



**JESUIT SOCIAL SERVICES
RESEARCH POLICY AND ADVOCACY UNIT**

SUBMISSION

**Inquiry of the Joint Standing Committee on Migration:
Contribution of Migration to Australian Society
January 2012**

For further information, contact:

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Introduction

Jesuit Social Services welcomes the invitation to make a submission about the African Australian Inclusion Program (AAIP) to the Inquiry of the Joint Standing Committee on Migration: Contribution of Migration to Australian Society. The AAIP is a positive example of a successful, practical program that provides a pathway to employment for new migrants and refugees. It is through this grounded experience that we believe we have developed the knowledge and evidence base to make a contribution to this inquiry.

The AAIP is a component of the Jesuit Social Services *Just Leadership* Initiative, and contributes to our broader settlement and refugee services. It operates as a partnership with the NAB and is supported by Adult Multicultural Employment Services (AMES).

The purpose of Just Leadership is to:

Foster the development of and nurture social leaders within and across business, government and community, encouraging leaders to take action that will contribute to building a society that is more socially, environmentally and intergenerationally just.

Build stronger connectivity between organisations and their people, developing work cultures and relationships that nurture both performance and meaning.

Build stronger connectivity between organisations and their communities, through enterprising leadership strategies that enhance social innovation and inclusion.

Be heard as an authentic voice, engaging and inspiring organisations, their people and the community in collaboration for a more just and compassionate world.

Who we are and what we do

Jesuit Social Services works to build a just society by advocating for social change and promoting the health and wellbeing of disadvantaged people, families and communities. Our service has its origins in work with disadvantaged young people involved with the youth and adult justice systems in Victoria.

We do this by intervening directly to address disadvantage and by influencing hearts and minds for social change. We strengthen and build respectful, constructive relationships for:

- Effective services - by partnering with people most in need and those who support them to address disadvantage
- Education – by providing access to life-long learning and development
- Capacity building – by refining and evaluating our practice and sharing and partnering for greater impact
- Advocacy – by building awareness of injustice and advocating for social change based on grounded experience and research.
- Leadership development – by partnering across sectors to build expertise and commitment for justice

Jesuit Social Services values every person and seeks to engage with them in a respectful way, that acknowledges their experiences and skills and gives them the opportunity to

harness their full potential. Jesuit Social Services works where the need is greatest and where it has the capacity, experience and skills to make the most difference.

We have developed expertise and provide services in the following focus areas working with people, families and communities to remove barriers to participation and inclusion:

- **Justice and crime prevention** – people involved with the justice system
- **Mental health and wellbeing** – people with multiple and complex needs and those affected by suicide, trauma and complex bereavement
- **Settlement and community building** – recently arrived immigrants and refugees and disadvantaged communities.

Across all this activity we promote **education, lifelong learning and capacity building** with a focus on those people with barriers to sustainable education and employment.

Currently our direct services and volunteer programs are located in: Victoria, New South Wales and Northern Territory. Services include:

- **Just Leadership:** Working in partnership with community and corporate enterprises to foster leadership for a just society.
- **Community Programs:** Working with people, including the African Australian and Vietnamese communities, on public housing estates across metropolitan Melbourne.
- **Community Detention Services:** delivering case management support to unaccompanied asylum seeking minors in community detention.
- **Jesuit Community College:** increasing opportunities for people constrained by social and economic disadvantage to participate in education, work and community life and reach their full potential.
- **Brosnan Youth Services:** supporting young people and adults in the justice system, and assisting them to make a successful transition from custody back into the community. Brosnan Youth Services includes: the *Konnect* program which provides pre-release assessment and planning, and post release support to Aboriginal men and women; and the African mentoring program providing support to men from African backgrounds who have been imprisoned in Victoria.
- **Community development:** delivering social enterprise and other activities in the area of Mount Druitt, Western Sydney.
- **Capacity building** activities in Alice Springs.
- **Connexions:** delivering intensive support and counselling for young people with co-occurring mental health, substance and alcohol misuse problems.
- **Artful Dodgers Studios:** providing pathways to education, training and employment for young people with multiple and complex needs associated with mental health, substance abuse and homelessness.
- **Support After Suicide:** supporting people bereaved by suicide, including children and young people.
- **The Outdoor Experience:** offering an alternative treatment service through a range of outdoor intervention programs for young people aged 15 – 25 years, who have or have had issues with alcohol and/or other drugs.
- **Jesuit Social Services volunteers:** provides the opportunity for individuals to make a difference in the community through a range of opportunities.

