



Australian Government  
Department of Education,  
Skills and Employment

# Exposure Draft

for the New Employment Services Model 2022  
Purchasing Arrangements

**Appendix 3 RFP – Career Transition  
Assistance (Statement of Requirements)**



ISBN

978-1-76114-646-6 [PDF]

978-1-76114-647-3 [DOCX]



With the exception of the Commonwealth Coat of Arms, the department's logo, any material protected by a trade mark and where otherwise noted all material presented in this document is provided under a [Creative Commons Attribution 4.0 Australia](#) licence.

The details of the relevant licence conditions are available on the Creative Commons website (accessible using the links provided) as is the full legal code for the [CC BY 4.0 AU licence](#).

The document must be attributed as the (Exposure Draft for the New Employment Services Model 2022 Purchasing Arrangements – Appendix 3 RFP Career Transition Assistance).

# 1 Contents

|  |          |
|--|----------|
| <b>Appendix 3 RFP – Career Transition Assistance .....</b>           | <b>4</b> |
| <b>3 Statement of Requirements .....</b>                             | <b>4</b> |
| 3.1 Introduction .....   | 4        |
| 3.2 Objectives of Career Transition Assistance.....                  | 4        |
| 3.3 Requirements for Career Transition Assistance .....              | 5        |
| 3.3.1 Program content .....  | 6        |
| 3.3.2 General delivery requirements .....                            | 8        |
| 3.4 Key performance indicators for Career Transition Assistance..... | 9        |
| 3.5 Referral to Career Transition Assistance.....                    | 9        |
| 3.5.1 Attendance and completion .....                                | 9        |
| 3.6 Payments to Providers – Career Transition Assistance.....        | 10       |

## Appendix 3 RFP – Career Transition Assistance

### 3 Statement of Requirements

#### 3.1 Introduction

This appendix provides background to the CTA and outlines the key features and service requirements that organisations need to consider if they are contemplating applying under a future RFP to provide this service.

CTA focuses on helping mature age job seekers become more competitive in their local labour market. Participation in CTA is voluntary for all registered job seekers aged 45 years and over, whether in receipt of income support or not.

CTA services and support will be delivered by a Facilitator with high level skills and demonstrated experience working with mature age people. CTA courses will generally be conducted in-person face-to-face, in a group setting. In some circumstances online and other delivery modes will be supported where it effectively meets the objectives of the program.

CTA will focus on relational interactions, whereby participants learn from each other while guided by a Facilitator. This will be key to improving participants' confidence and networking skills, and as a result, build their resilience and their networks.

CTA will provide practical assistance focusing on the Information and Communications Technology (ICT) and digital skills required to help participants build confidence in using technology in the workplace, including in an office environment. Participants are expected to leave with the necessary skills to confidently navigate different types of equipment such as smartphones, tablets, apps, social media and desktop computers; and to be able to use these to support their job search efforts and applications.

CTA Providers will have strong links to industry and employers in their local regions and as such may also manage NWEF placements for eligible Participants in Enhanced Services, where it is at the conclusion of their participation in an CTA course.

Delivery of CTA services will commence on 1 July 2022.

#### 3.2 Objectives of Career Transition Assistance

CTA will provide a highly personal, wrap-around, localised service for mature age job seekers.

Eligible job seekers will be able to volunteer to participate in CTA at any time.

CTA aims to:

- support participants to increase their confidence in the skills and experience they already have, and increase their motivation and resilience to continue looking for work – especially when they have been unemployed for some time or where they have been unsuccessful in applying for jobs
- help participants to increase their understanding of the opportunities available in their local labour market
- facilitate direct engagement with local employers and explore different occupations and industries through industry visits and awareness sessions

- support participants to better tailor their job applications to industries and employers
- develop participants' basic ICT skills by providing participants with core digital proficiency capabilities required both to apply for and to work in a variety of workplaces
- involve participants in preparing a tailored Career Pathway Plan which outlines the steps they will need to take to pursue employment opportunities based on their transferable skills, the local labour market and their goals. This includes identifying further training or education to achieve the objectives in their Career Pathway Plan
- provide practical assistance to help mature age people to increase their employability
- link participants directly to employment opportunities through sourcing and referring participants to NWEF placements.

