

**THE PARRAMATTA
COLLEGE**
Your local community college

"WE EDUCATE FOR LIFE"

RTO 90276

2021 ANNUAL REPORT

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THE PARRAMATTA COLLEGE

The Parramatta College is a non-profit provider of adult education which has been an incorporated association since late 1986. The College is governed by a College Council and managed by a Chief Executive Officer and staff.

The Parramatta College was incorporated as Parramatta Regional College Inc in December 1986. The journey continued and in 1998 we became The Parramatta College Inc. Today we offer a full program of vocational, leisure, language, literacy and computing courses across central Western Sydney. As we move into new technologies The Parramatta College offers not only face to face training but flexible blended delivery of certain vocational qualifications to suit people's expectations.

Our students come from all walks of life and provide a rich diversity. Local businesses and community organisations are also a source of our students. The Parramatta College has strong relationships with a number of local businesses in Greater Western Sydney.

The College gratefully acknowledges government funding which contributes toward its operations, including that from the New South Wales Department of Industry.

We educate for Life!

MISSION

Deliver quality learning opportunities to support a diverse and dynamic community for work, life and leisure.

VISION

To be a centre of excellence in learning for our community.

PURPOSE

To facilitate social engagement, employment & further education for the future of Western Sydney.

WAY

Providing contemporary, inclusive and accessible training opportunities and addressing barriers to learning.

IMPACT

When people have the skills they need, they will be confident to achieve their goals and contribute to a thriving local community.

PRESIDENT'S REPORT



In preparing this President's Report I cannot but be struck by the adversity and challenges which the College and the people of Western Sydney have had to face during 2021. The lockdowns which occurred as a consequence of the Delta variant of COVID-19 virus not only impacted dramatically upon the staff and operations of the College but also upon the broader community in Western Sydney who rely upon the College to provide the education and support for which the College is well known.

The College through the hard work of the staff and the Board were able to weather this unprecedented event and indeed have come through in a stronger position both from an organisation perspective but also financially. As part of the challenges faced by the College was the resignation in April 2021 of the long serving Chief Executive Officer Danielle Bensley. Danielle has left the College to pursue other challenges in the Education sector and on behalf of the Board I wish her every success.

Thankfully, the Board was able to find a more than capable replacement in Monique Knight. Monique has extensive experience in running her own Training Organisation. Monique's expertise and "can do" attitude was exactly the right mix of skills to not only help move the College through the challenges of the pandemic but to now be delivering above and beyond any other Community College in the Sydney Metropolitan Area. Indeed, not only has Monique and her dedicated staff been able to turn around the financial performance of the College during the second half of 2021 but with the addition of extra qualifications the College is well placed to deliver the type of skills training which is in great demand in Western Sydney. The future is looking bright.

Financially the College did suffer an operating loss in 2021. Whilst not surprising in the circumstances, the efforts of Monique to strictly manage the cost base of the College has meant that this position was managed as effectively as possible. In addition, the College is grateful of the support provided by both the State and Federal Governments through the various packages which were available to business during the height of the pandemic.

I wish to thank our CEO, Monique Knight and all the staff at the College for their tireless efforts through what was an extraordinary year. Their passion and commitment to the College is without peer. Indeed, their work above and beyond to help service the Community of Western Sydney was recently recognised by the College being announced as the winner of the "Most Outstanding Education Services" category in the Parramatta Local Business Awards in February 2022. The people of Western Sydney are well served by the College.

I wish to close by thanking all my fellow Council members. Their commitment of time, and passion for the College and its purposes is inspiring and indeed it is a pleasure and honour to be part of such a committed and talented Board. We will continue to work together to progress the College and to expand its horizons over the coming year.

Stephen Jenkins (President)
The Parramatta College Council

CONTACT INFORMATION





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-  www.instagram.com/the_parramatta_college
-  au.linkedin.com/company/the-parramatta-college
-  www.youtube.com/user/parramattacollege

2021 COLLEGE COUNCIL



President
Public Officer
Secretary
Stephen Jenkins
2016 - present



Deputy
President
Alexandra Florio
2017 - present



Council
Member
Luke Magee
2019 - present



Council
Member
Mike Smith
May 2020 - present



Council
Member
Sue Walsh
May 2020 - present

GRANTS

The table below lists the government funds we were granted in 2020. Grants are usually paid in instalments, with a final payment forthcoming on presentation of final reports or student AVETMISS data. Sometimes the final payment is paid in the following financial year. Grants usually represent more than half of our income. Other income comes from student course fees and contract training work.

