



CEO Chatter



I would like to sincerely thank the people of the Western Riverina for your continued support of the Western Riverina Community College (WRCC).

Over recent months, our team has been busy delivering a range of community-focused programs and vocational training opportunities, with a strong emphasis on building foundational Language, Literacy and Numeracy skills. This work is made possible through strong local partnerships that help build skills, support employment pathways, and strengthen our region. I am incredibly proud of our staff and their ongoing commitment to supporting learners of all ages and responding to the needs of our community.

On a personal note, during March and April I was fortunate to tick off a long-held bucket list goal, walking the Portuguese Camino from Porto to Santiago de Compostela in Spain. Covering 318 kilometres, the journey was both physically challenging and deeply rewarding. It offered plenty of time for reflection and reinforced the importance of community, resilience, and shared purpose. These are values that strongly align with the work we do at WRCC each and every day.

Thank you for being part of our journey and for your continued engagement with WRCC.

I hope to see you at the college soon.

Best wishes,

David Martin
CEO, WRCC

“ I am incredibly proud of our staff and their ongoing commitment to supporting learners of all ages and responding to the needs of our community. ”





VET Manager's Report – by VET Manager Sue Reynolds



Strengthening Our Student Support Team

We are pleased to welcome **Vinni Auora** to the team as our new **Student Support Officer (SSO)**.

Vinny comes to us with consolidated experience working in community, a second language and is a qualified Trainer and Assessor. We are very lucky to have her on board.

Together Vinni and Kiara form a strong and supportive team, and with Jo they all work closely with students to help them achieve their learning goals and succeed in their training.



Vinni Auora

Strong Momentum Across the Region

The term has begun at a rapid pace at WRCC, and the momentum shows no sign of slowing.

Our First Aid and CPR courses continue to be extremely popular, not only in Griffith and Leeton, but also across surrounding areas including Deniliquin and Hay.

First Aid and CPR in Schools

Early in the term, Peta, Alison and Sharon were kept busy delivering CPR and Anaphylaxis Recognition of Management of Anaphylaxis Program (PROMAOP) training to local schools.

Each year, more schools are requesting WRCC deliver these essential courses—a strong testament to the professionalism of our trainers and the outstanding work of our administration staff, who manage liaison with schools, enrolments and the processing of results.

Kelly delivered Midazolam training to staff from Gralee and Barellan Central Schools. The staff were very grateful for the training as Kelly provided them with information and practical skills on how to administer the medication.



Keeping Training Current

Cathy has been working closely with First Aid and CPR trainers to update learning and assessment materials, ensuring they align with the latest ANZCOR guideline updates and current units of competency.

This ensures that students completing their First Aid or CPR training with WRCC are learning skills that reflect current best practice.

(continued overleaf)



Compliance Corner – by Sue Reynolds

Strengthening Quality and Compliance Across WRCC

ASQA Workshop Overview

Sue, Kristy and Kim recently attended an ASQA workshop in Canberra, gaining valuable insights into the current VET regulatory landscape and the expectations placed on Registered Training Organisations (RTOs).

What ASQA Is Seeing Done Well

Recent ASQA monitoring has identified several areas where providers are demonstrating strong performance, including:

- **Outcome Standard 2.6**
Student wellbeing needs are identified, with strategies implemented to support those needs.
- **Outcome Standard 2.3**
VET students have access to appropriate support services, trainers, assessors and staff throughout their training.
- **Outcome Standard 3.2 (Credential Policy)**
Training and assessment are delivered by credentialed people with current skills and knowledge.
- **Clause 7 Compliance**
Appropriate use of guarantees and inducements.

The National VET Context

Across Australia, **3,831 providers** deliver VET training to more than **5 million students** each year. Of these, 2,787 providers deliver training to **domestic students only**, which is where WRCC sits.

In 2023, ASQA:

- received **7,200 tip-offs**
- investigated **212 serious matters**

Since **1 July 2025**, ASQA:

- conducted **330 monitoring activities**

Since **December 2024**, ASQA:

- cancelled **36,000+ qualifications**

ASQA

These figures highlight the importance of strong systems, evidence-based practice, and shared responsibility across all RTOs.

