

Employment and Training Services

As an organisation that has been involved with vocational training, literacy and language courses, and employment outcomes for 14 years we have confirmed that the model of delivery that enables tangible outcomes for all stakeholders is the one we have utilised under the Work Skills Program (WSP)

What is needed?

1. Early intervention for work age long term welfare dependants
 - Intensive family-focused counselling to determine the real cause of this situation e.g. inter-generational role-modelling, long term lack of services in area to encourage change and growth, mental health or social barriers
 - Identification of range of literacy/language issues that are related to comprehension and social participation rather than the mechanics of reading skills that are the barriers to participation in social and work opportunities leading to a lack of wellbeing, motivation and skills
 - Provide case by case management of the support s needed per individual to enable social development action plans that incorporate training, personal growth and work experience

How?

- The enrolment process for the WSP enables and encourages other support persons – carers or family members or friends – to participate in the session so the trainer can assess the client holistically rather than simply determine literacy and language skills
- Use a “tailorable” assessment instrument that can be adjusted to suit the client so gauge a more accurate profile which is utilised in the literacy program under WSP
- The training plan that comes from the assessment/enrolment session incorporates a flexible mode of delivery, participation and progress that is tailored to the individual and the probable employment options in the local area

2. Employment services are relevant to the job seeker

- The case by case management of both social and educational guidance towards employment options rather than ‘job workshops for the masses’
- Need to develop a “how to” of strategies for dealing with both success and failure in gaining employment and examining what the limitations are e.g. vehicle, licence or personal

How?

- The case by case management of both social and educational guidance towards employment options has to incorporate the current market, the demographics and the profile of the client to ensure success not failure
- Need to work on a one-to-one intensive basis to make changes to the strategies to gain or persevere in gaining employment and improving personal and social outlooks

3. High need job seekers

- Job seekers with personal or social or intellectual needs have often isolated themselves from accessing training options out of fear of the unknown and the bureaucratic system

- Often a lack of intellectual and physical wellbeing will reduce the commitment time of some seekers and will prevent them for accessing the options available

How?

- Job seekers with personal or social or intellectual needs utilise the tailored programs under WSP to negotiate the 'best' approach for them to achieve the training they need
 - An informal atmosphere and under-demanding support from a small community of peers – which is what the training room becomes – encourages those who have isolated themselves from accessing training options out of fear of the unknown and the bureaucratic system
 - A lack of intellectual and physical wellbeing can reduce the commitment time of some seekers and can prevent them for accessing the options available but under the flexible delivery mode of the WSP they can access at any time rather than set traditional training and in a variety of settings
4. Incentives for long term training and education for labour market needs
- The RTO needs to acknowledge and plan to address specific skills in the local area
 - Tailor the training to the local community and individual options using work experience as a entry point

How?

- Utilise research per Industry Skills Council, local business networks and local council to determine local skill needs
- Tailor the training to the local community and individual options using work experience as a entry point

5. Appropriate training
6. Sustainable outcomes and quality service
7. Minimise administration
 - Use online enrolments and progress reports
 - Up front payments

In a Nutshell!

- Tailor programs to individuals and justify choices
- Use counselling and career management support per person
- Use a literacy/language program as the base for selecting other/further training options without restriction
- Pay enough upfront (\$3000 per person is more than enough!)
- Use an online payment and enrolment system