GOVERNMENT FUNDING GRANTED IN 2021	\$
Smart and Skilled – ACE Program (CSO)	295,375
Smart and Skilled – Entitlement Full Qualifications	10,250
Smart and Skilled – Skilling for Recovery Grant	52,336
Smart and Skilled – Entitlement Targeted Priorities	150,110
Tech Savvy Seniors	7,200
Smart and Skilled Training needs identifiers	2,016
Total	517,287

SMART AND SKILLED – ACE PROGRAM

In 2021, the college offered a variety of ACE Program funded courses providing students with gap skills training in accredited and non-accredited areas of business, business administration, first aid, information, digital media and communication, foundation skills, English language, accounting applications in MYOB, QuickBooks and Xero, Payroll. Learners also enjoyed focusing on employment preparation and professional development such as resume writing, cover letter creation, outlook, styling for work, selection criteria, capability framework and interview techniques

SMART AND SKILLED – ENTITLEMENT FULL QUALIFICATIONS

The college delivered several Smart and Skilled programs in 2021, mainly in the areas of foundation skills and business administration. The college is very popular in delivering the TAE40116 Certificate IV in Training and Assessment under Smart and Skilled. The college has the following qualifications on Smart and Skilled:

BSB20120 Certificate II in Workplace Skills
 BSB30120 Certificate III in Business
 BSB30220 Certificate III in Entrepreneurship and New Business
 BSB40120 Certificate IV in Business
 BSB40320 Certificate IV in Entrepreneurship and New Business
 BSB50120 Diploma of Business
 FSK10219 Certificate I in Skills for Vocational Pathways
 FSK20119 Certificate II in Skills for Work and Vocational Pathways
 TAE40116 Certificate IV in Training and Assessment
 TAE50216 Diploma of Training Design and Development

PARTNERSHIP WITH ROSEHILL PUBLIC SCHOOL

The BDM visits the Rosehill Public School to meet with parents of the school community who are informed about the training opportunities available through government funding and the eligibility criteria for accessibility. The community liaison officer encourages parents to engage in learning to upskill in personal and professional development especially for those who are wishing to transition into the workplace, though short course, skillsets and full qualifications, to become better resourced for the Australian labour market.



TECH SAVVY SENIORS

Funded through a partnership between the NSW Government and Telstra, our Tech Savvy Seniors program helped seniors build the skills and confidence to use computers, tablets and smartphones. It included face-to-face training, how-to guides and training materials in over 14 languages.

The benefits of our Tech Savvy Seniors programs:

- Fee-Free programs for seniors only (eligibility criteria applied)
- Helped seniors keep in touch with family and friends
- Access government, health and other essential services
- Discover more things at their fingertips

We applied for and successfully received funding for Tech Savvy Seniors classes. As usual our popular classes were held at our Western Sydney Skills Hub. As a result, we ran a variety of iPhone/iPad, Samsung Android classes.



VOCATIONAL EDUCATION

Our non-accredited vocational provision is broad and responsive to student needs.

In 2021 we delivered:

- Addressing Selection Criteria
- Basic Bookkeeping, Reporting & Payroll
- Coffee Making - Barista Skills
- Cover Letter Creation
- Practical XERO and MYOB
- Excel Formulas and Functions
- Interview Essentials
- One to One Private Computer Coaching
- Pronunciation and Conversation for Professionals
- Resume Writing
- Starting your own Import/Export Business
- WordPress - Design a Blog or Website
- WordPress – Use SEO to increase Web views

SELF-PACED FLEXIBLE LEARNING

Self-Paced Learning provides a more flexible approach to training delivery. This learning style is popular for busy people who wish to accomplish a qualification but who are time poor. This proved popular during COVID lockdown.

The College has found this strategy successful to address this issue. Learner's work through the learning materials independently which can take place at work, in the home or within the classroom environment, with the flexibility to study at times that fit the learners' lifestyles particularly those with heavy work schedules, engaged in tertiary study, and/or family commitments.

The trainer/assessor meets up with the student at a mutually suitable time over zoom for 1hr or at the College premises. This is arranged by appointment, providing the learner with facilitation and guidance of the assessment tasks along with the supporting paper-based and electronic assessment resources.

