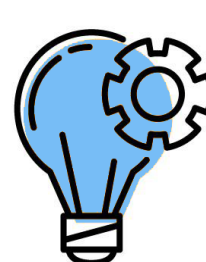
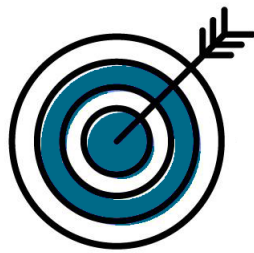
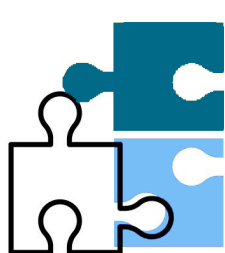


TRAINING ALLIANCE GROUP (TAG)

Service Delivery Plan - Employers

Employability Skills Training (EST) - Sydney South West and Illawarra



Training Alliance Group delivers Employability Skills Training aimed at providing jobseekers with a broad grounding in a variety of industries and work-related skills. With a focus on industry-specific development, our objective is to partner with employers in the creation of a work-ready and sustainable workforce. EST includes:

- A mixture of accredited* and non-accredited training delivered by qualified and experienced staff.
- Individualised training plans tailored to each individual's employment goals and aspirations.
- Career exploration, work readiness and skill development activities.
- One-on-one coaching, mentoring and tutoring.
- Real-world experiences that provide insights into different career pathways.

Our EST service offering is comprised of two blocks of training. Each of these are designed to improve a jobseeker's work-readiness and ability to find employment. A jobseeker can complete one or both courses.

Training Blocks 1 and 2

Our Block 1 course supports jobseekers to:

- Set smart goals and achieve them.
- Develop a detailed understanding of various industries of interest.
- Build upon problem solving and communication skills.
- Conduct career planning in relation to skill requirements and training pathways.
- Engage with employers and understand industry specific needs.

Jobseekers are prepared for employment in a range of industries, including but not limited to:

- Logistics, transportation and warehousing.
- Mining and civil construction.
- Business and administration.
- Manufacturing and processing.
- Retail and hospitality.

In Block 2, we facilitate:

- Advanced job-hunting skills.
- Mock interviews with employers.
- Industry Awareness Experiences such as workplace visits.
- Support to explore the local labour market.
- Creation of tailored resumes and cover letters.
- A deeper understanding of business, tasks, workplace expectations & culture.

To build employability and life skills, our courses also include:

- Personal presentation.
- Fitness for work - physical and emotional wellbeing.
- Establishing work routines.
- Financial management.
- Workplace expectations.

TAG also uses online learning and digital technology to provide flexible and engaging learning experiences. Our courses include role play exercises, guest speakers from industry and hearing from previous students who have gained permanent employment. Training is delivered in both simulated and real-world environments.

*Accredited courses are delivered by ABV - RTO 52592.

Our valued employer partnerships

TAG works directly with industry to ensure the training we provide is up-to-date, relevant to the local labour market and effective in meeting employer needs. We value the input of employers in the design and delivery of all our courses.

TAG's Workforce Solutions Program helps us to develop skill set training specific to industry and employer needs. In the Workforce Solutions Program we target entry level opportunities and work with organisations to build their future workforce. The process involves:

- Job observation and profiling top performers, recording tasks, frequency and actions.
- In consultation with management, mapping skillsets and experience.
- Completing assessments to build an evidence-based understanding of attributes.
- Working with the organisation to review growth plans and staff retention strategies.

Based on this information, we co-design training that meets each organisation's requirements. We welcome the employer's involvement in the delivery of the EST, including guest speaker opportunities and workplace visits.

Industry Awareness Experiences – involving employers in training delivery

TAG courses include Industry Awareness Experiences to develop jobseekers understanding of different career pathways and seamlessly transition into the workplace.

Where possible, our valued employer partners provide formal presentations in the classroom that detail industry requirements, future needs and specific skills required by their industry. To simulate real-world recruitment processes, employers assist us in facilitating mock interviews for jobseekers. Jobseekers can be offered opportunities such as workplace visits. We can support organisations with:

- Information regarding Federal and State government programs and how they benefit employers, including wage subsidies, Enhanced Services, EST, Career Transition Assistance, Transition to Work, Workforce Australia and Apprenticeships.
- Risk assessments for work placements.
- How to map transferable skills to support organisational growth.
- Information regarding micro credentials, skill sets and apprenticeships.
- Post Placement Support and host education, including WHS and Cultural Awareness training.
- Recommended onboarding and skills progression pathways to optimise work trials.

Quality and improvement

TAG is committed to the ongoing improvement of our services. We:

- Facilitate surveys and seek feedback from jobseekers and industry.
- Employ trainers who are local to the region and have industry experience.
- Upskill staff in career development, conflict resolution, mental health, cultural competence and trauma-informed practice.
- Monitor the use of simulated work environments, adapting them to meet industry needs.
- TAG Management Systems are certified to ISO 9001; ISO 45001; ISO 27001.

We develop all Training and Delivery Strategies in line with the relevant industry standards and ensure all requirements are met. Our dedicated internal quality team ensures that the training we deliver is of a high standard and meets the needs of our valued employers.

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TRAININGALLIANCE
QUALITY EDUCATION & MEANINGFUL EMPLOYMENT