### 3.3 Requirements for Career Transition Assistance

There are several overarching abilities, knowledge, working relationships and management skills that organisations delivering CTA services will need to demonstrate. Specifically:

- the ability to coach, facilitate and deliver services, both individual support and group workshops, in a style that is appropriate to the mature age cohort and their preferred adult-learning styles, with focus on using peer support as a learning tool
- the ability to proactively engage and maintain the interest of mature age participants including those from diverse backgrounds and with differing levels of employment experience
- the ability to measure and assess job readiness and needs of participants at initial referral and completion of services
- the ability to work effectively with employers and Employment Service Providers to prepare mature age participants for a new career, work experience, further training or starting their own business
- existing productive working relationships with Employment Service Providers in the region, or the capacity to develop these quickly, to facilitate referrals to the program
- strong knowledge of the local labour market, including major industries, skills in demand and areas of future growth
- existing linkages to regional development organisations, local employers and industry bodies
- already have developed, or have the capacity to develop and deliver the Services as described in accordance with the Draft Deed
- a strategy to obtain feedback from mature age participants on the effectiveness of CTA and indicate how that feedback will be used to continuously improve the program.

WHS is a fundamental requirement of CTA. Providers must make sure participants are always safe when participating in CTA.

### 3.3.1 Program content

Organisations delivering CTA must deliver to each Participant course content that, as a minimum, contains the following core components:

- **An individual Career Pathway Assessment** – to be completed by the Facilitator upon the Participant’s referral. This is a personal, in-depth assessment that will identify the Participant’s expectations, recent experience, employment or other goals and their individual needs. Specifically, the assessment will explore the Participant’s objectives; identify their main barriers to securing employment; and outline what servicing is required to address the Participant’s individual needs, the Participant’s confidence and capability in digital literacy. The Career Pathway Assessment is a key document that will help inform the development of the Participant’s Career Pathway Plan and will be developed by the CTA Provider and provided to the Participant’s Enhanced Service Provider (where relevant).
- **Goals and Motivations** – exploring both life and career goals and motivations and managing expectations for a change in career or lifestyle. This component will introduce wellbeing and resilience strategies to help participants cope with potential knock-backs and to build confidence in applying for jobs.
- **Understanding of the Local Job Market and identification of suitable opportunities** – exploring job opportunities and identifying regional requirements and industry needs in the local region. This component will include details of how the local market has changed over time and will continue to change in the future (for example, depending on the region this may include growth in the aged care, health and service industries). Participants will be supported to identify suitable occupations in local and regional growth industries where employment opportunities are likely to be available.
- **Exploration and Translation of Transferable Skills** – many mature age people have a wealth of skills not identified in their résumé. As part of developing each Participant’s Career Pathway Plan, the CTA Provider will support participants to identify and more aptly describe their skills and experience and how these relate to the current job market. This component will include a discussion of pathways for re-skilling and further training, and potentially formal recognition of prior learning or new relevant qualifications (where required) for participants.
- **Improving and Tailoring Résumés** – reviewing, improving and tailoring an appropriate résumé for a range of different jobs, including editing and uploading a résumé and selection criteria to online platforms. This component will involve the CTA Provider providing participants with advice on what to include in their résumé, how to display content and what participants need to consider when uploading a résumé online. A key part of this component is ensuring participants have the skills to create, edit and send a high quality résumé using online platforms. Participants should also learn how and when to tailor their résumé for a specific job. A copy of the Participant’s résumé will be uploaded into their personal account on the digital platform and be available to the Participant for future use and editing.
- **Help to Navigate the Job Application Process** – understanding different job application processes and managing expectations of responses and feedback, applying for jobs online, including on the digital platform, adding attachments and completing forms. This component will look at how the application process has changed over time and the relative competitiveness of applying for a position, particularly online. Participants will practise identifying and applying

for jobs through different online platforms and understand the impacts and requirements of having an online presence. This may include advice or information sessions from local employers on what they look for, and how they select applicants.