Any issues or concerns can be aired and resolved. Individual Learning Plans are structured to help keep students on track with their assessments by setting pre-determined assessment times and/or students can advise when they are ready to be assessed.

Self-Paced learning is often competency-based and proves to be a popular option with many courses including Certificate III Business, Certificate IV Business for those seeking promotion whilst continuing to maintain their current full-time employment, and Diploma in Business for those ready to seek supervisory roles.

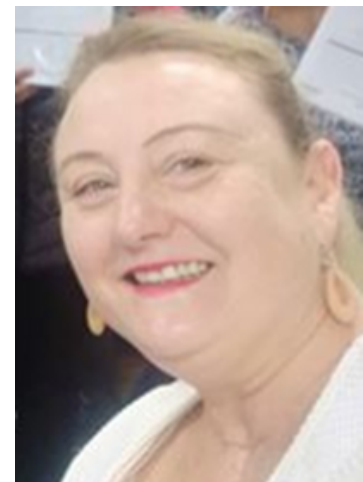
BUSINESS DEVELOPMENT (COMMUNITY PROGRAMS)/STUDENT RECRUITMENT

The BDM is passionate about delivering customised training solutions within an enriching and supportive learning environment and attends industry events to promote college offerings. The role ascertains training based on demand by building relationships with industry.

Initiatives are implemented to equip learners to accomplish accredited outcome success, employability skills and practical skills knowledge required to build a complete portfolio to attract sustainable employment. Industry mentoring is offered to skilled migrants seeking a career reflecting their professional qualification and to help understand the Australian workplace culture and any challenges that may arise during the recruitment process and as a new employee in Australia.

Learners are inspired to utilise digital literacy when completing assessments and are systematically monitored on their progress and encouraged to explore alternative employability opportunities such as volunteering and further study options. The Parramatta College acknowledges the diversity of our students and recognises the diverse cultures as a source of strength. Our classroom values promote the following:

- Fairness and equality
- Inclusiveness
- Diversity
- Openness
- Developing leadership
- Environmental sustainability
- Fostering innovation and creativity



Dianne Kersten
Business Development Manager/Student Recruitment

ACCREDITED TRAINING

The Parramatta College is a registered training organisation under the jurisdiction of the Australian Skills Quality Authority (ASQA) to deliver a range of Training Package qualifications and accredited courses which are on our scope of registration (listed on page 28).

Registered Training Provider

National Provider No: 90276

Registered to 17th November 2022

As part of its registration, Parramatta College maintains compliance with the Standards for Registered Training Organisations 2015 at all times and across all of its operations. The college also maintains a Quality Assurance System through its systematic approach to continuous improvements, enabling it to deliver high quality industry focused training and assessment services to the Western Sydney community. The college conducts regular independent validation of its assessment system, which ensures its assessment system is compliant with the requirements of the relevant training packages as well as the relevant RTO Standards. Courses delivered by partners are also regularly monitored and the Education Manager works closely with the partners to ensure they provide desired learning experiences to their students.

During 2021, Parramatta College applied for and was granted 5 new courses four (4) in Finance and one (1) in retail.

The college farewelled Mr Syed Moniruzzaman at the end of 2021 and appointed a new Quality Assurance and Compliance Manager Mr. Glen Coates



Glen has a refined business acumen and detailed knowledge of the Hospitality and Educational industry including AQF, NVR, AQTF and VET.

He has been a Director of Studies within several established RTO's and the COO & Principal of an RTO strengthening the company's performance targets and financial budgets through, development and delivery of high-quality products and services.

Glen's formal qualifications include Graduate Certificate in Management, Diploma of Quality Auditing, Diploma of Vocational Education and Training, he is also a MAICD, FIML, AMAMI and a JP.

