

# Employability Skills Training



## Service Delivery Plan

### Training course description:

- This program follows an observe, analyse and 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 on Monday, Tuesday Wednesday and Thursday for 3 weeks starting at 9:30am with 25 hours per week of training (unless otherwise stated)

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 an eligible participant can sign up for this course but it is not a requirement to complete the Units of Competency.

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
- FSKOCCM006 Use oral communication skills to participate in workplace teams
- FSKDIG002 Use digital technology for routine and simple workplace tasks
- FSKLRG007 Use strategies to identify job opportunities
- BSBWRT311 Write Simple Documents.

### 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.

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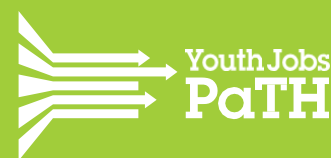
## **Assessment:**

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.

All assessments for the units of competencies follow ASQA regulations. 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.

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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	FSKOCM007, FSKOCM004, FSKOCM006	Participate in team activities and mock team meetings
Communicate for work	FSKOCM007, FSKOCM004, FSKOCM006, 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	FSKOCM007, FSKOCM004, FSKOCM006,	Participate in team activities, mock team meetings and interviews Connect via verbal and written communication
Plan and organise	FSKOCM004, FSKOCM006, FSKLRG007	Participate in group activities and problem solving tasks
Make decisions	FSKOCM004, FSKOCM006, FSKLRG007	Participate in group activities and problem solving tasks
Identify and solve problems	FSKOCM006, FSKLRG007	Engage in mock team meetings, problem solving tasks and activities
Discussions around feedback and self-reflection	FSKOCM007, FSKOCM004, FSKOCM006, BSBWRT311, FSKLRG007	Reflect and debrief on own performances, acknowledge where to seek feedback within the workplace
Create and innovate	FSKOCM006, BSBWRT311	Engage in problem solving activities
Recognise and utilise diverse perspectives	FSKOCM007, FSKOCM004, FSKOCM006, FSKLRG007	Problem solve within team meeting activities Acknowledge how to work with different opinions and perspectives
Work in a digital world	FSKDIG002, BSBWRT311, FSKLRG007	How to positively communicate via written communication Resume and cover letter writing Sending professional emails and online etiquette

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## Online Delivery requirements

Our online program enables a mix of theory, practice and real life work scenarios; we have made it as practical as possible by integrating technology to enhance the learning environment.

Youth Off The Streets will provide:

- Phone, text, email and online support
- Online teaching sessions
- Google classroom activities
- Pre recorded videos from industry experts and tutorials
- Real time practice sessions
- Electronic resources and workbooks
- Q & A Review and support

For effective online delivery students must have (at least) access to the following:

- Internet, wifi
- Laptop / computer / tablet / iPad
- Camera
- Email
- Somewhere they can participate in the virtual classroom and learning environment.

If you would like to know more about the program please contact:

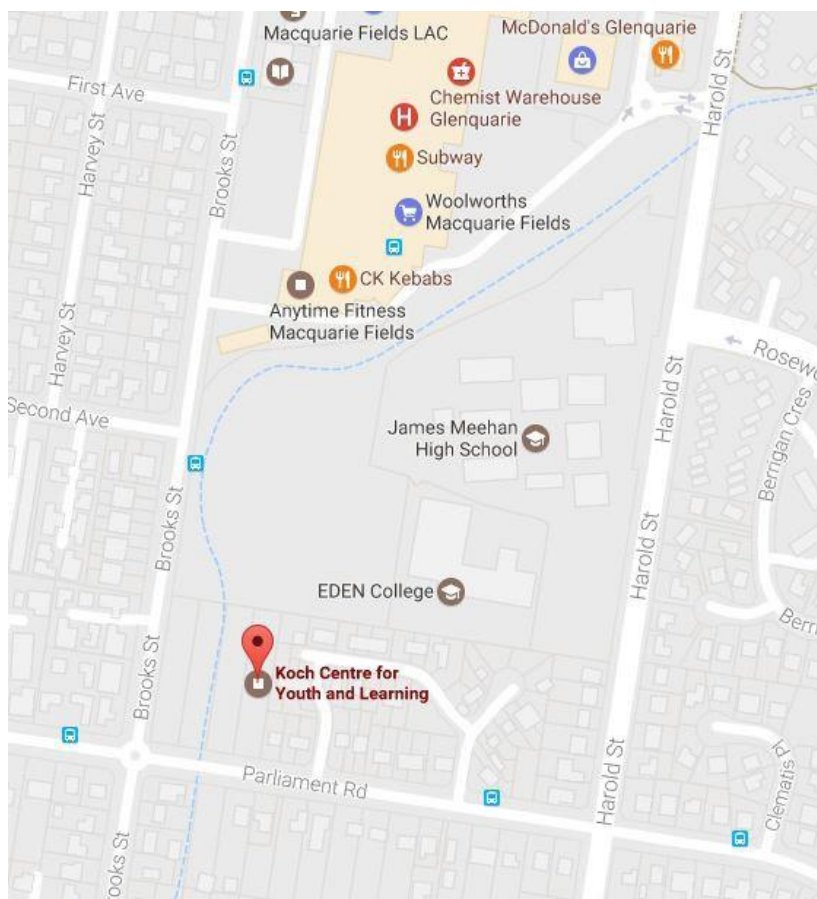
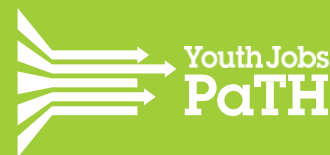
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# Employability Skills Training



## In person delivery: Address Location:

**KOCH Centre for Youth and Learning**

**86 Parliament Road,  
Macquarie Fields, NSW 2564**

If you would like to know more  
about the program please  
contact:

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