

# Job Services Australia

## Staff Induction Program

people · skills · jobs

### Course Outline

The JSA Staff Induction Program has been designed for both new and aspiring workers in the JSA environment/industry.

The program runs for 8 weeks and covers 6 key module areas (4 core and 2 elective). It is delivered through self-paced distance-education and online.

A breakdown of each module is included in this brochure which identifies the key topics being covered throughout the program.

#### **CORE MODULES**

Participants will complete the following 4 modules:

##### ***Understanding Employment Services***

- From CES to JSA : A History
- The language of JSA (abbreviations/jargon)
- Key Stakeholders & Relationships
- Impacts of Legislation on JSA

##### ***JSA : The Stream Services Model***

- Eligibility for Services
- The Stream Services (Stream 1-4)
- Work Experience Phase
- Fees & Outcomes
- Employment Pathway Fund
- Compliance and Participation
- Support Services
- JSA Performance Framework

##### ***Understanding Labour Markets***

- Understanding Your Labour Market
- Accessing and Utilising Labour Market Data
- Analysing Labour Market Data

##### ***Developing Case Management Skills***

- The Role of the Case Manager
- The Case Management Process
- Effective Communication
- Managing Conflict
- Planning for Employment

#### **ELECTIVE MODULES**

Participants will select 2 from the following:

##### ***Job Placement, Marketing and Brokerage***

- What is Job Placement
- Developing Reverse Marketing Skills
- Engaging with Employers

##### ***Post Placement Support***

- Supporting Job Seekers in Employment
- Understanding JSA Outcomes
- Tracking Employment to Outcome

##### ***Working With Job Seekers Who Have High Level Non-Vocational Needs***

- Understanding the Non-Vocational Needs of Your Job Seekers
- Addressing Non-Vocational Needs
- Dealing with Complex Needs
- A Focus on Employment and Mental Health

For more information contact Job Services Central on 1800 508 290 or on the web at [www.jobservicescentral.com.au](http://www.jobservicescentral.com.au)