



**RIVERINA
COMMUNITY
COLLEGE**

‘SUPPORTING PATHWAYS IN LEARNING AND LIFE’

ACE-NSW NON-ACCREDITED TRAINING

**(TEACHING AND LEADERSHIP RESEARCH PROJECTS,
2020 / 21 and 2021 / 22)**

EMPLOYABILITY

QUALIFICATIONS



YOUR 'FIT'
WITH WORKPLACE
CULTURE & AMBIENCE
ITCHY & SCRATCHY ??



RESILIENCE



SOFT SKILLS

THE NATURE OF WORK IS CHANGING

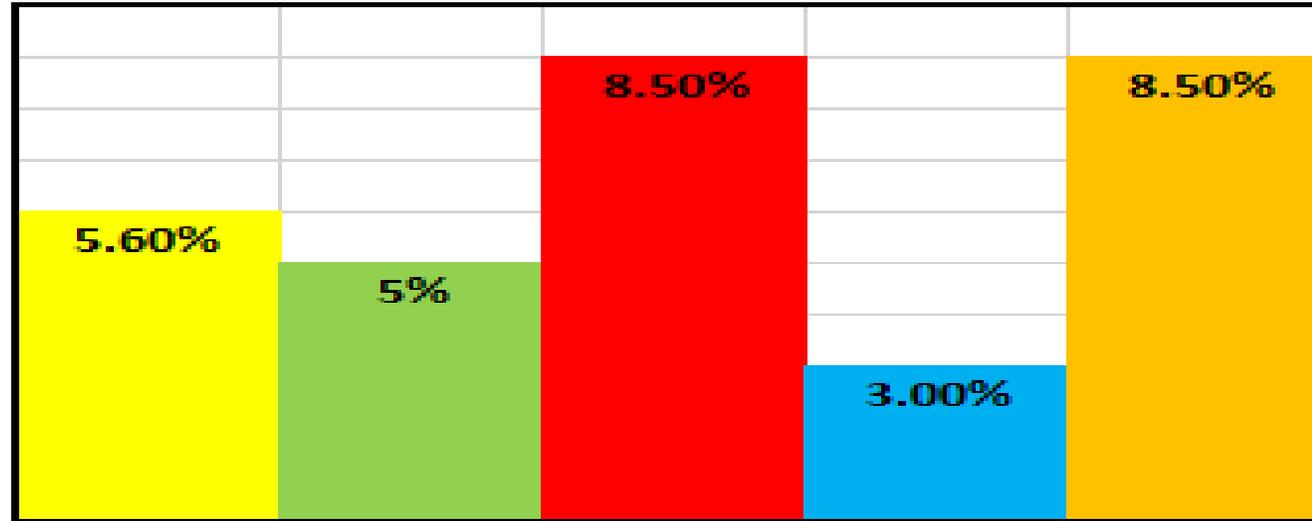
1979: 75% of jobs are full time (3 in 4 chance of finding FT work)

2019: Just 45% of jobs are full time (less than 1 in 2 chance of finding FT work)

Particularly if you are mature: Mature age unemployment is lower than youth unemployment *but lasts far longer*, depleting savings and retirement nest-eggs....



UNEMPLOYMENT IS MUCH HIGHER THAN WE ARE BEING TOLD



5.6% = People registered with Centrelink and on 'Newstart Payments

5%: = People who are unemployed but not registered with Centrelink

8.5% = People who are unemployed but on the disability pension

3% = People who are unemployed but on other benefits (single mum allowance etc.)

8.5% (orange) = Underemployment (earning just a little more than when on benefits)

So, unemployment is probably around 16 -18% of the workforce ... or about 25% if we include underemployment.....

2020/2021 PROGRAM KEY RECOMMENDATIONS

- Tools to pre-assess potential students' level of genuine commitment to studying or to finding employment;
- Develop a suite of non-accredited resources for use across the ACE network. Resource development should be inclusive of more mature students, particularly work-related soft skills
- A recognisable system of quality training in soft skills should be established by the colleges themselves and electronically credentialled.