Areas of Sector-Wide Concern

ASQA has also identified consistent areas requiring improvement across the sector:

- **Outcome Standard 1.1**
Training must be engaging, well-structured and aligned to the training product.
- **Assessment Systems**
Assessments must be fair, appropriate, and enable accurate judgement of VET student competency.
- **Outcome Standard 3.3**
Trainers and assessors must maintain current industry skills and knowledge relevant to the training product.
- **Outcome Standard 4.4**
RTOs must undertake systematic monitoring and evaluation to support quality delivery and continuous improvement.



(continued overleaf)

Compliance Corner – by Sue Reynolds

(continued)

Shared Responsibility for Quality and Compliance

The key message from ASQA is clear: **maintaining compliance and quality is a shared responsibility.** It cannot be achieved by one person alone—everyone across the organisation has a role to play.

What Good Quality Assessment Looks Like

High-quality assessment is underpinned by several core principles:

- **Context matters**
 - assessment tools must suit the learner cohort
- **Keep it clean**
 - adjustments must not weaken assessment integrity
- **See it to assess it**
 - observation is essential, particularly in workplace settings
- **Stay consistent**
 - assessors must apply assessment criteria the same way
- **Protect the process**
 - strong systems must prevent and detect cheating or misconduct



ASQA also reinforced the value of **mapping guides or matrices** to clearly demonstrate how assessment tools meet all requirements of a unit of competency.

Expectations for Trainers and Assessors

ASQA's expectations for trainers and assessors are explicit:

- Deliver and assess only where the required **industry competencies, skills and knowledge** are held
- Maintain **industry currency** through ongoing professional development
- Participate in **regular competency reviews**, supported by evidence such as PD logs
- Ensure **industry experts** involved in training and assessment are appropriately vetted and suitable

Evidence Matters

As an RTO, it is not enough to say systems and processes exist—we must be able to **prove it with evidence**. Policies and procedures alone are insufficient, as are course exit evaluations without follow-up.

ASQA looks for evidence of:

- Actions taken in response to feedback
- Changes implemented and how they are embedded
- Documentation of assessment tool feedback and improvements
- Evidence that trainers are suitably matched to courses they deliver

Being Proactive, Not Reactive

While the level of scrutiny can feel demanding, it reinforces the need to be **proactive rather than reactive**. ASQA can request a desk audit at any time, and we must be prepared based on our best interpretation of the RTO Standards 2025.



Leeton Centre Manager's Report

Time has passed quickly as we head into Term Two, and the Leeton College has been a hive of activity.

Alongside our usual classes, we have delivered two White Card courses to St Francis College, with another scheduled at Leeton High School next week. First Aid training has also been delivered off campus at Southern Cotton, and Deniliquin classes continue to run monthly.

Leeton Council recently completed their first Fire Warden training with us, which was very successful. We have also just completed our Youth Week programs in Leeton and Narrandera, organised in partnership with the Leeton and Narrandera Councils. These programs provided local youth with the opportunity to complete First Aid, White Card, RSA, RCG, or Barista training. It was a fantastic initiative, and we look forward to continuing our collaboration with the councils in the future.

Individual Support is back underway, with our 15 students working hard alongside Alison and Shirley. They will soon begin their 120-hour work placement journey. Jo has been doing outstanding work in the NSA space with our two students, Trent and Bayden. Sue continues to work weekly with Stephen, who I believe would happily keep coming forever.

Jo has also put in a significant amount of work supporting students to successfully complete their chosen courses and overcome personal challenges. I would like to sincerely thank all of our trainers for the dedication and commitment you show to our students every day.

Kim Handsaker, WRCC Leeton

#Learn.Grow.BeYourBest



Food Authority News – from Foodwise Newsletter, Autumn 2026

Plain English Allergen Labelling

Labels on all food sold across Australia must now have consistent allergen information following the end of the Plain English Allergen Labelling (PEAL) transition last month.

All food for sale must now comply with the requirements.

Mandatory Health Star Ratings to be considered

Food Standards Australia New Zealand (FSANZ) is preparing a proposal on mandating the Health Star Rating (HSR) system after voluntary uptake fell well below the final uptake target.

