



# Discover your path

Impact Update  
2022-23



# Acknowledgements

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This report has been prepared for the members of the Australian Centre for Career Education (ACCE) and reflects the activities of the association and its respective divisions from January 2022 to December 2022.

We, the writers of this report, wish to thank the ACCE Committee of Management and all the ACCE staff for their contribution to the development of this report and the outstanding work completed on behalf of ACCE members and the wider community.

We acknowledge their dedication and commitment to improving the lives of young people and socially disadvantaged adults to help them build meaningful and sustainable career journeys.

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## **Layout and Design**

Kelly Reynolds

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Alastair Troedel Eastern Press

## **Career Industry Council of Australia**

ACCE acknowledges its association membership of the Career Industry Council of Australia (CICA) and the valuable work undertaken by the national peak industry body to advocate for career development and the profession.

ACCE supports the National Career Institute's Australian Register of Professional Career Development Practitioners (The Register) and the Department of Education's Australian Blueprint for Career Development.

ACCE maps career products, tools, resources, and training to the CICA Australian Professional Standards for career practitioners and the Australian Professional Standards for Teachers. Links to national and international career associations and organisations are made available to members to increase their knowledge of international career developments and programs.

ACCE remains a staunch advocate for all Australians to have access to high quality career education and development across their lifespan.

## **Acknowledgement of Country**

ACCE would like to acknowledge the traditional owners of the lands on which we are based. We acknowledge the traditional owners of country throughout Australia and recognise their continuing connection to land, waters, and culture. We pay our respects to elders, past, present, and future. We thank our First Nations People of Victoria for the opportunity to conduct our business on their lands. We work towards reconciliation with all Aboriginal and Torres Strait people.

# President's Report

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2022 saw ACCE deliver a raft of exciting resources and events for students and members while continuing to manage several flagship career projects. Our members continue to be our greatest asset providing their feedback and support for our work.

With our staff numbers doubling over the past two years, I am proud to see that they are committed to having a high level of professional development. Not only is the quality of professional development of a high standard, but they are professionally committed to sharing their learnings with each other and our members.

During the year, we continued to look for ways to serve the membership and meet their needs. Our Committee of Management have played a critical role in representing our community and career services in schools, private practice and community settings. The 36 regional career networks across the state continue to be a linchpin for shared knowledge and know-how.

We are halfway through our three-year Strategic Plan (2022-2024) and I am pleased to report that ACCE has achieved well over half of its strategic targets. Our CEAV Institute has done a sterling job of redeveloping their courses and assessments and undertaking a major quality review. This work has been well rewarded, and the institute has achieved Skills First funding again and has been preparing

for a significant ASQA audit. Applications for the Certificate IV and Graduate Certificate in Career Development Practice have been made for CICA reindorsement and the Certificate IV has already been approved again.

The CEAV Institute has also been extremely busy training career professionals in Victoria and in WA, NSW and Queensland. I congratulate Dora Karas and her staff for their enormous, tireless efforts to make the CEAV Institute a true centre of Teaching and Learning Excellence. In 2022, our Jobs Victoria Career Service has been able to offer student placements in the service, fulfilling a long-standing dream of the association to offer students real-world work experience.

I would like to thank our 2022 exiting CEO, Bernadette Gigliotti for the guidance she has provided to the association during this period of dramatic growth. Bernadette and our Operations Manager, Lee Ponsioen have provided excellent guidance and management throughout this dramatic phase. Bernadette's vision and leadership of ACCE has placed ACCE as one of Australia's leading careers organisations.

# President's Report

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Their fiscal oversight of our operations has gone hand-in-hand with ongoing auditing and reporting of our operations, especially for our two flagship projects: My Career Insights and the Jobs Victoria Career Counsellors service (JVCCS). Here, recognition must also be given to the work of all the staff in these two projects and to their project managers, Karen Pritchard for My Career Insights and Craig Eastwood in the JVCCS. These projects involve complex scheduling and reporting that are hard to image from the outside and their expertise is invaluable for the projects' success.

I also wish to extend our thanks to our career consultants who support the important work of the My Career Insights project. Without them, there would be no support for year 9 students in government schools to unpack their Morrisby profile and discuss their interests and aspirations for their future.

