

Service Delivery Plan and Guarantee

Employability Skills Training - A Guide for Participants

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 you will receive while under our care and provides you a *Guarantee* that you will receive quality services that are respectful, connected, simple and supported.

The services you can expect

Initial Contact

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

Interview and Skills Assessment

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

Objectives of the training

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

Types of Training Available

- There will be two levels of training available at this location called:
 - Training Block 1 (TB1); and
 - Training Block 2 (TB2).

Training Block 1

- This will focus on providing participants advanced job search skills, pre-employment skills, and employability skills.
- It will give you the skills to look for work, such as preparing resumes, writing job applications, and preparing for and practicing interviews. It will help you understand the local employment market so you can find and work toward gaining a long-term sustainable job.
- It will prepare you to find the job role you want and that you are interested in by giving you what we call Employability Skills. It will also prepare you for further training to gain additional skills if you require them.
- We will provide you with *Industry Awareness Experience*, where employers will come and talk to you about jobs they have and the skills you need and allow you to ask questions. You will also get to visit live work sites and see how the skills you are learning are 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 participants industry focused training to give you 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 you with job finding and preparation skills, it is exposing you to a number of industries and giving you a sample of the type of training required. Depending on your needs you will undertake training which will lead to nationally recognised part-qualifications.

- TB2 training has two categories:
 - Generalist Courses; which will expose you to the skills and job roles required for a number of industries. It will help you focus on a single career pathway.
 - Specialist Courses: these focus on a single industry and after completion you will have what we call a set of 'micro skills', that will allow you to find entry level jobs in that industry.
- You will also receive *Industry Awareness Experience*, where employers will visit and talk. You will also visit live work sites where you will practice the skills you have been learning and be assessed on those skills.
- You 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.

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 you that we will work continuously with our existing network of employers, across industries, to provide you with work experience opportunities.
- We guarantee to build new relationships to create more training-to-employment outcomes for you and give you more access to the workplace.

- We will ensure that all activity that you may be exposed to or participate in with a workplace is safe and free from potential injury or harm.
- All workplaces are subject to stringent safety standard checks before we allow participants into the environment. We will also ensure that workplace safety includes your mental well-being, in an environment free from harassment or discrimination.

Support Services

- Our support staff will work in conjunction with the training team, to ensure that any special needs or requirements you may have, 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 ask that during your initial interview you advise us of any personal barriers. This can be done in confidence, if we know about it, we can assist with it.
- We will work closely with any existing providers you may be with under Workforce Australia or any external agencies who are providing you services or support.
- We have Counsellors on staff who will assist with your mental well-being and as a support mechanism when you need it.
- Full details of all support mechanisms including staff contacts, will be provided to you in the form of a Participant Handbook, once you commence your training. This Handbook also contains our complete Policy and Procedure for:
 - Equity, Diversity and Inclusion
 - Privacy and Data Storage and Handling
 - Complaints and Grievances
 - Support and Mentoring
 - Industry Awareness Experience
 - Placement Management and Work Trials
 - TB1 and TB2 in Depth
- If you feel you can't talk to us, or you are still not happy, you can contact the *National Customer Service Line* on 1800 805 260 (free call from land lines) or email nationalcustomerserviceline@desse.gov.au

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 for you, to skill you and find a career and long-term employment. We look forward to meeting and assisting you.
- Please contact us for any questions on Signature Training College, 1800-782-338 or info@signaturetraining.edu.au