In November 2025, 39% of intended Australian products displayed the rating and 36% in New Zealand – well below the 70% target.

[Click for Foodwise newsletters | NSW Food Authority](#)



Hospitality & Responsible Service of Alcohol / Gaming News



NSW RSA Bridging course from Liquor & Gaming NSW

Designed for interstate Responsible Service of Alcohol (RSA) holders who want to work in NSW, this new course covers NSW-specific requirements for selling, serving or supplying alcohol.

It is intended for RSA holders from other Australian states and territories to qualify for related NSW work.

[Click for the NSW RSA bridging course](#)

This course forms part of the Responsible Service of Alcohol (RSA) training in NSW. It is delivered online and can be completed at the students' own pace.

Who should complete this training?

Participants must complete the RSA bridging course and hold a competency card to work in NSW if they:

- have moved permanently to NSW from another state or territory, and want to sell, serve or supply alcohol here, and
- have completed an approved interstate RSA course: **QLD, WA, SA or TAS** - a national RSA Statement of Attainment issued within the last 5 years or **VIC, ACT or NT** - a national RSA Statement of Attainment or RSA refresher certificate issued within the last 3 years.

Otherwise, the full NSW **Responsible Service of Alcohol (RSA)** course will need to be completed. If a person is living in NSW temporarily, participants don't need to complete the course, unless they are working in Security or RSA Marshall duties.

People can voluntarily complete the bridging course for NSW requirements of areas like refusal of service, signage, compliance and harm minimisation strategies. For example, in NSW, if you identify a customer as being intoxicated, you must stop service and ask the person to leave the premises. This may be different to other jurisdictions.

NSW bridging course topics are NSW liquor laws, Intoxication, including refusing service and removing customers, Minors, Harm minimisation strategies and Compliance and enforcement.

Access to a computer and the internet is required to apply for and complete the online course.

1. Sign up for the course using a **MyServiceNSW account**.
2. Log in to start or continue the course.

Cost: The course fee includes the cost of the **NSW competency card**.

Competency cards are sent to the nominated postal address after obtaining the RSA bridging interim certificate from **Service NSW**.

[Click for Liquor & Gaming NSW](#)

[Click for the Responsible Service of Alcohol \(RSA\) course](#)

[Access / Sign up for MyServiceNSW account](#)

[Click for NSW competency card information](#)

Staff & Trainer News

This term saw many staff activities and achievements, including conferences and workshops attended, international and Australia trips and competitions. Included here are some highlights and photos from staff trips and happenings.

Celebrating the WRCC Community at the Australia Day Awards

This term, several wonderful members of the **Western Riverina Community College (WRCC)** family were recognised at the **Griffith Australia Day Awards**.

Citizen of the Year – Pat Cox

We were incredibly proud to celebrate **Pat Cox**, WRCC Board Deputy Chair, who was awarded **Citizen of the Year**. Pat has been a WRCC Director since 2015 and was previously a valued member of the WRCC staff team from 2003. Pat has dedicated a large part of her life to teaching English and literacy, supporting countless learners with her warmth and patience. A truly well-deserved recognition for a lifetime of service to education and community.



Australian Citizenship – Sheila Marcus

Congratulations to **Sheila Marcus**, WRCC Accounts Officer, on becoming an Australian citizen after 25 years in the community.

Sheila has contributed over **10 years of dedicated service** to WRCC and continues to be a valued and respected member of our team. We are thrilled to celebrate this milestone with her.

Community Project of the Year – Griffith Trauma Teddy Knitters

A huge congratulations to the **Griffith Trauma Teddy Knitters**, recognised for **Community Project of the Year**.

WRCC's own VET Manager, **Sue Reynolds**, is part of this generous and impactful group. Their handmade teddies provide comfort to children in times of crisis, showcasing compassion, teamwork, and community spirit.



*To all award recipients—your passion and commitment inspire us.
Thank you for everything you bring to WRCC and our wider community.*



Panorama from Alison Quinn's recent trip to Tasmania.