- **Practice and Enhancing Interview Skills** – proactively preparing for job interviews across a range of different employers and industries. This component will cover understanding what employers expect from a potential employee, and individual support to practise potential questions with a focus on what can be expected at a job interview and how a mature aged person can best sell themselves.
- **Experience of different industries** – meeting with employers and getting a ‘feel’ for different industries. CTA Providers will be required to ensure that all participants have the opportunity to participate in at least one, but ideally more, Outbound Employer Visits or Inbound Employer Visits. During both the Inbound Employer Visit and Outbound Employer Visit, employers will discuss their industry and expectations of mature age workers. The aim of this component is to provide an insight into the tasks and duties of different occupations and industries, to highlight the expectations of employers and to assist participants to identify their interest and suitability for particular jobs. Outcomes from this component may include identification of appropriate work experience options for consideration by the Participant’s Employment Service Provider (where relevant).
- **Functional digital literacy** – help participants build their confidence in the every-day use of the most common digital equipment, as well as prepare them for careers with a digital-focus. Please note: the Functional Digital Literacy component can, and where appropriate should, be built into other CTA course content as relevant. This component should recognise a Participant’s existing skillset and experience using digital literacy and tailor the delivery of digital training accordingly, noting that CTA will be available to participants in Digital Services.
- **Preparation of a Career Pathway Plan** – a clear plan of action outlining the steps the Participant will need to take to pursue employment or training opportunities based on the Participant’s transferable skills and the local labour market. A copy of the Career Pathway Plan will be provided to the Participant and where relevant their Enhanced Service Provider, this may be done at the handover meeting on completion of CTA.
- **Access to ongoing support** – the Facilitator will be required to meet with each Participant at least twice within three months following the end of CTA. This ongoing support could be one-on-one or in a group setting. The details of these contacts must be included in the Career Pathway Plan.

In addition to CTA course content, organisations delivering CTA are expected to consider the characteristics of the participants and the local labour market and offer additional support or service components, as required, to assist the participants back into employment.

Another role for CTA Providers is to source and manage NWEF placements for their Participants, using their established business and training networks, or by connecting with businesses, Group Training Organisations and brokers that have vacant opportunities.

### 3.3.2 General delivery requirements

The general delivery requirements for organisations delivering CTA services are:

- **competence with the target group** – CTA will be delivered by Providers that have demonstrated experience in working effectively with mature age people and have existing connections with industry and employers in the relevant ER.
- **strong working relationships** – CTA Providers will need to build, or have existing, strong working relationships with Enhanced Service Providers in their ER to support the referral of eligible job seekers to the program.
- **capacity to deliver through a mix of methods** – The method of delivery of CTA will be a mix of one-on-one, group and self-directed learning, with a Facilitator guiding participants to identify needs and to share their expertise and support each other throughout the different course components to achieve the outcomes of CTA. CTA courses will generally be conducted in-person face-to-face, in a group setting. In some circumstances online and other delivery modes will be supported where it effectively meets the objectives of the program.
- **service hours** – The minimum service requirements will include 75 hours face-to-face contact over a total of up to eight weeks with at least 50 of those hours in a small group setting. The maximum contact hours per week is 25 hours.
- **tailoring to Participant capacity** – Some Participants will only be able to participate in CTA on a part-time basis (for example, those assessed as only able to participate for 15 hours per week). In this situation, the CTA Provider must not require or allow the Participant to participate in CTA for more than that maximum number of hours per week.
- **maximum participants per course** – CTA Providers will be required to have a maximum of 20 participants per course.
- **initial assessments** – Each Participant will be assessed by the CTA Provider at the Participant's commencement in CTA.
- **group visits** – CTA group-based services will include visits to, or from, local employers, to expose participants to different industries and knowledge of their local labour market, and one-on-one work between the Participant and the Facilitator to meet and support individual needs.
- **course sign off** – A CTA Coordinator will sign off on the development of CTA course content, manage Facilitator staffing and monitor the quality of program delivery. This role will be held by a person with an endorsed qualification in professional career development, or who is a member of a Career Industry Council of Australia (CICA) Member Association.
- **local projects** – CTA Providers should consider opportunities for participants to be referred to relevant local employment projects, including the NWEF in their local region.
- **other training opportunities** – CTA Providers should identify opportunities and work with the Participant's Enhanced Service Provider (where relevant) to facilitate possible referrals to other activities or training, as required. Enhanced Service Providers can consider use of the Employment Fund to support people with employment related equipment or to undertake additional skills development or training, as highlighted in the Participant's Career Pathway Plan.

