

employment service **CENTRAL**



SERVICE FEATURES

ONLINE MODULES

Full access to all online modules covering a range of skill development areas.

TRACK PERFORMANCE

Track staff completion and performance on each module.

ENROL NEW STAFF

Add and enroll new staff to your site profile.

INDUCTION MADE SIMPLE

Use our online modules as part of your induction program and in conjunction with DEEWR Learning Centre modules.

ONLINE INTERACTIVE TRAINING MODULES FOR THE AUSTRALIAN EMPLOYMENT SERVICES INDUSTRY

Employment Service Central has been designed for Employment Service Providers to provide access for their staff to quality, up to date and relevant training tailored to their job requirements. Employment Service Central provides staff access to 29 learning modules all of which can be completed online in a combination of text, audio, downloadable resources and case study work. Each module includes quizzes to assess learning.

Site managers can enroll new and existing staff in one or all of the modules. Completion can be tracked online with information provided to managers on completion rates, times and quiz results. Integrate our online modules with your existing professional development program. Also receive free access to new and updated modules as they become available over the coming months.



MODULES AVAILABLE

- Servicing mature age workers
- Servicing youth job seekers
- Servicing Indigenous job seekers
- Servicing CALD job seekers
- Servicing parent/carer job seekers
- Motivational interviewing
- Career planning
- File noting
- Case management for high performance
- Effective job seeker assessment
- 2009 UES transition/induction
- Marketing job seekers to employers
- Promoting employer brokerage
- Understanding labour markets
- Effective post placement support
- Servicing job seekers with mental health issues
- Servicing job seekers with drug and/or alcohol issues
- Assisting at risk and homeless job seekers
- Servicing ex-offenders
- Servicing job seekers in domestic violence situations
- Servicing job seekers with disabilities
- Effective customer service
- Dealing with difficult clients
- Performance management
- Leading and motivating employment services teams
- OH&S in the workplace
- Discrimination in the workplace
- Sexual harassment in the workplace
- Privacy and confidentiality

Further modules will become available during the 2009-2012 Employment Services Contract

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ORGANISATIONAL SUBSCRIPTION

This is the most cost effective way to provide quality induction and ongoing professional development training to your staff. An organisational subscription will provide you with full access to all current and future modules for 12 months. Each site within your organisation will be provided with a login for a site manager who can then enrol existing and new staff into any of the modules listed on this page. Your one-off subscription fee entitles you to 12 months access and the ability to add new staff at no additional cost as you hire them. We will also provide detailed instruction in using the user-friendly online system as well as ongoing help desk support at no additional charge. Single site subscriptions are also available.

EASY TO USE INTERFACE

Our online learning modules are easy to access and navigate. Each staff member will receive their own unique login code and password. Through our interface they can complete their learning modules, and online quizzes and even print off a completion certificate at the end of each module. Users can also view their module transcripts to keep up to date with their completion and performance. Managers can log in and view their full staff profiles, completion rates, quiz scores, time taken to complete modules plus much much more. All modules combine text, audio, downloadable resources, case studies, web links and online quizzes to support a range of learning styles.

NO OBLIGATION FREE TRIAL

Contact us today on 1800 508 290 to arrange your free, no obligation trial

INVESTMENT

Costs will vary depending on staffing and site numbers. However on average full and ongoing 12 month access to Employment Service Central can cost as little as \$80 per staff member. Submit a quote request via our website www.escentral.com.au

