



Suite of Online Training Modules

Module	Overview
<p>Servicing Mature Age Workers</p>	<p>A large proportion of the population looking for work are aged over 45. Mature age workers are an important part of the Australian workforce. Assisting mature age workers back in to work can be difficult for providers for a number of reasons including discrimination, job seeker expectations, skills, experience, health, lack of current job search skills. This module aims to bring awareness about servicing mature age job seekers and provide Employment Service practitioners with the skills to assist this group of people back into work or study</p>
<p>Servicing Youth Job Seekers</p>	<p>Youth unemployment is a growing issue in many communities. Youth (16-25) often present with a range of barriers to employment and are often lacking direction, motivation or career goals. This module aims to bring awareness about servicing youth job seekers and provide Employment Service practitioners with the skills to assist this group of people back into work or study.</p>
<p>Servicing Indigenous Job Seekers</p>	<p>Many communities around Australia are focused on developing strong employment opportunities for Indigenous Australians. Understanding Indigenous culture and the issues ad barriers facing Indigenous job seekers is important in developing better service delivery strategies. This module aims to bring awareness about servicing Indigenous job seekers and provide Employment Service practitioners with the skills to assist this group of people back into work or study.</p>
<p>Servicing CALD Job Seekers</p>	<p>Many communities around Australia are now made up of populations representing 100's of cultural backgrounds. In particular communities Employment Service Providers will be working with large groups of job seekers from particular cultural backgrounds. This module will assist the Employment Services practitioner to better deliver services to their CALD clients by not only developing cultural awareness but also sourcing support services which may move their job seeker closer to employment and/or study.</p>
<p>Servicing Parent/Carer Job Seekers</p>	<p>Over the last 3-5 years, we have seen an increase in the number of Parents accessing Employment Services. With this particular client group comes specific needs and issues in relation to securing employment. This module aims to provide the Employment Services practitioner with the necessary skills to effectively engage and work with parents as job seekers.</p>



<p>Motivational Interviewing</p>	<p>Motivational interviewing recognises and accepts that job seekers who need to make changes in their lives approach counselling at different levels of readiness to change their behaviour. The module aims to familiarise Employment service practitioners with the clear strategies and skills the motivational interviewer uses in order to increase the client's intrinsic motivation, so that changes can arise from within, not imposed by the practitioner.</p>
<p>Career Planning</p>	<p>In Employment Services many job seekers will have little or no direction for their career or they may be experience a career transition phase and are not sure which path/steps to take. This module aims to assist Employment Service practitioners to work as effective career planners with job seekers requiring additional support and direction. Participants will be exposed to a range of tools that can assist them in the career planning phase with job seekers.</p>
<p>File Noting</p>	<p>A large part of what Employment Service practitioners do is write file notes. File Noting is a valuable activity, however, knowing how to effectively structure file notes is vital. In this module, Employment Service practitioners will learn the purpose of file noting including the audiences they are writing for. Participants will be better placed to write more useful and higher quality file notes to assist in their delivery of Employment Services.</p>
<p>Case Management for High Performance</p>	<p>Case management is a core function of the Employment Services contract. Case management allows us to effectively service a job seeker under a planned process of interaction and intervention. Being able to apply a model of case management to a broad range of job seekers also allows for providers to focus on achieving performance. This module aims to identify the features of effective case management and how through this process of case management we can impact on our overall site and organisational performance.</p>
<p>Effective Job Seeker Assessment</p>	<p>In employment services we rely heavily on the need for detailed and specific assessment of job seekers and their relevant needs. Effective assessment skills will assist the employment consultant in developing a detailed plan for employment with the job seeker. Developing core assessment skills will allow you greater insight into the needs of your job seekers. This module will introduce participants to concepts around effective assessment, both from a process and purpose perspective.</p>