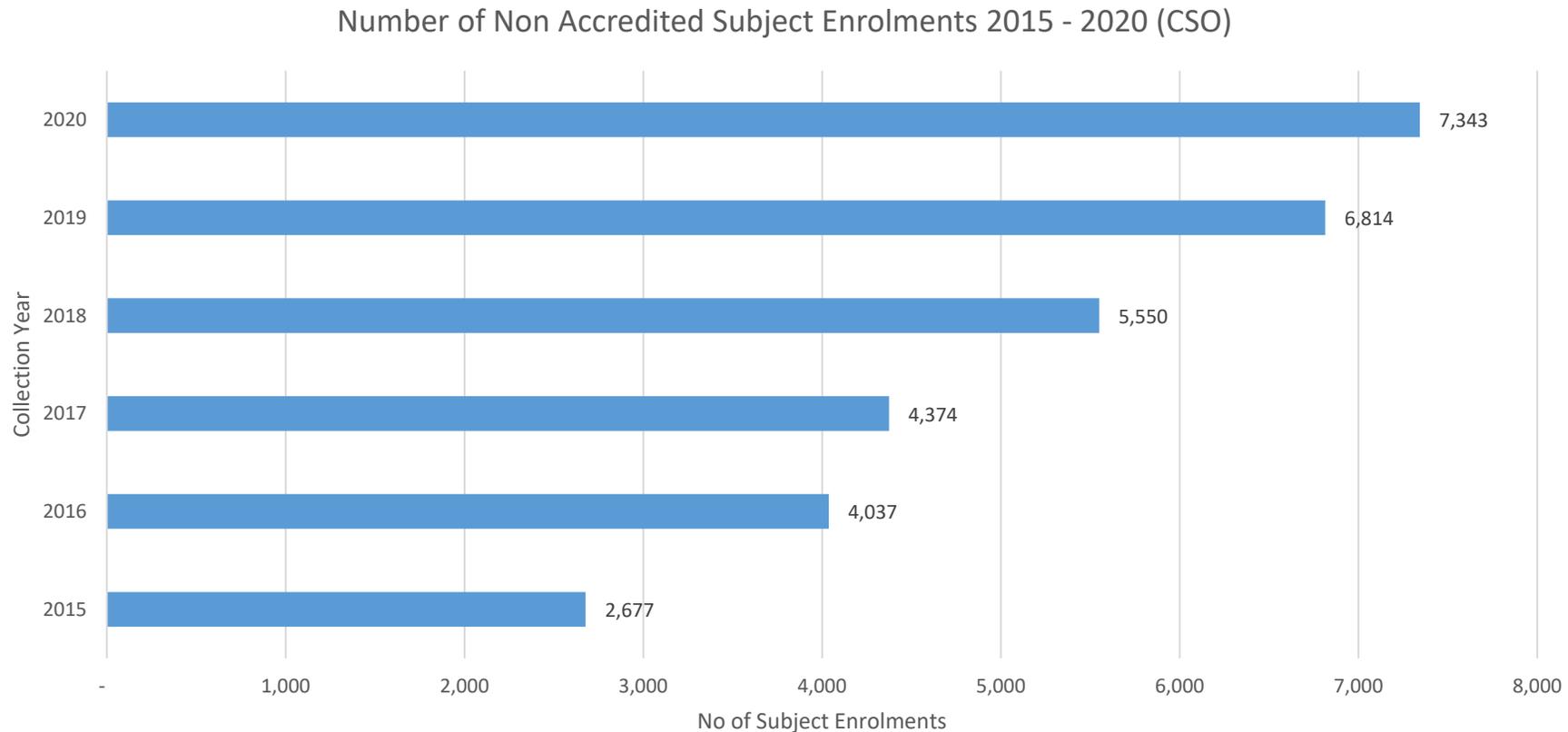
Supporting pathways in learning and life

Non-accredited training within the New South Wales
Adult and Community Education (ACE) program