LEISURE & LIFELONG LEARNING

Community colleges have a proud history of delivering leisure and lifelong learning. They are at the heart of a community college philosophy that believes in the value of education for its own sake, for the love of learning. Our Leisure program operates at our Western Sydney Skills Hub and in a few school and community venues across the local area. Some of the courses we delivered included:

- | | |
|--|---|
| ✓ Aquafitness | ✓ Make a macramé wall hanging or pot plant holder |
| ✓ Aquafitness for over 50's | ✓ Meditation for Tranquillity |
| ✓ Cake Decorating | ✓ Mindfulness – an Introduction |
| ✓ Cartooning for Fun | ✓ Mosaics |
| ✓ Crash course in Crocheting | ✓ Murder by the Prosecution |
| ✓ Create your Signature Scent - using Essential Oils | ✓ Natural Skincare Making Workshop |
| ✓ Creative Writing - Beginners | ✓ Philosophy – various sessions |
| ✓ Declutter Your Way to a Simpler Life | ✓ Piano/Keyboard - Beginner |
| ✓ Decorate Sugar Cookies | ✓ Pilates - Beginners |
| ✓ Design your own Perfume – using Essential Oils | ✓ Pottery |
| ✓ Digital Photography for Beginners | ✓ Property Styling for Living and Selling – parts 1 and 2 |
| ✓ Discover Interior Design | ✓ Road to Financial Independence |
| ✓ Drawing & Painting - All Levels | ✓ Short Story Workshop |
| ✓ Dressmaking – Beginners and Continuing | ✓ Singing - Beginner |
| ✓ Dressmaking for Absolute Beginners | ✓ Sketching Parramatta |
| ✓ Family History – parts 1 and 2 | ✓ Social & Wedding Dance Package |
| ✓ Fitness: Bootcamp, Boxing and Kickboxing | ✓ Start Writing your Life Story |
| ✓ Gardening & Landscaping | ✓ Tech Savvy Seniors workshops |
| ✓ Guitar – Beginners and Continuing | ✓ Ukulele – Introduction |
| ✓ Fruit and Vegetable Carving and Garnishing | ✓ Unsolved Australian Murder Mysteries |
| ✓ Gardening & Landscaping | ✓ Yoga |
| ✓ Languages – Various | ✓ Yoga - Midday for Beginners and Seniors |

LANGUAGES

We offered an array of world languages, from Asian to European, including Mandarin, Japanese, Spanish, Italian and French, just to name a few. Because of the COVID-19 pandemic lockdowns and restrictions, we delivered classes online via ZOOM and acquired students outside of our local community.

Our language courses have an emphasis on learning how to speak the language for business, travel, cultural interest or to maintain fluency with a range of levels on offer and are based on a conversational, practical approach dealing with everyday situations and include grammar, vocabulary, and cultural aspects.



COMMUNITY LINKS

The college works with local, regional and state level networks in all our speciality areas. In 2021 we worked with:

- Parramatta Chamber of Commerce
- NSW Business Chamber
- Sydney Hills Business Chamber
- Cumberland Council
- Parramatta City Council
- The Meadows Public School
- Rosehill Public School
- Westmead Public School
- Rydalmere Public School
- Parramatta-West Public School
- Auburn North Public School
- Community Migrant Resource Centre
- Boronia Multicultural Services Inc
- Community Hub Westmead Public School
- Community Hub Rydalmere Public School
- NSW Training Services
- Daragu Aboriginal Incorporation
- Smart Talent Group
- Tardis Group
- Fitted For Work
- Cumberland Women's Health Centre
- Western Sydney Recovery College
- One Door
- Department Education & Communities
- Nepean Community College
- City-East Community College
- Macarthur Community College
- Verto
- Dundas Area Neighbourhood Centre



INTERNATIONAL WOMENS DAY

A morning tea was enjoyed acknowledging the women working within the college.



INFORMATION SESSIONS AND ENROLMENT DAYS

The Parramatta College runs information sessions and enrolment days for jobseekers to learn more about the subsidised training opportunities on offer through ACE and Smart Skilled funding. Morning tea is provided and also invokes a friendly and informal atmosphere and the chance for students to meet and mingle. Many students have an option to enrol in training on the day and went on to enjoy accredited training in First Aid, Office Skills Admin, Excel, PowerPoint, Outlook, MYOB, Xero, QuickBooks, Cover Letter Creation and Resume Writing.