<p>2009 Universal Employment Services Transition/Induction</p>	<p>From July 1, 2009 Employment Services in Australia will undergo a radical change. With the introduction of Universal Employment Services (UES) we will see a shift to the servicing of the most disadvantaged job seekers as well as a focus on employer brokerage, work experience, training and job placement. This module aims to prepare existing staff for the transition to UES and new staff a basic induction into the UES world of Employment Services. This module can be used as a prelude to the DEEWR Learning Centre modules available through the secure site.</p>
<p>Marketing Job Seekers to Employers</p>	<p>Many job seekers find it difficult to compete in traditional recruitment processes. A vital skill of the Employment Service practitioner is to be able to effectively market their job seekers to potential employers. Marketing of job seekers is fundamentally different to marketing an inanimate object. This module aims to develop strong marketing skills and give Employment Service practitioners the confidence to secure placements using marketing strategies.</p>
<p>Promoting Employer Brokerage</p>	<p>Employer brokerage plays an important role in Employment Service, particularly from July 1, 2009 as brokered placements will attract higher 13 and 26 week outcome payments than assisted placements (FOEs). Building a strong Job Placement strategy is important in developing strong employer brokerage. This module aims to provide Employment Service practitioners with the skills to begin sourcing vacancies, supporting employers and gaining brokered placements for their job seekers.</p>
<p>Understanding Labour Markets</p>	<p>The labour market you live and work in plays a big part in Employment Services. Labour markets are built around supply and demand for labour. It is important to have a good understanding of the labour markets your job seekers are looking for work in. This module aims to provide Employment Service practitioners with the skills and knowledge to make informed decisions about employment opportunities based on the local labour market. This module will focus on looking at the local labour market relevant to the individual job seeker.</p>
<p>Effective Post Placement Support</p>	<p>Performance is all about outcomes. Placing people into work and keeping them there for 13 and 26 weeks. A strong PPS system is vital for the success of any agency. This course introduces you to PPS strategies to improve outcome conversion rates and lift your site's performance. Understand the steps involved in the PPS process. Identify features of effective PPS. Be able to implement strategies to increase conversion rates and develop a strong focus on good PPS to improve performance.</p>



<p>Servicing Job Seekers with Mental Health Issues</p>	<p>One in 5 people will suffer from a depressive illness at some time in their lives. Mental health affects people in many different ways. When job searching, Mental health can have a significant impact on a person's motivation, presentation and ability to sustain employment. This module aims to provide the necessary skills to an Employment Service practitioner so that they can work effectively with job seekers suffering from mental health issues such as depression, anxiety and psychosis based disorders and assist them in the return to work process.</p>
<p>Servicing Job Seekers with Drug and/or Alcohol Issues</p>	<p>Drug and alcohol use/abuse is a major problem within society and can severely impact upon a person's ability to gain and maintain employment. Employment Service staff often work with clients who have current drug and/or alcohol issues. It is important to address the needs of these clients as they arise. This module will focus on making Employment Service practitioners aware of the issues surrounding and best practice relating to working with people with drug and/or alcohol issues.</p>
<p>Assisting at Risk and Homeless Job Seekers</p>	<p>Homelessness is an ever increasing problem in Australian society. Homeless and unemployment are often closely linked and Employment Service practitioners will be working with many job seekers who are either homeless or at risk of homelessness. This module aims to bring awareness to homelessness as a major barrier to employment and provide Employment Service practitioners with the skills and resources to effectively assist someone who is homeless or at risk.</p>
<p>Servicing Ex-Offenders</p>	<p>A large number of -ex-offenders return to the community each year. A significant percentage of these will return to incarceration in the near future. Stopping the cycle of re-offending is important. One way is through sustainable employment opportunities and non-vocational assistance. This module will guide participants through the process of working with the ex-offender. Participants will gain insight into how they can assist the job seeker to transition from jail to the community and to provide both vocational and non-vocational opportunities to reduce the risk of re-offending.</p>
<p>Servicing Job Seekers in Domestic Violence Situations</p>	<p>Currently 1 in 11 people in Australia experience domestic violence of some sort with more than a third of this going unreported. Domestic violence has a huge impact on individuals, families and the wider community. Having an understanding of the issues surrounding domestic violence is vital if you are to assist people towards employment. This module will give participants the necessary skills to identify and address domestic violence issues. It will give participants an insight into domestic violence within Australia and what they can do as providers of employment services, particularly when their client is a victim.</p>