Research, advocacy and policy are advanced through our Policy Unit, coordinating across all program and major interest areas of Jesuit Social Services.

African Australian Inclusion Program

Jesuit Social Services and the National Australia Bank (NAB) have collaborated in developing and delivering a workplace development program since early 2009, strongly supported by AMES. The program, which was piloted with three participants in February 2009, has evolved and grown to become an exciting and robust element in NAB's contribution to Economic Inclusion; championed in NAB since its inception by Michael Ullmer, formerly Deputy CEO of the bank.

The African Australian Inclusion Program (AAIP) is a professional program for qualified African-Australians, providing six months paid corporate experience, thereby increasing the chances of becoming and remaining sustainably employed in a chosen field in the Australian workforce. It is unique in that it has been designed to provide opportunities for the African Australian community whilst providing development and culture-building outcomes for NAB staff. Fifty four people have secured opportunities in the AAIP since it commenced.

The AAIP has won two significant awards:

- City of Melbourne, Melbourne Awards, Contribution to Community by a Corporation, 2011
- Diversity@Work, 2010 Employment and Inclusion Awards

"This opportunity at NAB is my passport for work. So many times I got knocked back because I didn't have local experience and now I am finally getting that".

Past participant from Nigeria

History of the program

Lack of work experience in the Australian business sector emerged through discussion with Jesuit Social Services program participants as a significant barrier for skilled African-Australians to gain employment, despite excellent qualifications and language skills. African Australian community leaders told us that when this barrier is broken down, working African-Australians have the opportunity to become role models for the next generation, who in turn are motivated to stay at school and become qualified themselves.

The AAIP evolved as a result of two key events. In the first instance a NAB project manager visited the Jesuit Social Services African program and heard of the many African Australian people with finance degrees who were unable to find work in their chosen field. Determined to do something about this he commenced discussions with our organisation and NAB Finance to explore potential solutions via work experience opportunities in the organisation. Shortly after this, Michael Ullmer received a letter from the then Finance Minister Lindsay Tanner, requesting NAB's support in addressing the issue of African Australians educated in Australian universities who were unable to secure appropriate employment. Through the

collaborative effort of a small team of people from NAB, Jesuit Social Services and AMES, the program was developed, and it has undergone a process of continuous improvement in response to participant feedback since its inception.

“This program is a rare opportunity for me – a dream come true. To find a job here is so difficult. It does not matter where you come from, you should have the same opportunities as everyone else”.

Past participant from Ethiopia

Design criteria developed for the program include:

- Close collaboration with the African Australian community and capacity to integrate cultural knowledge within all aspects of the program.
- Providing real roles, and entry level market rates, supported on the job by a workplace mentor.
- Providing sufficient time for real development to occur (The program commenced as a three month initiative and was extended to six months).
- Opening up the best of NAB’s people and learning resources to participants, to ensure that the opportunity is maximised. This includes invitations to significant NAB social events such as the football, and has provided unique opportunities such as tossing the coin at the start of pre-season matches.
- Direct engagement with the most senior NAB executives (The Deputy CEO, prior to his recent departure, personally hosted morning teas for each new round of participants, and invited families to program finale events).
- Involving NAB staff in creative ways, using the opportunity, where possible, to enhance leadership and team development and build workplace culture.
- Implementing the program in a culturally sensitive way and ensuring that participating business units and teams undergo appropriate cultural training. This includes specific training prior to the three month performance feedback sessions. Numerous instances of cultural sensitivity have been evidenced across the programs, for example, enabling religious practices or family commitments.
- Actively fostering an interest in and understanding of African culture, through team events and activities; catered for by African social enterprise caterers.
- Providing a personal coach to each participant from outside of the business unit, to maximise networking opportunities and identify career paths.
- Providing participants with access to NAB’s Job Postings, and allowing them to secure a position prior to the end of the program, if the opportunity arises.

- Designing specific training to meet group and individual needs identified during the program. By way of example the Executive Assistant of a member of NAB's Executive Team, who is ESL trained, coaches participants in making presentations. Opportunities are then provided to make presentations at a senior level. Another example is that a networking program was designed to help build networking skills. It is delivered by trained actors, and senior NAB leaders then join the program for conversation with participants.
- Providing high quality post-program support through a career transition agency.
- Investing in development of an alumni group to support participants and share knowledge. The alumni group is very active and, following the recent recruitment round offered resume and interview assistance at NAB to unsuccessful interviewees, as a way of "giving back" to their community.