WRCC & the Community

Barista and Coffee project evolves into regular Café for Kurrajong students

Students from Kurrajong Services took a Barista & Coffee Skills course with Trainer Cathy Ziliotto in late 2024, building on their strong interest in coffee making and service.

From September to November 2025, all students had a refresher of their skills and prepared to open a café. All knowledge and skills were tested on the day of the café opening where participants served 67 coffees, and 53 brownies and slices (also made by students).



This year, the project has evolved into a weekly offering held at the Griffith Community Centre, with those very same students. On Tuesdays from 10am to 12pm the Kurrajong crew welcome community members in a warm and inviting space, having created their own workplace and microbusiness. We are proud to have contributed to this project and congratulate participants for their talent and dedication to learning and growth.

LLND Programs through the National Skills Agreement

Through the National Skills Agreement (NSA), WRCC has received funding to deliver customised LLND programs tailored to individual learning goals.

Eligible participants complete a comprehensive LLND assessment covering reading, writing, speaking, listening, learning, numeracy and digital skills.

Learners assessed at Pre-Level 1 to Level 3 in any core skill can access funded support, either one-on-one or in group settings.

Currently, Manshant is facilitating a Skills for Life program, while Sue is delivering one-on-one sessions to learners preparing to transition into VET courses such as White Card or First Aid. In Leeton, Jo is supporting two learners as they work towards their individual goals.

Jo has also developed tailored learning resources to support learners in enrolling in a VET course or achieving their personal learning objectives.



Partnership with Settlement Services International – Collaboration to support Asylum Seekers in Griffith and Surrounds

We have had positive feedback from our partners and students these past two terms in response to collaboration with Settlement Services International. SSI is a Sydney based organisation which assists people with settlement and employment pathways upon their arrival to Australia, particularly through the (ASESS) Asylum Seeker Employer Skills Support program.

In Term 1, Kiara Duncan (SSO) organised a number of courses for the SSI clients, providing scaffolding for their learning skills and language and literacy as required before and during the courses. First Aid and White Card courses were held on weekends (28 Feb, 1 & 14 March), to be able to serve the working hours of the participants.

WRCC is grateful to be able to partner with SSI to provide opportunities for new arrivals to Australia to grow in their careers and work towards a brighter future. SSI expressed their thanks that we can serve support for vulnerable community members, especially asylum seekers.

SEASONAL COOKING

with Jo Simpson

Kim's Spicy Red Lentil and Chorizo Soup

As the cooler weather approaches, we crave something warm and hearty. Kim brought this delicious soup in for me once and I was hooked.

It's great for work lunches, it's budget-friendly and it's good for you.

INGREDIENTS

- 1 2/3 cups red split lentils
- 3/4 cup pearl barley
- 2 chorizo sausages, finely chopped (optional)
- 4 garlic cloves, chopped (or jar garlic)
- 2 tbsp tomato paste
- 4 tsp desiccated coconut
- 2 tbsp curry powder
- 2 tsp ground cumin
- 2 tsp mustard seeds
- 2 tsp ground coriander
- 2 tbsp olive oil
- 2 brown onions, chopped
- 1 tbsp Vegeta vegetable stock powder
- 2 litres water
- 2 x 400g cans diced tomatoes
- 160ml coconut cream
- 1 cup fresh coriander leaves, chopped (to serve)

METHOD

1. Before cooking, rinse and pick over the lentils and barley.
2. Heat the oil in a large saucepan over medium-high heat. Add the onion and cook, stirring, for 3–4 minutes or until softened.
3. Add the chorizo and cook for another 2 minutes.
4. Add the coconut, curry powder, cumin, coriander, mustard seeds, garlic and tomato paste. Sauté for another 2 minutes.
5. Stir in the water, stock powder, tomatoes, lentils and barley. Cover and bring to the boil. Reduce heat to low and simmer for about 45 minutes or until the grains are cooked, stirring occasionally. Season to taste. Add more water if the soup is too thick.
6. Stir in the coconut cream, divide between bowls and top with fresh coriander.



TIPS

I like a dollop of natural yoghurt in mine too. This freezes beautifully. Serves 8-10. You can add finely diced carrot and celery with the onion if you like.

