

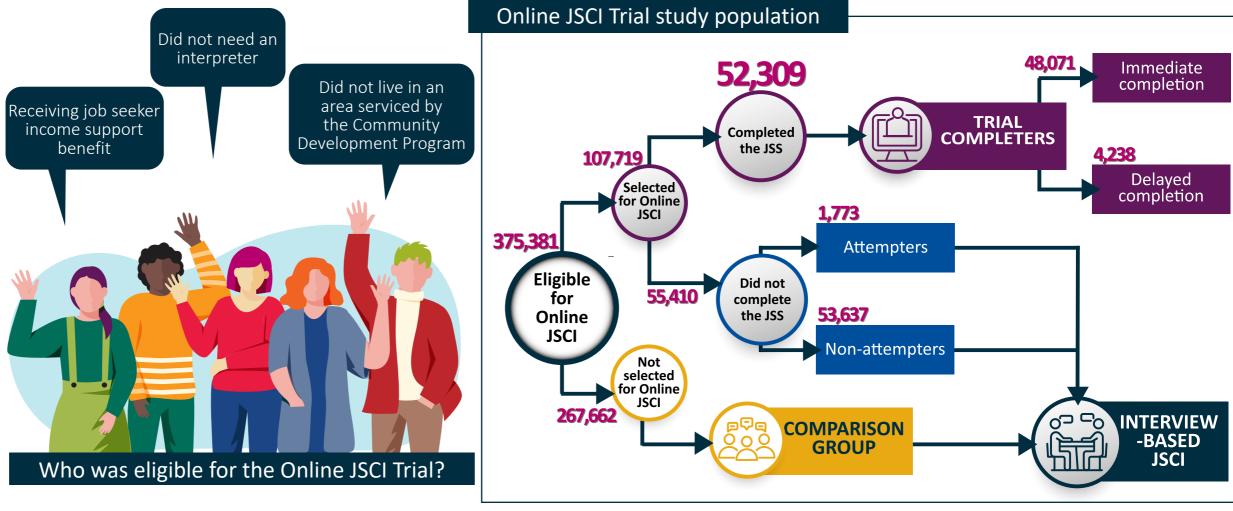
Online Job Seeker Classification Instrument (JSCI) Trial Evaluation

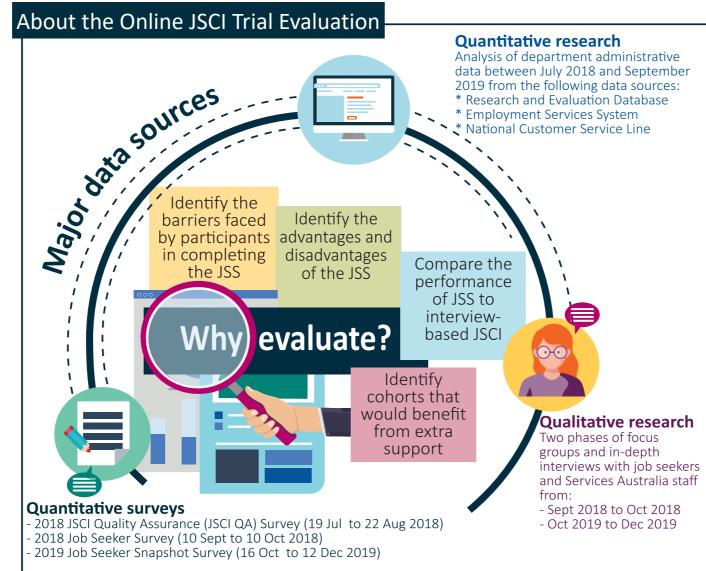
About the Online JSCI Trial

The Online JSCI Trial commenced from 1 July 2018 to test the feasibility of delivering the JSCI online.

The JSCI is a departmental assessment tool to predict a job seeker's likelihood of long term unemployment.

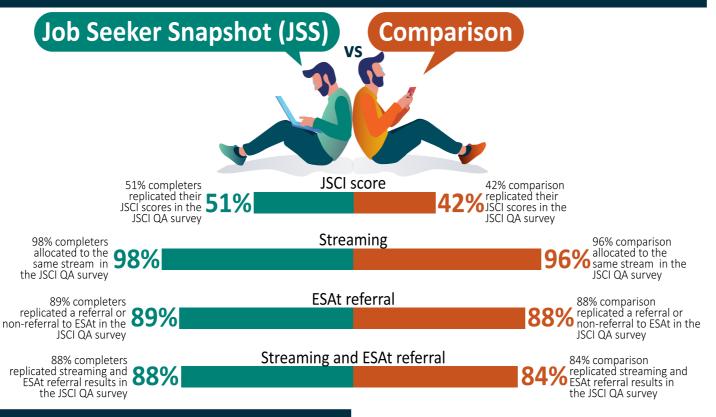
The trial was conducted from July 2018 to March 2020.





The Job Seeker Snapshot (JSS) is To determine the the online version best level of of the JSCI employment servicing for the job seeker Each JSCI factor is assigned points. The higher the JSCI score, the higher the Looks at a job likelihood of the job seeker's likelihood seeker remaining of becoming or unemployed for at remaining long least 12 months term unemployed **About the** JSCI/JSS

Job Seeker Snapshot (JSS) results were consistent and replicable



49% of trial job seekers completed the Job **Seeker Snapshot**

Job seekers generally took 10 to 15 minutes to complete the Job Seeker Snapshot, and most completed it in one session (85% in 2018, and 79% in 2019):

51% of trial job seekers did not complete the **Job Seeker Snapshot**

Reasons for non-completion include:

- I didn't know I had to complete it online (19%)
- I had problems with the website (10%)
- I was contacted by Centrelink before I had the chance to do it (10%)
- I didn't have enough instructions on how to do it (9%)
- I had problems with accessing or using my device (8%)

97% of trial job seekers who did not complete the Job Seeker Snapshot did not Key factor for nonattempt it completion is the

Reasons for not attempting include:

- I had problems logging into myGov or the jobactive site (27%)
- I chose not to do it as completing the Job Seeker Snapshot was voluntary (20%)



attempters found attempters 90% 93% the Job Seeker thought the Snapshot site instructions were easy to use and easy to follow navigate completers and attempters found the questions easy to understand What worked? completers attempters felt comfortable answering the questions online

completers and

Suggestions from non-completers to encourage more job seekers to complete the Job Seeker **Snapshot**

> Prefill the JSS with information given previously

60%

completers and

More information on benefits of doing the JSS rather than JSCI

Told about the JSS process at the start of the claim process

No need to login to myGov or iobactive

37%

Online training

Main driver of non-completion is **DIGITAL LITERACY**

Job Seeker Snapshot

Overall findings

Online completers'

JSCI scores were more

Digital literacy contributed

greatly to JSS completion.

regarded.

consistent.

The Job Seeker Snapshot

(JSS) was time efficient

and its usability was well

r**epetitive** nature of the