The focus of the African Australian Inclusion Program is developmental - providing opportunities for growth across all aspects of the job seeking and employment process. The program aims to meet its overall objective by providing participants with an intensive program of learning and work place experiences within the NAB environment, so that participants are more likely and more ready to access employment opportunities in the broader Australian employment market. This focus does not preclude the option of ongoing NAB employment, but it is made clear to participants that ongoing NAB employment is not the intent of the program.

Partner organisation roles

Each partner organisation brings strengths to the collaboration for the program. These areas of expertise include:

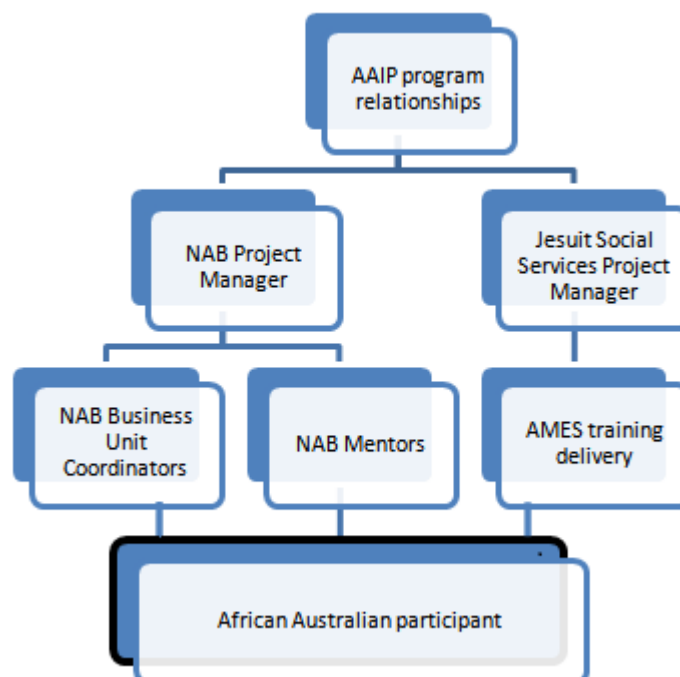
- Jesuit Social Services is one of NAB's community partners, and has well established relationships in the African-Australian community. Jesuit Social Services staff involved in design of the program with NAB have experience in the areas of corporate, learning and organisational development, which has been a critical element in the program's success. With access to candidates who would benefit from inclusion in the program, Jesuit Social Services has managed the recruitment process from its inception and worked closely with NAB to develop the program, support its implementation, improve program design, and provide cultural assistance as needed. A Jesuit Social Services staff member (a former NAB employee) project manages the program on a part time (0.2 EFT) basis.

Jesuit Social Services has also offered a strong 'value add' in providing opportunities for NAB staff to further engage with African Australian community. These have included a Just Leadership Learning Journey to Footscray for NAB staff; a dinner dialogue in Footscray for 80 people - 40 NAB staff and 40 members of African communities - at an African restaurant, and a Just Leadership breakfast event attended by 200 that focused on "Heroic Leadership, Ingenuity and the Power of Collaboration – What can we learn from the African Australian Community".

- NAB brings the strength of an employer with extraordinary resources, including networks and extensive development capability. It also brings a strong focus on

Corporate Responsibility. It has an excellent track record of active engagement with the community, and has shown keen interest in engaging with and understanding issues surrounding the African Australian community. NAB works closely and collaboratively with around a dozen community partners and is keen to involve its staff in social innovation and volunteering opportunities. Much of the effort put into design and delivery of the program is undertaken by skilled volunteers from the bank. NAB also employs a .6 resource to oversee the program internally.

- AMES was consulted extensively in the initial development of the program, and has provided cultural training and an induction program for participants since it commenced. The former NAB Ambassador and Head of Marketing, Ahmed Yusuf has had intensive personal involvement with the program and, since leaving AMES to start Parker Brent Ltd. has provided his services on a voluntary basis. Jesuit Social Services contracts AMES to deliver these services.



“My mentor explains things brilliantly – like he’s been teaching for fifty years – he makes me want to listen”.

