

## TRAINEESHIP CERTIFICATE 2 IN CUSTOMER ENGAGEMENT

The pilot began in 2019 and we are proud to announce that we are gathering momentum but there are a lot of goals to achieve.

If you have young adults in year 11 and 12 or currently leaving, please contact us and ensure you include *Finding and Keeping a Job* in your NDIS plan.

We will be developing the following resources under our NDIS registered services:

- *Finding and Keeping a Job*  
Our success with current trainees has been to work alongside the businesses in the first few weeks to carve out job tasks that comply with the competencies of the Traineeship.
- We deliver fee-for-service training for all staff on how best to work with people who have Down syndrome.



In your NDIS plan and in alignment with your goals the line items are:

- Employment Support 10\_016\_0102\_5\_3
- School Leaver Employment Supports (SLES) 10\_021\_0102\_5\_3
- Specialised Support Employment - the line items vary according to time of work and day of the week



### ***The Traineeship program in more detail:***

In 2019 DSWA established the traineeship pilot program to overcome two significant barriers that are often put before people with Down syndrome - barriers to vocational training and open employment. We have taken a customised employment approach and have had three of our Ambassadors successfully placed in a traineeship program, working at HBF, Town of Cottesloe and City of Perth - and all earning an award wage.

The traineeship is a Certificate II in Customer Engagement and is for an 18-month period. The person undertaking the traineeship is supported by the Disability Employment Support (DES) Provider, Status and the training organisation that provides the on-the-job assessment, Fremantle Education Centre and Chamber of Commerce.

### **The traineeship involves working a 15-hour week and part of that employment involves upskilling on the job.**

The trainee is not expected to read and write lengthy training material. The assessment is done through observation and verbal discussion and Fremantle Education Centre will ensure the performance criteria for the qualification are being met. The qualification is flexible and has been relatively easy to apply to various office administration type roles.

### **We would like to inform members that Andrew Domahidy is the first person to complete his traineeship and has been offered a job at HBF. CEO of HBF, John Van Der Weilen, is an amazing supporter and has asked us to place another trainee.**

DSWA's partnership program includes Fremantle Education Centre RTO; Status is our Disability Employment Provider. Status will be assisting with on-the-job support.

DSWA will assist Status by providing training in two areas:

- How best to work with the successful candidate and will be delivered to staff members where the person is placed
- DSWA will provide a one to two-hour session fee for service to the organisation on *Diversity Training* and information about Down syndrome.

**Please contact our NDIS Manager Elise Anstey (0408 263 107) for any NDIS-related topics and Emily McCain (08 9368 4002) for Traineeship opportunities.**