June 2021

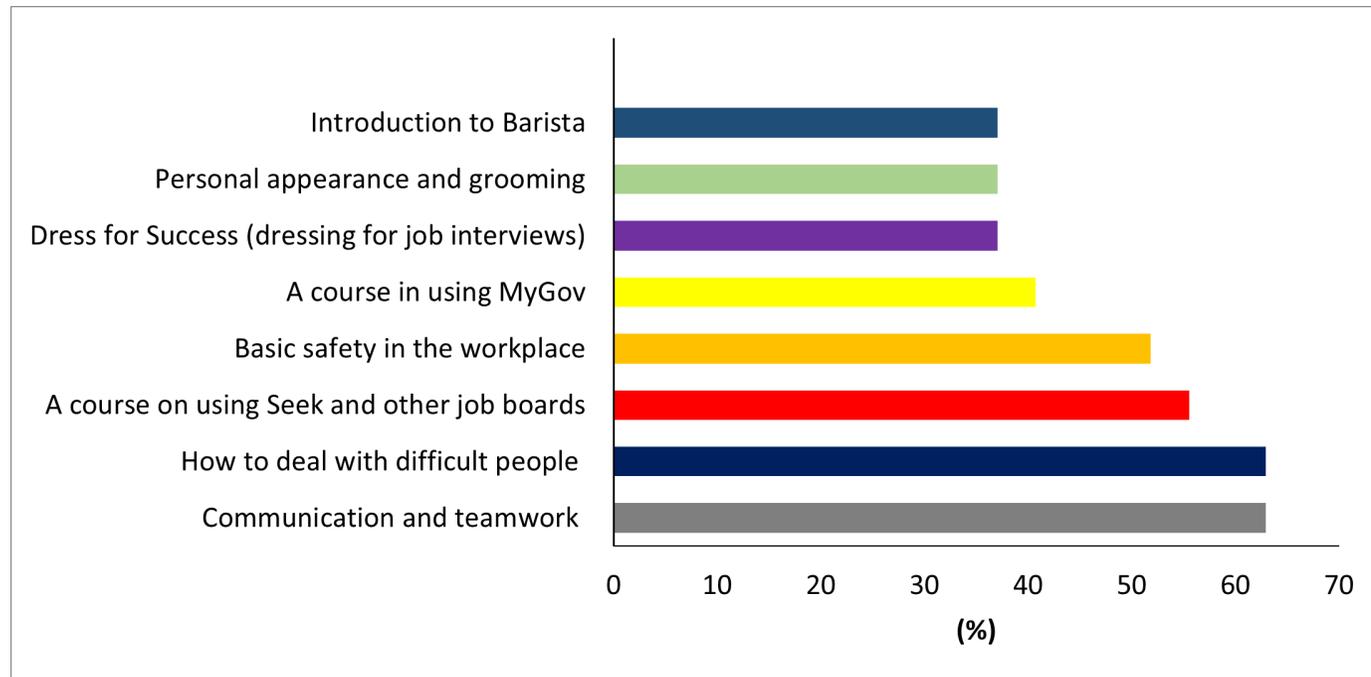
WHAT IS NON-ACCREDITED TRAINING ?

‘Semi-formal education designed to aid in the creation of vocational outcomes, but without the formal testing of skills that would normally be part of such a program’



THE VOICE OF THE LEARNERS

- **Very little difference in the students' minds** between accredited and non-accredited training. Both were regarded as useful; non-accredited training even slightly ahead on some parameters (e.g., lower dissatisfaction rating for non-accredited).
- **Believed the non-accredited training material being used could be improved.**
- **Wanted more courses on aspects of finding work and dealing with others in the workplace**





LEADERSHIP

TEAMWORK

STRESS RESISTANCE

EMPATHY

COMMUNICATION

TIME MANAGEMENT

ACTIVE LISTENING

SELF CONFIDENCE

MOTIVATION

PERSISTENCE

NON-ACC PROGRAMS, GROUP ONE: ACCESSING THE LABOUR MARKET

1. **‘Ten seconds to impress’: Crafting resumes to impress**
2. **Non-Accredited Barista**
3. **Managing selection criteria and cover letters ****
4. **Interview skills: ‘Luck favours the prepared’ ****



NON-ACC PROGRAMS, GROUP TWO: BUILDING RESILIENCE

1. 'Going the extra mile': Dealing with job loss and finding new employment
2. 'Grey Warriors': Finding work and thriving in the second half of your career
3. Pathway Planning: Building a career
4. Engage with Volunteering **

** Half day workshops



SO, WHAT'S INCLUDED ?