Past participant from Somalia

Way of working

The relationship between Jesuit Social Services and NAB has been inspiring, innovative and highly collaborative. Project Managers from both NAB and Jesuit Social Services work collaboratively in reviewing and documenting program processes on an ongoing basis.

A strong relationship is developed early to provide support to potential applicants and this support and encouragement is provided throughout the program. The focus on a 'high touch' approach to working with participants in the program (ie high personal contact) is considered one of the points of difference in comparison to other similar programs.

The program supports both the participants and the staff involved in the program so that they may contribute to the success of the individual. It is not simply an opportunity to gain work experience and the 'foot in the door' but an opportunity to develop a genuine understanding of the workplace culture in Australia and to have a rewarding and enriching experience allowing for both professional and personal growth.

The passion and dedication displayed by participants and by all applicants seeking work in their professional field is admirable and is clearly representative of an underutilised resource of skills and knowledge.

Overview of Process

The key steps in the AAIP process are pictorially represented on the next page. The major phases are described to follow.

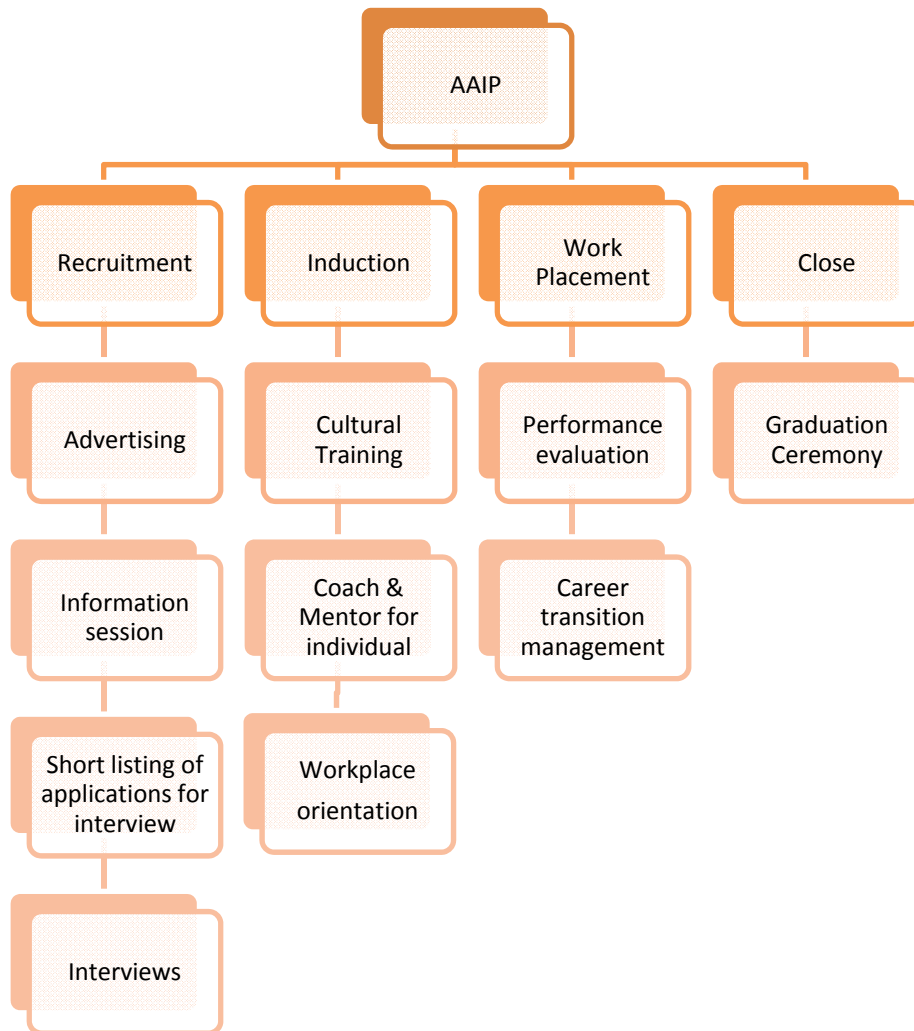
Recruitment

NAB offers two rounds per year; each round offers work experience roles for 6 months. The number and type of roles available vary each round depending on which business units are able to be involved in the program.

Jesuit Social Services manages the recruitment process including advertising the program leveraging existing relationships with various African community groups and organisations.

