is a matching service for volunteers and not-for-profit organisations. Our mission is to find the best volunteer roles for volunteers and the best volunteers for not-for-profit organisations.

If you are interested in volunteering, Volunteer Skillsbank can open up a whole world of opportunity in a range of contexts such as:

- Outdoors in the environment
- Health
- Cultural/heritage
- Educational
- Media
- Community radio
- Youth
- Animal welfare
- Sporting
- Emergency service organisations.

If you are a not-for-profit organisation in the Hume Region, we can help you recruit new volunteers.

www.nevictoria.skillsbank.com.au
Ph: Linda Phillis on 5721 0256 or 5721 0200 (main office at Wangaratta)
E: csb@thecentre.vic.edu.au
Community Visitors Scheme

The aim of the Community Visitor Scheme to provide a link between volunteers from the community and older people in aged care homes or in their own homes.

For more info on the programs please visit our website www.thecentre.vic.edu.au/community-programs/community-visitors-scheme

Do Care

Do Care (Wangaratta) is a social support program for residents experiencing isolation and loneliness who live in Wangaratta. We match our volunteers with a resident for a regular visit of an hour a week to provide conversation, friendship and companionship. This can involve a chat over a cup of tea or coffee, reading the paper, playing board games or cards, discussing mutual interests such as sports and hobbies or enjoying a wander around the garden. It may include an occasional outing down the street or to a café, a walk in a local park or a drive around the local area. For the resident this can bring the community to them and keep them in touch with outside interests, news and happenings in their local area.

Volunteering is an opportunity to use your life skills of listening, talking and sharing to brighten up someone else’s life. This helps the resident to feel cared for and valued, and is a very rewarding experience for the volunteer as well. This can be the start of lifelong connections and friendships.

Community Visitors fill an important role in the community by ensuring socially isolated people feel cared for and connected.

If you enjoy the company of older people, and want to give back to your community, please give us a call for a friendly chat.
Scott Landells (03) 5721 0255
scott.landells@thecentre.vic.edu.au
Learning Opportunities
People will not be discriminated against on the basis of age, gender, location, culture, disability or disadvantaged in recruitment for programs and services.

Privacy
The Centre respects your right to information privacy. Information we collect about learners is kept in accordance with information privacy laws.

Nationally Recognised Training
This symbol indicates that the program is part of a nationally recognised training scheme.
Successful completion of the program will result in the issue of a Certificate or Statement of Attainment under the Australian Qualification Framework (AQF).
All government subsidised places are subject to eligibility criteria. For more information see our website or talk to one of our staff.

The Centre for Continuing Education Inc A1858K sources funds to subsidise fees for some courses from the Adult Community and Further Education (ACFE) Board via the Hume Regional Council.

Accredited and pre-accredited training is delivered with Victorian and Commonwealth Government Funding. Individuals with disabilities are encouraged to access government subsidised training.

Follow us on Facebook
/TheCentreCommunityCollege to find out about our upcoming courses, new courses in 2017
INFORMATION FOR CLIENTS

Course fees must be paid on registration and prior to commencement to reserve a place in a program. Registration without payment will result in your name being placed on a waiting list. Payments can be made in person, by phone, fax or mail. Cheques should be made payable to The Centre.

Fees legend: F - fee for service; G – government subsidised; C – government subsidised concession place

Most courses provided by The Centre are GST free. Where GST is applied, it is included in the advertised fees and charges.

See The Centre’s website for information about:

- Access to records
- Access, Equity and Diversity
- Client Code of Conduct
- Client Complaints and Appeals
- Client Support Services
- Credit Transfer
- Duty of Care
- Fees, Charges and Refunds
- Future Options (Pathways)
- Information Privacy
- Information Technology (Computers) Fair Use
- Occupational Health and safety
- Program Information, Selection and Enrolment
- Responsibilities of Clients
- Skills Recognition
- The Centre’s Code of Practice
- Vocational Education and Training (VET)
- Unique Student Identifier (USI) information

Or contact us for a printed copy to be mailed to you.

Phone: 5721 0200 or email contact@thecentre.vic.edu.au