- **access to ICT equipment** – CTA Providers will be required to ensure all necessary equipment to complete the Functional Digital Literacy component is available to participants, including internet connectivity.
- **appropriate facilities and equipment** – CTA Providers will be required to use appropriate, professional facilities and equipment to deliver CTA, including appropriate access for people with disability or reduced mobility. CTA Providers will also be required to use appropriate program signage, in accordance with the Draft Deed.

### 3.4 Key performance indicators for Career Transition Assistance

The department is committed to working with CTA Providers to ensure delivery of high quality services for participants that also meets the needs of local employers. CTA quality and performance management arrangements set out the expectations, roles and accountabilities of each party including KPIs and mandatory service requirements.

The department will monitor performance and undertake Program Assurance Activities. The department may gather information on a CTA Provider's performance from a variety of sources, including through Participant satisfaction and post-program monitoring surveys.

A general description of the KPIs for assessing a CTA Provider's performance is set out below.

**KPI 1 Effectiveness** – This KPI measures how effective the Provider is in meeting the objectives of the CTA program, including improving the employability skills of Participants and their movement into employment or other opportunities.

**KPI 2 Efficiency and Engagement** – This KPI measures whether the services are being delivered efficiently by the Provider, and whether the Provider is maximising Participant engagement and retention.

**KPI 3 Satisfaction and Quality** – This KPI records the Provider's compliance with the Deed, Guidelines and their Service Guarantee.

### 3.5 Referral to Career Transition Assistance

Employment services Providers should identify eligible job seekers on their caseload and refer them to CTA. Employment Services Providers will be able to make referrals at any time and should do so when an eligible job seeker requests to be referred to CTA. Employment Services Providers should discuss a referral to CTA with those eligible job seekers who they feel would benefit from it.

Job seekers electing to participate in CTA will be able to choose their CTA Provider from those delivering services in the ER. Employment Service Providers will be required to refer job seekers to the CTA Provider chosen by the job seeker.

CTA Providers must be able to receive referrals at any time, including self-referrals from Digital Services participants. CTA Providers must schedule the Initial Meeting on the same or next business day of receiving the referral.

#### 3.5.1 Attendance and completion

CTA Providers will be required to use the department's IT systems to record attendance for each Participant. If a Participant fails to attend a session without making contact with the Facilitator, the

CTA Provider will be required to attempt to contact the Participant to re-engage them in the program.

The CTA Provider is required to facilitate a personal handover with the Employment Service Provider (where relevant) on the Participant's completion of CTA. The handover must include a discussion between the Facilitator, Participant and Employment Service Provider (where relevant) and the provision of a copy of the Participant's Career Pathway Plan developed by the CTA Provider.

### **3.6 Payments to Providers – Career Transition Assistance**

CTA Providers will be paid a flat fee of \$1,800 per Participant—\$1,260 paid on commencement and \$540 on completion.