People interested in participating in the program are invited to attend an information evening prior to applications opening (See demonstration flyer, attached as Appendix 1). It was decided to hold this in NAB's auditorium to engage NAB staff in the session, and expose those participating to a large corporate environment. The information sessions are welcoming and inspiring events attended by over 100 African Australians. The event includes an inspirational speaker and the room buzzes with hope and energy. The information session provides an outline of the program, and the application process and previous participants speak about their experience. Representatives from AMES and Jesuit Social Services also speak about the program providing another perspective. Business unit representatives attend and are available to hand out role purpose descriptions and answer questions. Applications are open the day after the information session which is when the roles available are released. All registered potential applicants are emailed an information/application pack. Most applications are received by email however occasionally a hardcopy application will be received by an applicant who does not have access to a PC and or have internet connection.

A short listing for interview day is held with NAB and all applications are reviewed by representatives from each Business Unit. The application form asks why a person would like to be on the program and what they feel they may gain. This can assist the panel in deciding who may gain an interview as people's circumstances and needs are considered against the programs criteria.



Induction

Cultural training is provided by Jesuit Social Services and AMES. A workshop is held with any NAB teams who have not been involved in the program. Program participants are also provided training to help them understand about the Australian Corporate workplace culture.

NAB ensures each participant is matched with a Coach who assists and provides encouraging support in settling into the team and workplace. A NAB Mentor is also matched with each participant who provides guidance in navigating a career in the Australian corporate workplace.

Workplace orientation is conducted in the first week, including Compliance Training, a requirement for all NAB staff to ensure legal understanding of various responsibilities, OHS and more.

Work Placement

The program is a 6 month paid (pro rata) full time position. The number of roles and type of roles change from round to round, reflecting the needs across the businesses involved in the program. Roles that have been available have been varied and draw on a range of skills and qualifications. Examples include Business Analyst, Business Administration, Financial Analyst, Project Analyst and various roles in Technology (IT).

Participants report to the appropriate People Leader in their team and attend all team meetings and events. The NAB project manager conducts regular catch ups and reviews with each participant ensuring they are settling in to their new team, role and the workplace. The project manager is available if there are any concerns raised by the participant or the People Leader.

Time is provided to participants to attend special program meetings, training workshops and mentor and coaching sessions. This is fully supported by the People Leader and the team.

A performance evaluation for each individual is completed at the midpoint and upon conclusion of the program. Coaches and key people from participants team attend a mid point review to discuss how things are going; Jesuit Social Services is involved in this review. The discussion covers any concerns or suggestions for the development of the participant. Any suggestions to improve the program for participants and the teams involved are also considered.

Career Transition Management workshops are offered by NAB to all participants to assist in the next steps to finding work post the program. The workshops are conducted by a specialist organisation and NAB cover the costs of around \$1000 per participant.

Close

In recognition of participants' involvement of the African Australian Inclusion Program a graduation ceremony is held at NAB at the conclusion of each six month program.

Outcomes

Approximately 100 to 120 applications are received for each application round. This includes a number of applicants who applied previously but were unsuccessful either for an interview or gaining a position. On the whole previous applicants maintain their enthusiasm for the program and a number of people have been successful on a later application.

The number of roles per round is not guaranteed however the program has been expanding for each round. The program has grown from the initial three roles in Melbourne in 2009 to 17 roles for the last intake for September 2011; this includes one role located in Sydney.

Since its inception in 2009, a total of 54 participants (17 due to complete the program in March 2012) have been involved in the program to date. The intent of the program is to build opportunities to find work in the broader corporate sector upon 'graduating', 26 of the 37 participants who have completed the program have remained within NAB. thirteen have extended contract roles and 13 have permanent roles within the organisation.

In addition to employment outcomes for participants, other benefits have arisen. NAB reports that its employees have found they have had a shift in their personal understanding of the various African communities in Melbourne as well as an increased understanding of the experience of immigrants and refugees in Australia.

“Our people have already changed their perspective on life. There is a genuine passion that people on the team have shown for this. I have had people saying to me that they have never been more proud of the organisation or the team for taking this project on. The three people we had here all bring skills in a different way. They put new thought into the things we do, all of which will add value at the end of the day”.