Five, full-day workshops, with trainer guides and trainer presentations

UNIT (FULL DAY WORKSHOP OF 6 -7 HOURS)	STUDENT GUIDE	TRAINER GUIDE	TRAINER POWERPOINT
TEN SECONDS TO IMPRESS (RESUME WRITING)	✓	✓	✓
NON-ACCREDITED BARISTA	✓	✓	✓
DEALING WITH JOB LOSS AND FINDING NEW EMPLOYMENT	✓	✓	✓
GREY WARRIORS: FINDING WORK AND THRIVING IN THE SECOND HALF OF CAREER	✓	✓	✓
PATHWAY PLANNING: BUILDING A CAREER	✓	✓	✓

SO, WHAT'S INCLUDED ?

Three, half-day workshops, with one (collective) trainer guide and an emphasis on *practice* and resources for further study

(HALF DAY WORKSHOP OF 2.5 – 3 HOURS)	STUDENT GUIDE	TRAINER GUIDE
MANAGING SELECTION CRITERIA AND COVER LETTERS)	✓	(Collective)
INTERVIEW SKILLS ('LUCK FAVOURS THE PREPARED')	✓	"
ENGAGE WITH VOLUNTEERING	✓	"

WHERE IS THIS MATERIAL AVAILABLE?

CURRENTLY BEING UPLOADED TO CCA HUB; READY BY CCA CONFERENCE

Find the material at:

>> VET Managers

>> General Learning Resources

>> Employability Skills

MEMBER HUB

Home / Member Services / Member Hub

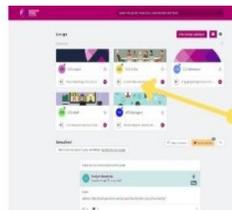


CCA members can access the Member Hub by clicking on the button below and entering their login details.

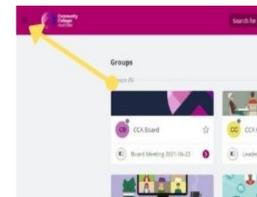
If you have any other queries or need troubleshooting assistance, please contact CCA at: admin@cca.edu.au.

LOGIN TO THE CCA MEMBER HUB

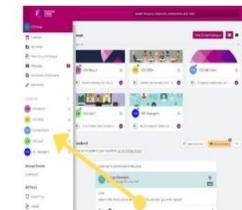
Accessing your groups in the Member Hub



Option 1: Your Groups are at the top of your dashboard. Click on any Group to access the Group.



Option 2: Click on the top left menu (the three horizontal lines).



Select the Group from the dropdown menu.

WHAT'S IN IT, AND WHY NOT JUST USE ACCREDITED MATERIAL?

- Topics that aren't in VET units ('Grey Warriors')
- Lots of pair work and class discussions rather than formal classwork
- Practical examples
- Video stories
- Varied, interesting content designed to be informative
- Non-threatening; no tests or exams
- Lots of tips and tricks that you won't find in accredited material
- Resources pages for further investigation
- Doesn't require industry-experienced trainer; any competent trainer should be able to deliver these units.

FURTHER RESEARCH COMPONENT

(Also available on 'Hub') **'PERSPECTIVES ON EMPLOYABILITY SKILLS'**

Interviews with Four Senior Execs. within the 'Skills Organisations' on what it takes to be employable in today's workforce.

Their TOP TIPS:

- **'Sector Fit'**: the ability to realise what is required to work in a particular workplace culture, including the ability to be an employee, timeliness, following procedures, reliability.
 - **'Resilience'**: including conflict resolution (dealing with negative or abusive behaviour) and the ability to accept and integrate (workplace) feedback.
 - **'Communication and teamwork'**: including active listening, collaboration, asking questions when you don't understand; the ability to contribute to collective decisions in a way that is positive and uplifting for everybody.
 - **'Managing change'**: including adaptive mind-set, growth mind-set, adaptability.
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- **SIRXCEG008 Manage disrespectful, aggressive, or abusive customers**
 - **SIRXCEG009 Manage workplace responses to disrespectful aggressive or abusive customer behaviour**

PSYCH PROFILING

- Aim is to have a test that identifies students who are not really ready for the commitment of a VET qualification and then channel them towards ACE programs.
- Program is running. 100 tests (20 each over 5 colleges)
- Took a long time to find the right company and the right test = program overrun Will get back to colleges at end of Sept / mid Oct with feedback and analysis

Esher House provides behavioural science assessment technology and intervention programs at scale. Our prescriptive analytics tools help providers of employment, apprenticeships and education better understand and activate their clients.

