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## MEDIA RELEASE

### TAFE helps Anna prove knockers wrong

Anna Troncoso has spent much of her life running away out of the fear of failure.

For years she listened to the voices of her school teachers repeating over and over that she was not smart and would never achieve anything.

But this week the TAFE Queensland student did more than just graduate, she also took out the TAFE Queensland Brisbane Student Excellence Award for Community Service.

The 40 year old said receiving her Diploma of Community Service was a massive achievement and confirmation that all the knockers were wrong.

"I have enrolled in a number of courses previously but always dropped out before I finished because I was so scared of failing," Anna said.

"For years I had been put down by teachers telling me I was no good and I guess I just started to believe them.

"But TAFE was so much different. I was worried at first, studying as a mature age student, but the teachers at TAFE Queensland are just the best.

"They are so supportive and helpful, even those in the library. They were always there to help and give advice on how to improve, not just with my studies but also in really practical ways that will help me secure work."

Anna had been working as a security officer at Brisbane Airport but found the shift work too difficult so decided to try her hand as a support worker in disability services.

It was her employer that suggested she do some extra study.

"My bosses suggested I do a course in disability services but when I looked at the options I decided to do the Community Services Diploma instead," Anna said.

"It has been a great course and my teachers gave me so much confidence and practical advice I feel like I can take on anything."

Anna has been working as a volunteer at the Logan Community Centre two days a week and did her practical placement during her course with Sisters Inside, an organisation that assists woman at risk of offending and those who have been incarcerated.

Her work with these organisations were of such a high standard, TAFE Queensland Brisbane presented her the Student Excellence Award for Community Service at her recent graduation.

But for Anna the greatest reward is that she can now help others.

"I am passionate about helping others and TAFE Queensland not only taught me the theory of Community Service but they show you how to put those skills into practice," Anna said.

"They really teach you what to expect at work and what employers are looking for.



"It really makes a difference and I feel so much more prepared."

Anna is now looking to take her studies one step further and is hoping to enroll in a dual degree in Human Services and Criminal Studies later this year.

"I'd love to do more study but for now I will continue to work with those in my community who really need my help," Anna said.

"TAFE Queensland has given me the tools I need and I don't plan on wasting them."

**ENDS**

**For more information contact:**

**Peter Turnbull**

**M:** 0409 387 366

**E:** [peter@bigsplash.net.au](mailto:peter@bigsplash.net.au)