

## WISE Employability Skills Training – Employer Service Delivery Plan

WISE Employment and our community partners will deliver Employability Skills Training (EST) with the aim of providing the best quality candidates to meet your organisation's needs. Our "BestSteps" service model has been developed in consultation with employers and job seekers, enabling it to be flexible and responsive.

### What you can expect from us

WISE will use our 30 years of experience, networks and understanding of business and industry to train and develop job candidates with the right skills and attitudes to help drive your plans forward.

### Candidate Preparation

We offer candidates training in core skills for work preparation (Training Block 1) as well as industry specialist courses (Training Block 2).

**Job Search & Application Support.** Alongside pre-accredited programs that focus on building employability skills, our EST training includes interview techniques, transition to employment and informed job search for vacancies in demand industries.

**Employability skills.** In the first week of each training block, EST participants undertake assessments to ascertain their current skills, strengths, abilities, interests and areas that need improvement. We can then create a career path guiding participants to relevant entry-level opportunities.

**Work trials and placements.** As part of their training, we encourage participants to undergo work placements at a prospective place of employment to help them to decide if they are suitable to pursue a role in that area.

**Liaison with industry-focused RTOs.** WISE works with other RTOs for entry-level opportunities in growth sectors to help gain candidate micro-skills credentials and provide valuable workplace experiences.

### Employer Linkages

**Real Jobs:** With direct links to employers and labour hire groups, we maintain a thorough understanding of entry-level employment opportunities.

**Agility:** Workflow-focused communication is crucial. WISE facilitates this through "ReferIn", a multi-point vacancy-sharing platform used by employers, employment service providers and labour hire firms to automate recruitment workflows, group emails, texts and virtual or in-person meetings.

**Openness.** Promoting EST Participants into certain job roles requires advocacy on skills-led appointments. Our combined experience in delivering accredited and non-accredited pre-employment training courses provides first-hand knowledge of skill gaps related to employer needs.

**Responsiveness.** We will complete all contract activities including training, risk assessments, hosting and placement agreements in an informed and prompt manner. We know that being responsive to feedback impacts your business goals and priorities.

### Delivery of Industry Awareness Experiences

We will deliver industry awareness experiences (IAE) in workplace settings to prepare participants for your expectations in line with the following principles:

**Learning Integration:** By organising real-life experiences, participants receive actual work experience. This follows a preparation phase where classroom material ensures a safe and sustainable IAE placement.

**IAE Induction.** We'll adopt your induction process to explain your company's specific expectations and processes, including roster scheduling, basic site requirements, policies and processes as well as any paperwork participants will need on their first day.

**Performance Feedback:** The objective is to develop a participant mindset in which they will continue to learn and embrace new insights when they are on the job. Feedback will be sought from all stakeholders and the participants as to how their industry training experience worked and could be improved.

If you would like more information about our Employability Skills Training, please feel free to contact us on (03) 9325 9171.