

Service Delivery Plan and Guarantee

Employability Skills Training - A Guide for Employers

As a Workforce Australia provider of Employability Skills Training (ETS) Services, our focus is on providing Job Seekers of all ages, with the skills and support to find and maintain employment. The service will focus on enhancing work readiness by providing specialised pre-employment training. This *Plan* outlines the services they will receive while under our care and provides them a *Guarantee* that they will receive quality services that are respectful, connected, simple and supported.

The services they can expect

Initial Contact

- A member of our team will introduce themselves and arrange for a suitable time for Job Seekers to attend one of our venues for a relaxed talk about the services we aim to provide them.
- They will be contacted by email or phone or may be referred to come in after someone arranges a time on their behalf.

Interview and Skills Assessment

- This is about building an individual plan for the Job Seekers based on their existing skills, goals and ambitions. We want to prepare them for employment and equip them with the skills to be confident and prepared for work.
- To do that we need to assess existing skills in key areas called Core Skills for Work and Employability Skills. Once we determine skill levels, we can provide relevant and personalised skills training designed for the Job Seeker.
- They will have a team supporting them that understands individual needs, including any social, educational, cultural, physical or emotional requirements.

Objectives of the training

- Help Job Seekers understand what employers expect during the recruitment process and of new employees in the workplace and give them the skills to meet their requirements.
- Build relevant skills including teamwork, communication, cooperation, problem solving and provide digital skills relevant to modern workplaces.
- Help improve job search, job application and interview skills.
- Look at career options that suit their interests and existing skill level and provide exposure to real workplaces and real employers.
- We will look at industries that have a demand for workers and job roles and prepare Job Seekers individually with the right workplace skills.

Types of Training Available

- There will be two levels of training available called:
 - Training Block 1 (TB1); and
 - Training Block 2 (TB2).
- TB1 is only delivered regularly from our Sydney CBD site, but will occur from time to time at other venues.

Training Block 1

- This will focus on providing participants advanced job search skills, pre-employment skills, and employability skills.
- It will provide the skills to look for work, such as preparing resumes, writing job applications, and preparing for and practicing interviews. It will help Job Seekers understand the local employment market so they can find and work toward gaining a long-term sustainable job.
- It will prepare Job Seekers to find the job role they want and they are interested in by providing what we call Employability Skills. It will also prepare them for further training to gain additional skills if required.
- We will provide Job Seekers with *Industry Awareness Experience*, where you as employers and industry, will come and talk to them about jobs and the skills they need and allow them to ask you questions. Job Seekers will also get to visit live work sites and see the skills they are learning being used in the workplace.
- TB1 will be run as courses for participants aged 15 to 24 years and 25 plus courses, for participants aged 25 years and over.

Training Block 2

- This will focus on providing Job Seekers industry focused training to provide a clear understanding of one or more industries, the potential for a career and the skills and training needed to get there.
- This training is more than just preparing them with job finding and preparation skills, it is providing exposure to a number of industries and a sample of the type of training required to gain the skills for employment. Depending on their needs, they will undertake training which will lead to nationally recognised part-qualifications.

- TB2 training has two categories:
 - Generalist Courses; which will expose Job Seekers to the skills and job roles required for a number of industries. It will help focus on a single career pathway.
 - Specialist Courses: these focus on a single industry and after completion Job Seekers will have a set of 'micro skills', that will provide skills for entry level jobs in that industry.
- Job Seekers will also receive *Industry Awareness Experience*, where employers will be invited to visit and talk. They will also visit live work sites to practice the skills they have learnt and be assessed on those skills.
- Job Seekers will undertake formal assessment for TB2 training, both written and practical, as the training will lead to nationally accredited part-qualifications. TB2 training is available to participants of all ages.
- We ensure that all activity in a workplace is safe and free from potential injury or harm to the participants and all workplaces are subject to stringent safety standard checks before we allow participants into the environment. This includes their mental well-being, in an environment free from harassment or discrimination.
- Employer support and industry engagement is fundamental to the success of the new Employability Skills Training program. The focus is now on providing greater exposure to skills in practice in the workplace, linked to tangible job roles, supported by insight and input from yourselves as employers and business.
- Training for training's sake does not work for many Job Seekers, they need confidence and they need to be able to set goals based on a clear pathway. That means our employers and business showing them what they need for you to employ them, giving them advice on how to get there and allowing them to build and test their skills in your workplaces.

Industry Awareness Experience – Workplace Visitation

- Industry Awareness experience will expose participants to live workplace environments and to incoming visits from Employers and local business.
- Signature Training College has many existing agreements with employers and industry and we will use these partnerships to provide Job Seekers with workplace experience.
- All participants, will undergo Industry Awareness Experience, irrespective of the Training Block.
- We continue to seek new employer and industry partnerships to provide Industry Awareness opportunities for our participants. We encourage and welcome your participation. Please contact Signature Training College on 1800-782-338 or info@signaturetraining.edu.au to participate in the program.
- The benefits for employers include work ready candidates with skills matched to your industries and the job roles you need to fill. You also provide confidence, direction and focus for Job Seekers, many of whom need that support and guidance and insight into career pathways and how to get there.

Engagement with Employers and Industry

- We make the commitment to Job Seekers that we will work continuously with our existing network of employers to provide work experience opportunities.
- We guarantee to build new relationships to create more training to employment outcomes and provide more access to the workplace.

Support Services

- Our support staff will work in conjunction with the training team, to ensure that any special needs or requirements Job Seekers have and are addressed to the best of our ability.
- Our training venues have full access for those with disabilities relating to mobility and our training and services are accessible to participants with disability, as we provide equal access to our services for all participants.
- We have Counsellors who will assist with mental well-being to support participants when needed.
- Our support team will work with employers and industry to create opportunities for Job Seekers, by supporting you to support them. We will assist to facilitate Guest Speaking and site visits and co-ordinate all work trial or industry awareness opportunities.
- We also encourage your regular participation in the design and construct of our training programs. The ability for employers and industry to inform the skills being delivered, ensures you are receiving the skills you need in the workplace and Job Seekers are coming to you work ready.

About Us

- Signature Training College is a Registered Training Organisation (RTO 32000) and we specialise in providing nationally recognised training up to Diploma level. We cover a broad range of industries and work closely with business, industry and employers.
- Our training staff are all qualified industry experts and they along with our administration and support teams, will be working with Job Seekers, to provide targeted skills linked to a career and long-term employment.
- Please contact us for any questions on Signature Training College, 1800-782-338 or info@signaturetraining.edu.au