

Training Alliance Group

## Service Delivery Plan - Kalgoorlie

Transition to Work Program (TtW)



### Specialised Youth Career Service

At Training Alliance Group (TAG) we're committed to supporting young people to reach their full human potential. Our Transition to Work (TtW) service offers vocational guidance, personalised coaching and skill development to prepare Participants for a successful transition into the world of work and further education.

TAG's approach for working with young people is person-centred, meaning that we tailor our support to suit each young person's individual needs and unique aspirations. Through both experiential and classroom-based learning, we focus upon opportunities to develop a young person's sense of belonging, social skills, and work-readiness.

Real-world opportunities such as workplace visits, guest speakers and trade tasters are offered to Participants to complement work experience and internship placements. Through our network of partner employers, we connect young people with jobs then provide the support they need to maintain employment.

### Flexible and accessible

TAG's Kalgoorlie Hub is centrally located, close to other community organisations. Our culturally inclusive Hub is co-located with the Apprenticeship Community and is close to other community organisations. We also have a regional Hub in Esperance and others in the region south of Perth. Our on-site services are available Monday to Friday, 9:00am to 5:00pm and our Hub is accessible for people with disabilities.

Engagement Specialists in our Activation Centre welcome young people into the service so they can begin their TtW journey quickly, easily and with all the information they need.

Participants in TtW are welcome to drop in and visit our Hub any time to use our job search facilities, explore career or education options, speak to our Career Advocates for guidance and advice, or simply access a quiet place to study or work.

TAG understands that sometimes it might not be possible for Participants to attend in person, so we're flexible in the way we provide our services.

## Comprehensive Support for Employers

TAG's proven approach offers Employers a 'no cost recruitment' solution to meet their workforce needs.

Our specialised Employment Team is dedicated to building relationships with local businesses to ensure we understand the tasks and skill sets required within specific roles. This allows us to ensure that our Participants we refer are well matched, well prepared, and ready to start work.

TAG's aim is to support Employers to hire long-term employees. As well as responding to known vacancies, our consultative Workforce Solutions Program trains Participants in the qualities and skill sets specific to Employer needs. Employers who work with TAG receive comprehensive support. We can also provide advice on Employers' eligibility to access government wage subsidies.

### Holistic support through community partnerships

At TAG we understand that sometimes young people are facing life challenges and need extra support. Our qualified staff provide a safe, non-judgemental space and help Participants work out the best way to overcome these challenges and achieve their goals.

Wherever needed, we refer young people to a specialist within our established network of trusted community partners to give them the holistic support they deserve.

### Indigenous and Culturally Diverse services

At TAG we treat all our Participants and stakeholders fairly and with respect in a culturally sensitive way.

We have extensive experience in working with Indigenous young people and those from non-English speaking backgrounds. TAG is committed to providing a culturally safe service by having appropriately trained and qualified staff and through its valued partnerships with the wider community. Our inclusive Hubs are places in which young people are encouraged to explore their own cultural identities, strengths, and assets.

### Valuing Young People

TAG involves young people in designing the services which support them. Our Youth Advisor program encourages Participants to apply to become youth ambassadors of our TiW service. Youth Advisors are provided with advanced personal and professional development. They contribute their views to improve our service delivery while performing peer mentor duties and acting as youth ambassadors in community projects.

### About Us

Since 2012 TAG has provided employment and training services throughout WA. Central to our services are young people and employers, as they support our overarching vision of facilitating quality education and meaningful employment for our communities.

Our Registered Training Organisations provides accredited and non-accredited training, specialising in qualifications within the business, construction, manufacturing, mining, and transport and logistics industries.

We highly value our Employer partners, providing comprehensive support for organisations around their recruitment and development requirements. Flexibility and an understanding of the needs of industry are key features of TAG's tailored approach to supporting successful and sustainable workforces within the community.

### Quality assurance

TAG uses quality assurance systems designed to meet AQTF (Australian Quality Training Framework) standards. Our risk management framework proactively identifies and mitigates actual and potential risks. TAG operates within an ISO 9001:2015 quality assurance framework and our QHSE Management System is ISO 45001:2018 accredited. TAG's Information Security Management System is certified to ISO/IEC 27001:2013.

### Customer Satisfaction

We care about your feedback and are committed to delivering high quality, responsive services to all our customers

[ttwenquiries@trainingalliance.com.au](mailto:ttwenquiries@trainingalliance.com.au)

**1300 4 EMPLOYMENT.**

If you feel like you are unable to speak to us, you can contact the Employment Services National Customer Service Line on

**1800 805 260** or email

[nationalcustomerserviceline@dese.gov.au](mailto:nationalcustomerserviceline@dese.gov.au)



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QUALITY EDUCATION & MEANINGFUL EMPLOYMENT