

# Remote Jobs and Communities Program STAFF INDUCTION



## COURSE GUIDE

## WELCOME

Congratulations on being selected as a provider of RJCP services. Welcome to the RJCP Staff Induction Program. This program has been designed for organisations looking to quickly develop the essential skills for success in the new Remote Jobs and Communities Program.

### Program Structure

The RJCP Staff Induction Program includes eight (8) comprehensive modules. These include:

- Understanding the RJCP Program
- Developing a Mentor Approach to RJCP
- Working Effectively in Indigenous Communities
- Developing Community Participation Activities
- Remote Youth Leadership & Development Corp
- Job Placement & Reverse Marketing
- Post Placement Support & Outcomes
- Addressing High Level Non-Vocational Needs

### Program Duration

The RJCP Staff Induction Program has been designed as a distance education program and as such can be completed in a timeframe that matches an employee's work commitments. General completion times vary between 2 - 10 weeks.

### Program Resources

All program resources are available from an online personal page via a unique login code supplied to each participant. Each module includes:

- Learner's Manual Workbook
- Assessment Task
- Downloadable Resources
- Downloadable Audio Podcast

In addition to this each participant will be assigned a tutor who will assist them in completing the induction program

#### More Information

You can find out more by visiting

[www.jobservicescentral.com.au](http://www.jobservicescentral.com.au)

Or contact us on 1800 508 290

## Frequently Asked Questions



### **Who is the RJCP Staff Induction Program suitable for?**

The RJCP Staff Induction Program has been designed for all RJCP staff . The program assumes no knowledge of RJCP and as such is designed as a first stage resource for any induction program.

### **How relevant is the RJCP Staff Induction Program?**

The RJCP Staff Induction Program has been designed by employment services specialists. All modules are JSA specific in nature and use terminology, examples and case studies that relate to real world RJCP situations. This version of the RJCP Induction Program incorporates aspects of RJCP 2013-2018 policy and programs to ensure that the program is up to date and relevant.

### **What mode is the program delivered in?**

The RJCP Staff Induction Program has been designed to run as a distance education program. Each participant is provided with a unique login to access their course resources. Participants are also assigned a tutor who will provide email and phone support as required and will also provide feedback on all assessment tasks. As a distance education program, commencement can happen at any time. Completion timeframes can be anywhere from 2 to 10 weeks depending upon commitment.

### **How does assessment work?**

Each of the eight (8) modules in the RJCP Staff Induction Program contain an assessment element. Participants complete relevant assessments which are based around the work environment and submit these regularly to their tutor. Assessments are marked and form the basis for competent completion of the program. Whilst the RJCP Staff Induction Program is not an accredited program as such (ie: Cert II, Cert III etc), the modules can be mapped to competencies from the Certificate III in Employment Services.

### **What does the program cost?**

The RJCP Staff Induction Program is charged at a cost of \$550 (inc GST) per participant. This is inclusive of all resources and tutor costs.

## Frequently Asked Questions

FAQ

### How do participants access the program?

The RJCP Staff Induction Program is accessible from any computer with an Internet connection. The interface has been designed as a user friendly approach to learning so that the participant requires no more than 3 clicks to access any part of the program.

### Can the RJCP Staff Induction Program be incorporated into our induction process?

Yes, the RJCP Staff Induction Program has been designed to compliment any organisations current in-house servicing for Induction. We are also able to tailor the look of the online program to incorporate your company logo as well as company specific resources if necessary.

### How do I know my staff are participating fully?

Course administrators can be set up within the program. A course administrator at your organisation will be able to log in at any time and see the progress of all staff within the program. Program progress and completion reports are also sent to administrators regularly.



RJCP Staff Induction Program



Name



Organisation



Email Address



Start Date

Modules | My Training

The screenshot displays a user interface with two tabs: 'Modules' and 'My Training'. Below the tabs is a grid of eight training modules, each represented by a polaroid-style image with a red pushpin at the top. The modules are:

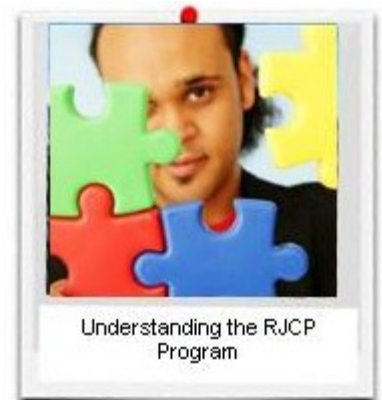
- Understanding the RJCP Program
- Developing a Mentor Approach to RJCP
- Working Effectively in Indigenous Communities
- Developing Community Participation Activities
- Remote Youth Leadership & Development Corp
- Job Placement and Reverse Marketing
- Post Placement Support and Outcomes
- Addressing High Level Non-Vocational Needs

## Module 1 - Understanding the RJCP Program

RJCP is a new employment services program commencing in July 2013 across 59 remote regions within Australia. This new program replaces existing JSA, DES and CDEP programs in those areas..

This module introduces participants to the RJCP program and will focus on participants understanding the structure of RJCP and how best to deliver RJCP services to their job seekers. This module will focus on:

- Understanding where RJCP sits in the Employment Services industry
- Identifying the key differences between RJCP and other programs
- Identifying key service delivery requirements of the RJCP model
- Understanding key features of the RJCP model including Participation Plans, Participation Account, Compliance, Fees etc
- Understand how RJCP performance is measured



## Module 2 - Developing a Mentor Approach to RJCP

Mentoring will form a large part of effective service delivery under the RJCP. Understanding the principles and processes involved in developing mentoring relationships will assist in achieving strong outcomes under RJCP. This module will focus on:

- Understanding the role of the mentor
- Developing mentoring skills and qualities to support job seekers
- Developing mentoring plans and implementing them for successful mentoring relationships
- Identifying suitable job seekers to participate in a mentoring process.



