WorkVentures
Social inclusion through technology

KickStart
Academy

Who we are, what we do, and why...

WorkVentures is Australia's oldest social enterprise charity with the mission of providing technology training to those left on the far side of the digital divide.

To achieve our goal of **social inclusion through technology**, we currently focus on providing an alternate educational pathway in Information Technology vocational skills for marginalised young people and migrants at our professional ICT repair centre in Mascot.

Understanding how to use and apply technology solutions will be key in the decades to come for helping Australia compete for jobs in a global marketplace.

Our partners in this work include dozens of businesses - large and small - who generously:

- Give our trainees jobs in their organisations
- Rely on us for mission-critical ICT repairs
- Gift us with cash grants and technology donations
- Donate their time by mentoring and supporting special projects

Our Credo...

- Limited resources can't stop us from being successful in life if we don't let them.
- The best trainers and industry mentors have personally experienced what they teach and walk their talk.
- Hands-on training is effective and requires less time because it's based on actually practising what you are learning.

Contacts...

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Overview

The **KickStart Academy** includes an initial 3 week "IT boot-camp" - an employment readiness and evaluation program. Boot-camp places participants in a real-world work environment where the mutual relationship between employer and employee is experienced in a safe environment. Moreover, it allows participants to understand the longer-term career paths available and the qualities needed to achieve them.

After completing boot camp, participants are eligible for a further 5 to 8 weeks of practical skills development through on-the-job work experience and specialised training in five career pathways:

- ICT hardware repair and refurbishment

- PC and laptop assembly, builds and testing

- Warehousing and Logistics

- IT call centre Sales/Technical support

- Programming and Software testing

On completion of the program, WorkVentures seeks to place participants either in permanent positions or traineeship roles with our partner organisations in the ICT and logistics sectors or the open market.

An individual Training Log confirms each participants completed skills development, work experience and on-the job training.

Stage 1
IT boot camp

Stage 2
Specialised vocational training

Employment

Bootcamp

Bootcamp consists of the following elements to not only provide important information and basic skills but to test the mettle of each participant in ensure they are work ready:

- Open day and interview session to give each potential participant an opportunity to obtain an insight to what WorkVentures can offer and give WorkVentures an opportunity to evaluate what excites them and identify their expectations.
- Induction to confirm the expectations of participants and expectations that a typical employer would be seeking from employees.
- Worker's Health and Safety requirements including an overview of the Act, Regulations and Codes of Practice including who really gets hurt in an accident and obligations of employers and employees.
- Identifying hazards, evaluating the risks and implement controls. Moreover, who to report incidents, accidents and suggestions to in an organisation to ensure continuous improvement of the system.
- Specific workplace hazards, risks and controls including manual handling, electrical safety and trips-slips-falls/housekeeping.
- What is electricity, including basic elements and applications.
- Introduction to personal computer systems and laptops.
- Operating Systems and Applications including licensing, loading, configuration and testing.
- PC and laptop rebuild and testing including disassembly and reassembly and OS installation.
- Workshop skills and tools.
- Intensive hands on workshop experience performing repetitive and supervised EWaste recycling or PC formatting.

Pathways

Streaming through our available pathways gives participants the opportunity to gain hands-on experience in a variety of real workshop and warehouse environments to explore their own possibilities and likes. A dynamic schedule is developed and each participant works supervised and obtains skills through working with WorkVentures employees. The available pathways are available at the WorkVentures sites:

ICT Hardware Repair Technicians		
Role Description	**Skills development & experience**	**Learning outcomes**
Hardware repair technicians repair physical equipment such as computer hardware and office machinery, laptops, printers and telecommunications equipment	•Develop a high level of attention to detail •Develop a technical knowledge of computers •Exercise working independently •Develop hands-on skills, develop logical thinking and dexterity •Develop soldering & rework skills on printed circuit assemblies	Demonstrated ability to repair a range of basic IT and communications equipment

PC Assembly/Build Technicians		
Role Description	**Skills development & experience**	**Learning outcomes**
Assembly and build technicians configure personal computers and laptops to customer orders. Each unit is loaded with an operating system and application software then tested to ensure full functionality.	•Develop a high level of attention to detail •Develop a technical knowledge of computers •Exercise working independently •Build and test personal computers and laptops to customer requirements	Demonstrated ability to assemble and build a PC or laptop to specification.

Warehouse & Logistics		
Role Description	**Skills development & experience**	**Learning outcomes**
Warehouse workers perform an array of functions that might include accepting and processing incoming stock and materials, picking and filling orders from stock, packing and shipping orders, or managing, organising, and retrieving stock in the warehouse.	•Engage in physical work •Perform a variety of warehouse and logistics tasks •Demonstrate the ability to work safety and with physical spatiality •Demonstrate basic computer application usage including bespoke IT systems and client applications.	Demonstrated ability to perform general warehouse and logistics functions to meet specified requirements.

IT Call Centre / Technical Support		
Role Description	**Skills development & experience**	**Learning outcomes**
Providing users with technical advice and solutions on a range of specialised computer issues. Typically includes help with operating systems, applications, virus issues and networking.	•Develop knowledge of computers •Develop communication skills supporting callers in a professional and courteous manner •Work effectively in a time pressured environment and working with set KPI's. •Customer service experience	Demonstrated ability to perform in a call centre environment to set KPI's and providing quality customer service.

Software Testing / Programming		
Role Description	**Skills development & experience**	**Learning outcomes**
Software testers work in tandem with programmers/developers to ensure quality. They are responsible for reviewing software requirements, preparing test cases, executing tests and reporting defects.	•Develop proficiency in written and spoken English •Develop high level of attention to detail •Gain basic knowledge of computers, programming languages and software tools •Exercise capacity for critical thinking, diligence and curiosity then applying these attributes to testing	Demonstrated ability to perform software testing to customer requirements.