<p>Servicing Job Seekers with Disabilities</p>	<p>Recently there has been an increase in the number of job seekers with disabilities accessing Employment Services. Whether in receipt of DSP or Newstart Allowance, these job seekers have specific needs that must be addressed to ensure a smooth transition into work. This module aims to assist service providers in developing tailored services in both work preparation and post placement support whilst providing awareness regarding a range of disabilities they may be faced with.</p>
<p>Effective Customer Service</p>	<p>For both frontline staff and those working with employers and job seekers, a strong customer service focus is required. Often when we are bombarded with the need to complete tasks, complete administration requirements and deal with a range of people with a range of issues our customer service skills can be tested. This modules aims to provide participants with an understanding of the practical customer service skills they can take with them into any situation.</p>
<p>Dealing With Difficult Clients</p>	<p>From time to time we come across people we see as "difficult", often we struggle to work effectively with these people. Understanding what makes people difficult and keeping calm when dealing with difficult people is important to learn. This module aims to develop the skill base in participants so that they are confident in addressing a range of difficult behaviour when it appears. The module will provide self-reflection opportunities as well as practical strategies for dealing with a range of difficult behaviours.</p>
<p>Performance Management</p>	<p>Effective performance management is critical for any employment service agency's success. Having an understanding of what strategic and operational actions need to take place in order to achieve high performance can be most beneficial to any agency delivering a 2009-2012 contract. This module will introduce participants to the practical application of strong performance management techniques. It will examine both the theory behind strong performance management as well as the practical day-to-day considerations when overseeing site and organisational performance</p>
<p>Leading and Motivating Employment Services Teams</p>	<p>The most important factor impacting on success in employment services is the staff delivering those services. Keeping staff motivated and passionate about the services they are delivering and the people they are assisting is vital to high performance within an employment service framework. This module will introduce managers and team leaders to strategies and resources to build strong, motivated teams of employment service professionals. The workshop will focus on a range of strategies that the individual can take back and implement at a site level.</p>



<p>OH&S in the Workplace</p>	<p>Understanding Occupational Health and Safety (OHS) as it applies to the workplace is vital to ensure accidents are minimised and risks identified and removed. This modules aims to give participants an overview of the principles of strong OHS as it applies to an employment services environment. Participants will learn to identify risks and apply appropriate work practices to ensure OHS compliance.</p>
<p>Discrimination in the Workplace</p>	<p>In today' world, workplaces are made up of a variety of staff with a variety of backgrounds, beliefs, values and ethics. Discrimination within the workplace hurts both the individual and the organisation as a whole. Eliminating discrimination is the responsibility of all staff members. This module aims to introduce participants to issues surrounding discrimination and develop an awareness of the diversity that may exist within the workplace.</p>
<p>Sexual Harassment in the Workplace</p>	<p>Sexual harassment is currently the largest form of harassment in Australian workplaces. This module aims to challenge commonly held beliefs about sexual harassment and educate participants on the negative impact this form of harassment can have. Participants will explore concepts of sexual harassment and develop strategies for identifying and eliminating sexual harassment in the workplace.</p>
<p>Privacy and Confidentiality</p>	<p>When working in Employment Services we are constantly aware of the need for a tight framework around privacy and confidentiality. Maintaining privacy and confidentiality enables us to remain professional and build stronger relationships with both our job seekers and employers. This module will introduce participants to the issues and concepts surrounding privacy and confidentiality and will provide practical solutions for implementing privacy and confidentiality principles in their everyday activities.</p>

Modules Grouped by Staffing Role

<p>Case Management Specific Modules</p>	<p>Job Placement Specific Modules</p>	<p>Stream 4 Servicing Specific Modules</p>
<p>Administration/Reception Specific Modules</p>	<p>Management Specific Modules</p>	<p>General Induction Specific Modules</p>

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