

Training Alliance Group

Service Delivery Plan - Perth South Metro

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 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.

Our suite of assessments and interventions are designed to build motivation, work-readiness, resilience, and self-belief. We work with each Participant to co-design their career roadmap, agreeing goals and timeframes to develop skills and gain meaningful employment.

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 has established a network of TtW culturally inclusive Hubs that are conveniently located south of the river, in Mandurah, Rockingham, Kwinana, Fremantle and Cockburn. We also have regional Hubs in Kalgoorlie and Esperance. Our on-site services are available Monday to Friday, 9:00am to 5:00pm and all Hubs are 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. From the first contact, employers & participants are introduced to our post placement framework. Career Advocates continue to work with the young person and their manager providing information & support on a regular basis.

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

Our specialised Employment Team is dedicated to building relationships with local businesses. TAG's approach ensures we understand the tasks and skill sets required within specific roles. This allows us to refer Participants who are well prepared and ready to start work as well as being suited to the industry and the culture of the organisation.

TAG's aim is to support Employers to develop longer term career paths for young people. 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 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.

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.

Advisors are provided with advanced personal & professional development and then contribute to service design, perform peer mentor duties and act 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. They support our overarching vision of facilitating quality education and meaningful employment within our communities. Exceptional customer service, flexibility and an understanding industry needs are key features of TAG's tailored approach to supporting successful and sustainable workforces.

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

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
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.



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