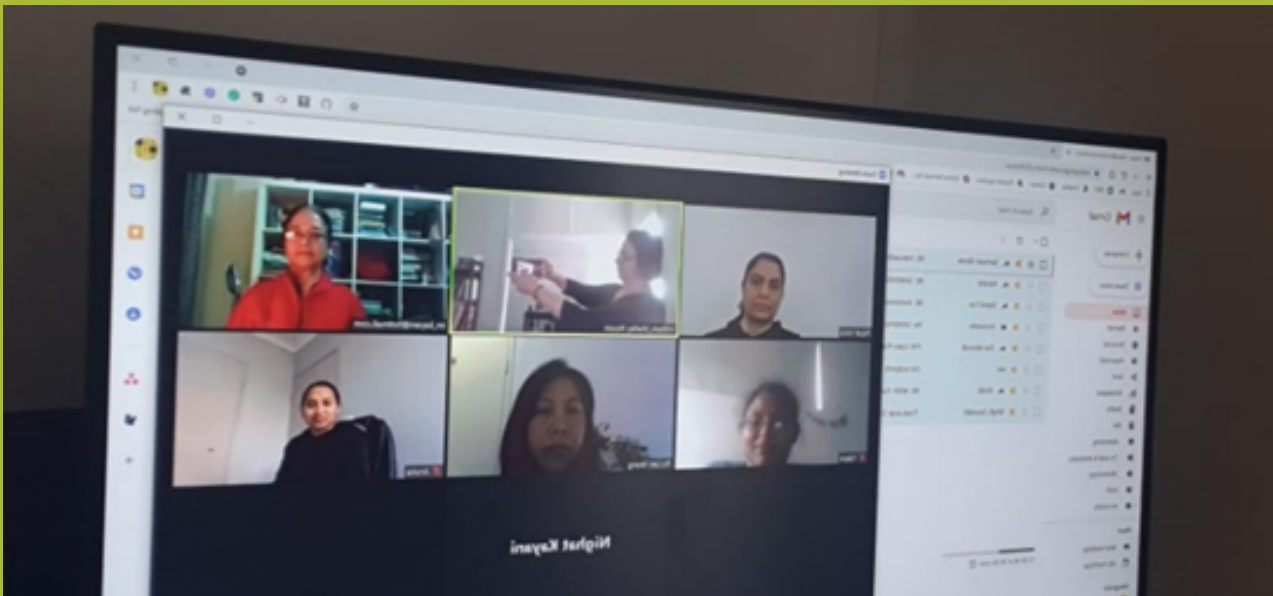


WORKSHOPS FUNDED THROUGH ACE

The Parramatta College facilitates 1-day workshops to help prepare students navigate the recruitment process with work ready opportunities such as Selection Criteria and Capability Framework to help students when applying for public sector jobs.



The Parramatta College facilitated Zoom classes during lockdown. MYOB Payroll was delivered in the classroom via Zoom during lockdown.



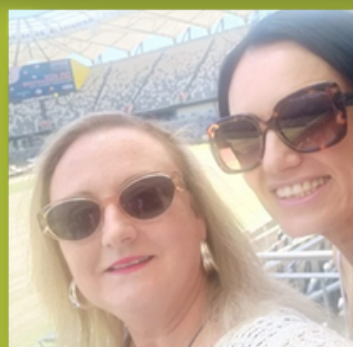
CHAMBER OF COMMERCE BUSINESS AFTER 5 EVENTS

The Business After Five is a great networking platform for all members and their guests, which is held on the 1st Tuesday of each month. Each monthly event is sponsored by a Member Host in conjunction with the Parramatta Chamber and allows the host to showcase their venue, product or service to the local business community. These typically attract over 100 attendees at each event and provides a vibrant meeting place to network with a small amount of time dedicated to chamber formalities as well as a prize for the business card draw and gifts to attendees. The Parramatta College is a member of the Parramatta Business Chamber with our staff attending this event regularly to ascertain business and community needs.



STATE OF THE CITY ADDRESS 2022

Staff members of the College attended the 2021 State of the City Address at the new CommBank Stadium in Parramatta. Hosted by the Parramatta Chamber of Commerce, this event provided the audience with key insights into the future plans for Parramatta. This year's theme was "The New Headquarters".



The College was involved in the following Award nominations and events:

WSABE AWARDS

We were a Finalist at the 2021 Western Sydney Awards for Business Excellence (WSABE) for "UNE Excellence in Education, Training & Careers", which was held at Rosehill Gardens with over 180 guests attending. WSABE was proudly founded by the Parramatta Chamber of Commerce in 1990 and remains the most prestigious awards program in the Greater Sydney region. The WSABE platform annually recognises outstanding business leaders and organisations who are actively contributing to Western Sydney region's rapidly developing economy.