## Module 3 - Working Effectively in Indigenous Communities

Indigenous communities are unique and diverse places in which to live and work. Having a solid understanding of Indigenous culture and resources within the local community will assist RJCP providers in delivering more targeted and outcome driven services. This module will focus on:

- Developing cultural awareness
- Understanding the uniqueness of Indigenous communities
- Building effective working relationships within Indigenous communities
- Identifying key resources within Indigenous communities
- Examining employment within Indigenous communities



## Module 4 - Developing Community Participation Activities

A large part of the success of RJCP will be driven by meaningful community based projects and activities.

This module introduces participants to the role RJCP will play in fostering the development of community centred projects and activities aimed at achieving real and sustainable outcomes for participants. This module will focus on:

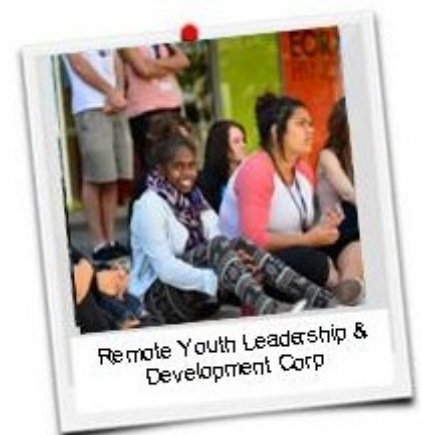
- CDEP wage participants and the RJCP
- Developing work experience activities
- Mentoring approach to community participation
- Understanding and Implementing Community Action Plans (CAP)
- Understanding and utilising the Community Development Fund (CDF)



## Module 5 - Remote Youth Leadership & Development Corp

The RYLDC aims to assist young people in making the transition from school to employment and build both foundation and vocational skills. This module will focus on:

- RYLDC eligibility
- RYLDC participation requirements
- RYLDC activities and service delivery
- RYLDC funding, payments and fees
- Mentoring of young people



## Module 6 - Job Placement and Reverse Marketing

The aim of RJCP is to move people from unemployment into employment. Job Placement and Reverse marketing are two (2) aspects of the RJCP model where developing employment opportunities is a key focus. This module will focus on:

- Understanding the role Job Placement plays in the RJCP model and the success of RJCP services
- The procedures and contractual requirements of Job Placement
- Developing strong employer relationships
- The process of reverse marketing
- Best practice when marketing job seekers



## Module 7 - Post Placement Support and Outcomes

Once employed job seekers are faced with a range of challenges within the workplace. Post Placement Support (PPS) allows RJCP providers to provide ongoing support and assistance once a job seeker gains employment.

This module will introduce participants to the concept of PPS as well as outcome tracking and the documentary evidence requirements for claiming outcomes. This module will focus on:

- The process of PPS
- The different PPS structures
- The types of RJCP outcomes available and their requirements
- Assistance that can be provided during PPS
- Dealing with difficult situations during the PPS process
- Best practice in PPS



## Module 8 - Addressing High Level Non-Vocational Needs

RJCP is designed to service a range of job seeker needs. Often those needs will be non-vocational in nature including such areas as homelessness, mental health, drug and/or alcohol, domestic violence etc. Having the skills to effectively address a range of high level non-vocational needs is important for anyone working in an RJCP environment. This module will focus on:

- Identifying the most common non-vocational barriers
- Examining strategies and resources to assist in addressing specific non-vocational barriers
- The RJCP model and how it can assist in addressing non-vocational barriers
- Addressing specific barriers in job seekers on an RJCP caseload.



### Staff Induction Program

Participant 1 \_\_\_\_\_

Participant 2 \_\_\_\_\_

Participant 3 \_\_\_\_\_

Participant 4 \_\_\_\_\_

Participant 5 \_\_\_\_\_

#### Contact Details

Name \_\_\_\_\_

Address \_\_\_\_\_

Suburb \_\_\_\_\_ State \_\_\_\_\_ Postcode \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

Email \_\_\_\_\_

Organisation \_\_\_\_\_

#### Payment Details (circle an option below)

##### Investment - \$550 (inc GST)

payment method      Cheque / Credit Card / EFT

Cheque	Credit Card	EFT
Payable to : Job Network Assist  Post to 20 Ferndale Rd, Bundanoon NSW2578	Complete details below	Bank : ANZ BSB : 012 739 Acc No : 183420277 Acc Name : Job Network Assist

Credit Card Type :      VISA / MASTERCARD

Card Number : \_\_\_\_\_ Expiry \_\_\_\_/\_\_\_\_ CVN \_\_\_\_\_

Name on Card : \_\_\_\_\_

Billing Address \_\_\_\_\_

Suburb \_\_\_\_\_ State \_\_\_\_\_ Postcode \_\_\_\_\_

Signature \_\_\_\_\_

**Enrolment Forms can be Sent to**

Fax (02) 9475 0239    Email [info@jobnetworkassist.com](mailto:info@jobnetworkassist.com)    Post 20 Ferndale Rd, Bundanoon NSW 2578