NAB Manager

Eleven countries of birth are represented by the 54 participants involved in the African Australian Inclusion Program to date. These are:

- Nigeria
- Zimbabwe
- Ethiopia
- Sudan
- Democratic Republic of Congo
- Egypt
- Somalia
- Uganda
- Kenya
- Ghana
- Burundi

Case example

Adeela (name changed for privacy)

Adeela is an immaculately presented and well spoken young woman who wears a head scarf reflecting her commitment to her faith as a Muslim. Adeela’s CV is well laid out and highlights her excellent qualifications and relevant work experience. Why was Adeela applying for a workplace experience program?

Arriving in Australia in the mid 1990s from the Horn of Africa Adeela speaks fluent English and Arabic. Adeela undertook studies in Melbourne and completed a Degree in 2002 and Masters in 2003, believing that an excellent education would be the pathway to building a career in her adopted country.

After graduating Adeela worked for two years as a casual University tutor while searching for permanent work in Australia in her chosen professional field. However after two years of not finding a role Adeela felt frustrated, sad and perplexed as to why she could not gain full time work in a country that was lamenting a skills shortage. Adeela was struggling to gain

interviews; some of the feedback she received was that she did not have relevant work experience. How could she get work experience if no one will give her the opportunity to gain that experience?

In 2006 Adeela took an opportunity, due to personal circumstances, to work in Cairo for a year and then moved to Dubai. Adeela found work and had a number of roles including a role as a Business Development Manager. Living and working in these countries was made possible as Adeela stayed with family.

In late 2010 Adeela returned to Australia and confidently started searching for work. Adeela was now equipped with the work experience and qualifications that she had been previously told she lacked to secure a professional skilled job in Australia.

However despite Australian qualifications and practical work experience a new barrier began to emerge. Adeela now was looking for a job in a tighter work market post the onset of the Global Financial Crisis and was competing against people who had Australian work experience.

Adeela heard about the African Australian Inclusion Program and attended an information session in December of 2010. Adeela submitted an application and was selected for an interview. The interview panel met with Adeela and was impressed by her qualifications, work experience and ability to confidently present herself in an interview. Upon reviewing all the applicants for the position Adeela was considered suitable, however in comparison with another candidate, it was believed that Adeela would be able to independently access employment in Australia over the coming months as she had only been back in Australia for about three months at that time. The role was given to another candidate. Adeela was provided constructive feedback from a member of the panel to assist in future interviews.

Six months later Adeela again applied to the program. Adeela's application form demonstrates a common attitude from applicants about the opportunity the African Australian Inclusion Program provides: *"I see this as a tremendous opportunity in Australia that will allow me to utilise the knowledge and experience I have gained through my studies and previous employments."*

Adeela was again successful in gaining an interview on her second application. The interview panel comprised some new members who were not familiar with Adeela, however a NAB and Jesuit Social Services panel member recalled Adeela from the previous intake interviews. The African Australian Inclusion Program interview questions allow for an open discussion. Often interviewees will openly share their personal journey and challenges that have led them to the program. Adeela was comfortable to tell more of her story and the panel asked her what she had experienced in her search for work over the previous six months. By taking the time to listen and understand the challenges and obstacles being experienced by Adeela the panel was able to fully understand what barriers were being experienced and the impact on Adeela's confidence. As in the first interview, Adeela impressed the panel and demonstrated clearly the reason why the program was developed. Adeela was successful in gaining a placement onto the program.

Adeela is currently working in her work placement role at NAB and is a valued contributing member of her team. Adeela brings with her enthusiasm and willingness to learn and grow in the workplace. (see Appendix 2 for Testimonials from AAIP participants about the program).



National Australia Bank African Australian Inclusion Program

The National Australia Bank and Jesuit Social Services, supported by AMES, offer a program of paid work experience and development for suitably qualified African-Australians at the Bank's Australian offices in Melbourne.

There are a number of roles available within various business units in the areas of Finance, Technology and Business Administration.

The African Australian Inclusion Program is designed to provide appropriately qualified and skilled candidates with enhanced prospects of gaining a job in their chosen field by:

- Acquiring practical skills and experience in a large Australian corporate
- Working with a coach throughout the duration of the program.
- Being supported in resume development and job search skills during the last months of the program.
- Providing future potential employers with a NAB reference,

The positions will commence in **April 2012** and candidates will work for a six month period in a supportive working environment.

The work experience positions will be paid fortnightly at a market entry-level salary and a program of induction and external support will be provided through Jesuit Social Services and its partner organisations.