PARTNERSHIP WITH COMMUNITY HUBS AUSTRALIA

In 2021, we partnered with Community Hubs Australia whereby running a Work Ready Women program for migrant women looking to transition into the workplace however lack the confidence and require a local accreditation providing them with new skills and uncovering hidden skills, to discover their true potential. The program was a great success with many students finding employment as their first job in Australia.



MARKETING

MARKETING MANAGER

The Parramatta College employed Merven Virueda in 2021 to manage all marketing activities for the college. He is a multifaceted marketing professional with a passion for creativity and has over 20 years of marketing and sales experience. He has helped various businesses maximise their ROI and lead generation by improving communication strategies with their target audience across multiple channels and strengthening relationships. Businesses that Merven has worked with include hotels, home builders, educational services, NGOs, FMCG, nightclubs / pubs, and e-commerce.

Merven's formal qualifications include a Bachelor of Marketing from The Australian Catholic University and an Advanced Diploma of Music Industry Business from NSW TAFE.



MARKETING ACTIVITIES

COLLEGE WEBSITE

Comparison YOY (Jan 20 – Dec 20) vs (Jan 21 – Dec 21)

- 18.8% decrease in visitor sessions on the website
- 22.2% decrease in new users visiting the website
- 2.5% decrease in pages per session the website
- 23.1% decrease in revenue on the website
- 1.7% increase in average session duration



SOCIAL MEDIA

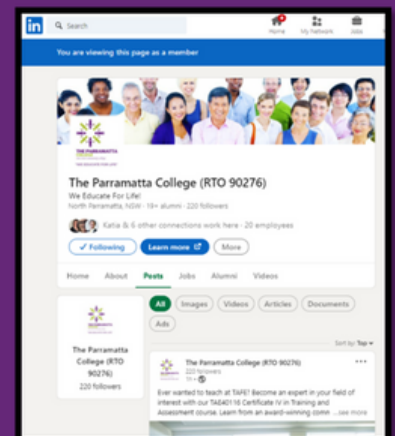
- Facebook Page Likes (Jan 21 – Dec 21) = 1,557
 - 14.6% increase
- Instagram Followers (Jan 21 – Dec 21) = 104
 - 40.5% increase
- LinkedIn Followers (Jan 21 – Dec 21) = 74
 - Account started this year



Facebook page



Instagram page



LinkedIn page

EDM (E-NEWSLETTER)

- 2021 Average Open Rate for The Parramatta College Course e-Newsletter = 21.1%
 - Industry Average for Education and Training Sector: 23.42%
- 2021 Average Click Through Rate for The Parramatta College Course e-Newsletter = 2.6%
 - Industry Average for Education and Training Sector: 2.9%
 - Total number of EDMs distributed (Jan 2021 – Dec 2021) = 40



AWARDS RECEIVED

- Winner of the "Most Outstanding Education Service" award at the Parramatta Local Business Awards 2021
- Finalist at the 2021 Western Sydney Awards for Business Excellence (WSABE) for "UNE Excellence in Education, Training & Careers"
- Finalist for "VET Trainer / Teacher of the Year" at the 2021 NSW Training Awards



PLANNING & OPERATIONS

STRATEGIC AND BUSINESS PLANNING

The College's work is driven by its strategic and business plans. 2021 operated under a Business Plan based on the 2020-2022 Strategic Plans four themes:

- Financial
- Community
- Technology
- People

A Business Plan is developed every year to direct the College in achieving its Strategic plan goals.

STAFF 2021

Monique Knight Chief Executive Officer	Certificate IV in Training and Assessment TAE40110 Certificate IV in Small Business Management
Glen Coats Compliance Manager	BSB51607 Diploma of Quality Auditing SIT60307 Advanced Diploma of Hospitality Management BSB51915 Diploma of Leadership and Management BSB52015 Diploma of Business TAE50216 Diploma of Training Design and Development TAE50111 Diploma of Vocational Education and Training TAE40116 Certificate IV in Training and Assessment BSZ50198 Teaching and Learning Certificate Trade Certificate Cookery
Merven Virueda Marketing and Programs Manager	Bachelor of Marketing (ACU) Advanced Diploma of Music Industry Business (TAFE NSW)
Christine Chappel Accountant	Institute of Public Accounts #140885 Master of Commerce Registered Tax Agent
Dianne Kersten Business Development and Student Recruitment Administration	Diploma of Business Administration BSB50407 Certificate IV in Training and Assessment Provide First Aid HLTAID003
Jane Abrook	
Esther Kelly Course Co-ordinator	Diploma in Children's Services Certificate in Hygiene for Food Handlers Cert IV in Business (Frontline Management) Cert IV in Business (Small Business Management) Justice of the Peace – appointed 1984 # 171364 Driver's License C
English Teachers. Minimum qualifications:	Minimum Diploma in TESOL Certificate IV in Training and Assessment TAE40110 along with TAEASS502 and TAE40116 or higher-level qualification in adult and vocational education
Trainers – accredited programs	Minimum qualifications and experience: Certificate IV in Training and Assessment TAE40110 along with TAEASS502 and TAE40116 or higher-level qualification in adult and vocational education Relevant current industry qualifications and experience Relevant vocational competency up to the level delivering except TAE40116 where a diploma or higher-level adult and vocational education qualification is required
Teachers – non accredited programs	Qualifications and experience: Significant experience &/or qualifications in their field. Teaching / training qualifications and experience preferred.

