

Service Delivery Plan

Training course description:

- This program follows an observe, analyse, practice system with practical tasks and activities interwoven throughout the course, with units of competency taken from the FSK20119 Certificate II in Skills for Work and Vocational Pathways
- The course will take place our days per week for 3 weeks starting at 9:30am with 25 hours per week of training.
- All resources required are provided by Youth Off The Streets and extra learning support is available if required.

The course will cover a range of skills such as:

- Developing an understanding of the work environment.
- Identifying soft skill strengths and weaknesses.
- Developing confidence in interview skills.
- Communication strategies to help maintain employment.
- Developing an understanding for the purpose of interactions at work.
- How to select the appropriate nonverbal and verbal communication for the particular situation.
- Becoming a responsible and effective communicator in the work environment.

Although credentials are important, we believe the skills a participant can gain from this course are extremely useful when looking to gain and maintain employment. Therefore a learner can pass the program without completing the assessments or course work. Learners will be strongly encouraged to enrol into the Statement of Attainment study as they will be covering the knowledge and skills within the course anyway.

All participants will be offered the opportunity to complete nationally recognised units of competency contained within the FSK20119 Certificate II in Skills for Work and Vocational Pathways. These include:

- FSKOCCM007 Interact effectively with others at work.
- FSKOCCM004 Use oral communication skills to participate in workplace meetings.
- FSKDIG002 Use digital technology for routine and simple workplace tasks.
- BSBWRT301 Write simple documents.
- HLTWHS006 Manage personal stressors in the workplace

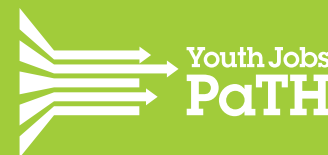
Industry awareness experiences:

Course content includes activities that simulate real workplace situations such as problem solving and planning in teams, workplace meetings, using digital technology, networking skills, engaging with diverse perspectives and preparing for interviews.

Assessment:

Learners will be assessed against the competencies using evidence of skill and knowledge. There is a mix of formative and summative assessment tasks. Methods of assessment include observation of skill, portfolios and short answer questions and multiple choice questions. All assessments for the units of competencies follow ASQA Standards. At the start of the course learners are informed of the process for complaints and/or appeals of outcomes. Students have resubmit opportunities if competence is not met first time round. Results are recorded and feedback is given to learner during and at the conclusion of each learning task and assessment. Youth Off The Streets is responsible for the quality of the training and assessment provided to all learners in compliance with the current relevant Standards for RTO.

Employability Skills Training



The 10 core skills for work underpin the Foundations Training Package that Youth Off The Streets Training and Development Services delivers.

10 Core skills for work	Covered through UOC	Content, Activities and Tasks
Work with roles, rights and protocols	FSKOCCM007, FSKOCCM004	Participate in team activities and mock team meetings
Communicate for work	FSKOCCM007, FSKOCCM004, FSKDIG002	Participate in team activities, mock team meetings and interviews Give and follow instructions in both verbal and written communication
Connect and work with others	FSKOCCM007, FSKOCCM004, HLTWHS006	Participate in team activities, mock team meetings and interviews Connect via verbal and written communication
Plan and organise	FSKOCCM004, , HLTWHS006, BSBWRT301	Participate in group activities and problem solving tasks. Plan and organise individual and workplace stress plans
Make decisions	FSKOCCM004	Participate in group activities and problem solving tasks
Identify and solve problems	FSKOCCM004, FSKOCCM007, HLTWHS006	Engage in mock team meetings, problem solving tasks and activities. Identify personal triggers and ways to manage them
Discussions around feedback and self-reflection	FSKOCCM004, FSKOCCM007, HLTWHS006	Reflect and debrief on own performances, acknowledge where to seek feedback within the workplace. Reflect on personal triggers and stressors
Create and innovate	BSBWRT301	Engage in problem solving activities
Recognise and utilise diverse perspectives	FSKOCCM007, FSKOCCM004	Problem solve within team meeting activities Acknowledge how to work with different opinions and perspectives
Work in a digital world	FSKDIG002, BSBWRT301	How to positively communicate via written communication Resume and cover letter writing Sending professional emails and online etiquette