

First group of graduates with new employment services qualifications

Australia's first group to complete the new Certificate IV in Employment Services has graduated, marking a milestone in the professional development of workers in the recruitment industry.

The 12 graduates, all employees of Tweed Recruitment, a Job Network Member on the Far North Coast of New South Wales, took six months to complete the qualification.

The course involved a range of learning activities customised to the ESC3 environment. Participants engaged in a range of team based activities, workshops and recognition of current skills.

The qualification, consisting of 16 units, broached topics such as contractual knowledge and compliance, holistic client servicing, maximising placements and increasing productivity and efficiency.

The course was delivered by Tweed Recruitment's parent company, TTEC, which is also currently delivering the course to a number of other JNMs on the eastern seaboard.



Tweed Recruitment's Employment Services graduates (clockwise from bottom left) Norma Browne, Melinda Yates, Andrea Davis, Susan Larkin, TTEC Training Manager Gillian Gray, Tessa Martin, and TTEC Training Officer Peter Beck

"We saw this as a prime opportunity to provide our key JN staff with a learning pathway, as well as to recognise and further develop their skills as recruitment industry professionals," said Melinda Yates, Tweed Recruitment's Job Network Manager. "Job Network is a significant workforce of committed individuals whose contribution to sustainable employment for job seekers can now be formally recognised through these qualifications."

The development of the qualifications has taken several years, with research and resource commitment from NESAs and Jobs Australia leading to the formation of a Professional Development Special Interest Group (SIG) whose brief was to respond to the needs of the industry. The accreditation of a range of Employment Services Qualifications, under the Community Services Training Package, provides a flexible training framework.

"The course allowed us to 'look behind the scenes' of each other's roles. I think we all acquired a deeper understanding and respect for the challenges each one of us faces on the job every day and we've come out stronger as a team," said Job Placement Officer, Tessa Martin. "We were able to share and research professional best practice on specific topics like servicing Indigenous job seekers, as well as learning practical skills such as task and time management."

TTEC is a Registered Training Organisation (RTO) accredited to deliver Certificate IV Employment Services in a number of States including NSW, Victoria and Queensland. There are options for flexible learning, including distance learning (for individuals) or mixed mode delivery for companies wishing to offer the course to a number of staff. For more information contact Gillian Gray at TTEC on 1800 353 945. ■