PROFESSIONAL DEVELOPMENT

College staff attend a range of professional development opportunities every year, including:

- Teacher meetings
- Community Colleges Australia Conference, Sydney. Attended by managers
- Networking meetings for VET, LLN, Leisure Managers, and CEOs in community colleges across NSW
- Online discussions via Community Colleges Australia online groups
- Participation in online validation of assessment and delivery of accredited programs
- Workshops facilitated by Training Services NSW
- Face to face training provided by the NSW Community College network

The College produces and maintains Teacher and Caretaker handbooks outlining responsibilities and procedures for undertaking College operations.

WORK HEALTH AND SAFETY

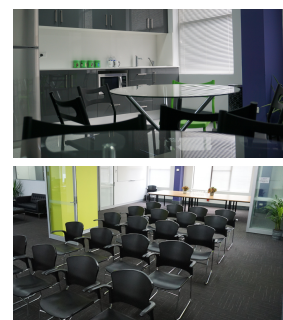
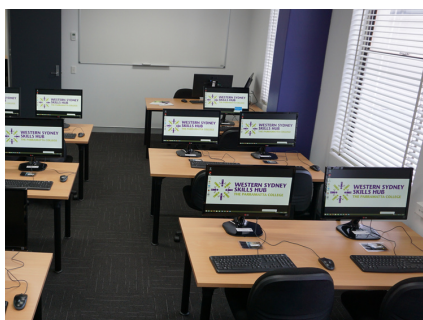
At each staff meeting workers are invited to bring up any WHS issues. This year there were no significant WHS issues.

VENUES

WESTERN SYDNEY SKILLS HUB

Situated in Parramatta's North, the Western Sydney Skills Hub is our high-end education facility used for corporate professional development training. It has flexible training and meeting rooms that can be configured to suit many needs. The site is perfect for training sessions, planning meetings, corporate presentations, and off-site events. It boasts:

- 5 training rooms (3 computer rooms)
- All rooms contain data projectors and presenter computers
- Modern kitchen and lunch room
- Ethernet internet with WIFI



CASUAL VENUES

Our thanks go to the following venues. We rely on the support and cooperation of government and the non-profit sector to offer our adult education courses to the community.

- Centenary Uniting Church
- Greystanes High School
- Holroyd School
- Parramatta Lions Club
- Stormer Music

RTO SCOPE AND REGISTRATION

Registered Training Provider No: 90276

Registered to November 2022

SCOPE OF REGISTRATION

Our scope of registration includes qualifications from the following Training Packages:

Business Services

BSB20120 Certificate II in Workplace Skills

BSB30120 Certificate III in Business

BSB30220 Certificate III in Entrepreneurship and New Business

BSB40120 Certificate IV in Business

BSB40320 Certificate IV in Entrepreneurship and New Business

BSB50120 Diploma of Business

Retail

SIR30216 Certificate III in Retail

Training and Assessment

TAE40116 - Certificate IV in Training and Assessment

TAE50216 - Diploma of Training Design and Development

Finance

FNS30317 Certificate III in Accounts Administration

FNS40217 Certificate IV in Accounting and Bookkeeping

FNS41820 Certificate IV in Financial Services

Foundation Skills

FSK10219 Certificate I in Skills for Vocational Pathways

FSK20119 Certificate II in Skills for Work and Vocational Pathways

Community services

CHC30221 Certificate III in School Based Education Support

First Aid

HLTAID010

HLTAID011

HLTAID012