Selection Prerequisites are as follows

- African Heritage
- Australian Citizen or Australian Permanent Resident status (no Bridging Visas)
- Qualification (degree or diploma) in chosen field (ie: Finance, Technology, etc)
- Excellent written and oral English language capabilities
- Looking to use the work experience as a mechanism to learn, network and improve resume
- Able to commence induction and work experience in April 2012
- Meet all Probity requirements (further information at the Briefing).

Due to the very specific nature of this program, only candidates who **meet all of the above criteria** will be able to be considered. Position descriptions for the roles will be available after the **Information Briefing Session on Monday 6 February 2012** and applications will open on Tuesday 7 February 2011.

Please note that the AAIP program is highly competitive and we receive many applications. Capacity to meet the base selection prerequisites does not, unfortunately, guarantee a place in the program. We are doing our best to grow the program and, along with others, are keen to engage more workplaces in providing similar opportunities.

If you have applied before, even several times, and not been successful, you are still able to apply. Your application will be considered along with others in this new round. On average 3 people are selected to be interviewed for each role.

Details of the **Information Briefing Session**, which will provide prospective applicants with an opportunity to find out more about the program and available roles, are as follows:

Where: NAB Auditorium, Ground Floor 800 Bourke St Docklands.

When: Monday 6 February 2012

Attendees: People meeting selection prerequisites for the program (listed above).

Time: 5.00 for 5.30pm (light refreshments will be provided).

Attire: Business

RSVP: by Thursday 2 February 2012 to jss@jss.org.au with the subject "RSVP to AAIP Info Session" and your full name and contact number

The timeline for the selection process is as follows:

Opening date for applications: Tuesday 7 February 2012

Closing date for applications: Wednesday 22 February 2012

Interviews conducted: Successful applicants for an interview will be contacted for an interview. Interviews will be held from the 5 March to 16 March 2012.

Interview outcomes notification: Friday 23 March 2012

Commencement date: Monday 16 April 2012

How to apply:

When applying (after 7 February) please **specify the role/roles** you are applying for and **only submit ONE email**.

Interested candidates will need to complete a **one page application cover sheet** as well as provide a **resume and covering letter**.

Please do not submit your application prior to viewing the position descriptions, which will be available after the information briefing session.

Applications should be emailed to jss@jss.org.au with the subject line - AAIP Application and your name.

For clarification on any of the above, please contact Jesuit Social Services on (03) 9421 7600.

Testimonials are a sample selected from letters of thanks from AAIP participants to Michael Ullmer, deputy CEO NAB, on his departure from the bank.

Time flies. It has already been two years and half since the African Australian Inclusion program began. As one of the first participants and major beneficiaries of the Program, words cannot express my appreciation and gratitude to you. It was very visionary of you to introduce this Program. AAIP gave me the opportunity to find my career path in the main stream corporate world. That was a dream come true. Lack of local experience and some cultural gaps don't make it easier to secure a professional career in big corporate organisations such as NAB. At a community level, the Program has produced role models for many people. In particular, to the Ethiopian-Australian community, they can now aspire that the big corporate world is reachable.

It was a big challenge for me to find my first job. I knocked on all the doors but I didn't get through to anything. I tried to find a volunteer job but finance volunteer jobs just don't exist anymore. I enrolled in a course at Ames Institution for skilled migrants, to help me in rewriting my resume & teach me some interview skills. In one of the networking events Ames arranged, I met ... the Community Partners Manager from NAB who informed me of this program.

It has been a privilege for me to be part of this program. It gave me the opportunity to get the local experience in one of the biggest four banks. Becoming a member of such a big organisation exposed me to the world standard of professional practices. This program also gave me the chance to meet people from different areas of the business and exposed me to the corporate world.

I am deeply grateful for this opportunity. It is once in a life opportunity for me and I think my next step is to explore new opportunities that will help me build my career future.

In supporting this program you have helped my colleagues and me gain experience and this has made it easier for us to increase our employability. I have developed so much knowledge within the past five months and I have grown professionally and personally as a result of being on the program. Being on the program has increased my self confidence and it has made me believe anything is possible.

The benefits of this program extend to our families as well. Our families are proud of us for being on the program and the confidence self satisfaction we feel reflects positively on our families.

The program has been fantastic. It has given me the opportunity to finally get the networks and work experience essential in landing that dream first job. Thankyou.