Translating the latest in psychology and neuroscience into research-backed assessment tools and programs, we enable the 'holy grail' of attitudinal analysis, segmentation and intervention so providers can achieve better client and business outcomes.



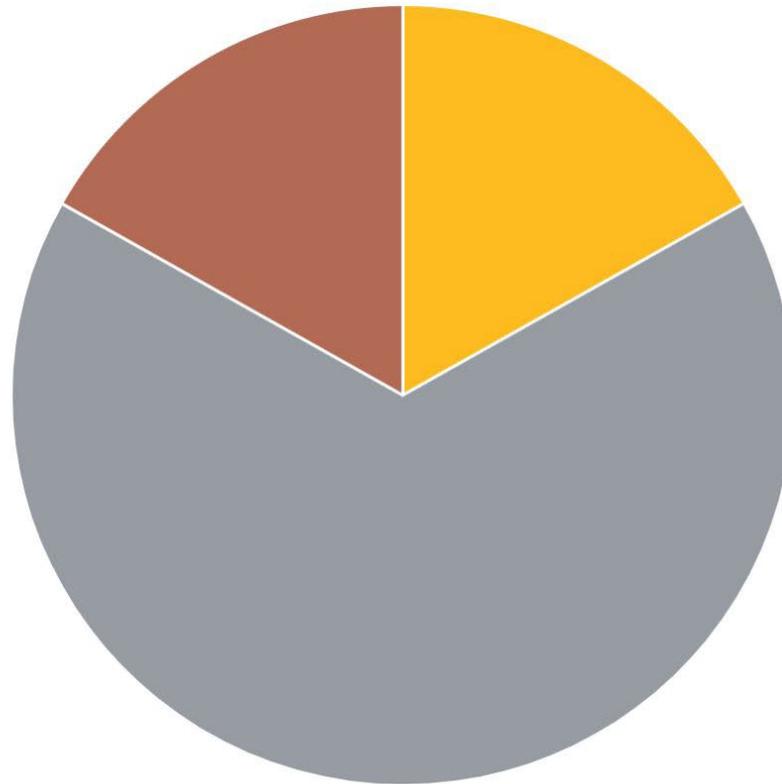
<https://www.readytech.com.au/what-we-do/work-pathways/eshher-house/>

Date Created	Date Completed	Organisation	Name	Result	AI Coaching Guide	Activation Measurement	ID	Survey Sent On	Status	Email Address
16/08/2022 16:08 PM	16/08/2022 16:13 PM	Riverina Pilot	[REDACTED]	Rating Silver		61%			Completed	inverell@communitycollegeni.nsw.edu.au
09/08/2022 13:59 PM	09/08/2022 14:00 PM	Riverina Pilot	[REDACTED]	Rating Silver		76%			Completed	inverell@communitycollegeni.nsw.edu.au
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21/07/2022 09:33 AM	21/07/2022 09:36 AM	Riverina Pilot	[REDACTED]	Rating Silver		60%			Completed	inverell@communitycollegeni.nsw.edu.au
15/07/2022 12:44 PM	15/07/2022 12:45 PM	Riverina Pilot	[REDACTED]	Rating Gold		98%			Completed	[REDACTED]
15/07/2022 09:49 AM	15/07/2022 09:55 AM	Riverina Pilot	[REDACTED]	Rating Silver		66%			Completed	[REDACTED]

Psych test results: 'Gold, Silver and Bronze'.

Readiness Stage

Jul 2022 - Sep 2022 



Gold: 17%
Silver: 67%
Bronze: 17%

E-CREDENTIALLING

- Similar situation to psych testing. Took a long time to find the right company = program overrun. Will get back to colleges mid Oct with feedback and analysis
- Aim is to have *recognition of the non-accredited training units*



Create, manage, and monitor all aspects of your credentialing, certificate, or badge program. The Credly Acclaim digital badging platform offers the most comprehensive features to design and issue badges, enterprise-class functionality to scale and manage programs, and enhanced analytics to measure success. Credly's best-in-class security and privacy features make your product and data secure.

WHERE TO NOW?

2022/2023 Three non-accredited training units may be put online for online access and training

2023/2024 If the above is successful, other non-accredited training units put online and/or (for college staff); 'Critical thinking, problem solving and decision making'

QUESTIONS?

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