Our Operations Team have continued to support our conference, including the 2022 Work Futures hosted in partnership with the Victorian Commercial Teachers Association and work year-round on our Biennial Conference

and annual career awards. Our Project Team develop and update resources for members and government departments and create School to Industry Engagement projects to help employers and students to connect. This year ACCE has supported industry partners such as the Shepparton Industry Training Hub and rail sector, and the Water Industry to connect to career professionals, teachers and students to learn about the wide-range of current and future jobs opportunities in these sectors.

ACCE has been more vocal during the year in support of the CICA Professional Standards and the importance of professionalism in our sector. We have actively promoted the National Career Institute's (NCI) Australian Register of Professional Career Development Practitioners and continue to encourage members to join. In doing this, can ensure unqualified individuals are not filling our roles and delivering poor quality support to our students and adults in community.

Finally, I want to thank the other members of the Committee of Management for their countless hours of input to the industry

advisory panel at the CEAV Institute, and to their input to the direction and services provided by ACCE. My fellow committee members spend many hours in addition to their very busy days at school, furthering the interests of the association and our members. Their experience and dedication cannot be underestimated. Their input and that of the ACCE staff have resulted in the organisation growing and becoming a career workforce in its own right. Our careers organisation truly punches well above its weight!



A handwritten signature in black ink that reads "Mae Batrouney".

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**Mae Batrouney**  
President

# CEO's Report

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The year commenced with a real feeling that Victoria was finally exiting lockdown and it seemed that revitalisation was in the air, but it was also clear that our education sector was still experiencing the stress associated with recovery.

The reality of the effects of COVID was ongoing pressure in our schools, anxiety, and mental health issues for students (and parents) and burn out because of the pandemic years. I commend our members in education for their incredible resilience across the year and for their continued support of their students, and to our members in other sectors and those working independently, who continued to support clients navigate the rapid changes in education and the labour market. The ACCE returned to full capacity in 2022, and experienced growth in staffing as a result of the delivery of large-scale projects on behalf of the State government.

The work of the association is not possible without the dedicated commitment of our outstanding Committee of Management led by our high performing Executive Committee. The ACCE Committee of Management is reflective of the high performing membership all with extensive years of experience as professional career practitioners in schools and in industry. They have provided countless volunteer hours

in support of the association. As always, they are committed to our mission and helping students, young people and adults achieve their preferred futures.

Our staff have been nothing short of amazing. They have managed, and worked within, extremely large state-wide career programs under extraordinary circumstances with schools, students, members, and the community during this challenging time. Our operations team have maintained their high-quality standards and continued to run our conferences and events, inform and communicate with members, and manage our services and professional development.

It is important to also to recognise our partners in career development, the VET Development Centre (VDC) and Ticket to Work at Brotherhood of St Laurence, our government stakeholders, and industry partners. All have been true advocates for our work.

This list would not be complete without mentioning our partners at the Canadian Career Development Foundation and Dr Mary McMahon, Vice President of CICA who provided our CEAV Institute with her academic support to review our course materials and assessments, delivered professional development during the year, and provided an independent evaluation for the redevelopment and co-design of our Graduate Certificate in Career Development Practice for First Nations learners.

In 2022, we offered the Graduate Certificate in Career Development Practice, First Nations Program to Aboriginal students. Under the guidance of Dora Karas Head of Teaching and Learning and in collaboration with Aunty Carol Harrison, from The Aboriginal Teaching and Learning Service, we successfully redesigned the program to be reflective of Aboriginal Knowledge Systems. Carol was instrumental in supporting the redesign process that resulted in six Aboriginal and Torres Strait Island students moving through their training towards a formal qualification as career professionals. Upon graduation, they will be eligible for registration on the National Career Institute's Australian Register of Professional Career Development Practitioners and will be the first six indigenous qualified career professionals in Victoria.

Despite the challenges of 2022, we were able to roll-out an impressive professional development calendar that was shared with our CICA career associations interstate. Our Operations and

HR team implemented a performance planning system to support our staff in their work and career planning that included professional development with a framework to share career learnings with other staff and our members. ACCE was also able to respond to the tender to deliver the My Career Insights program to year 9 students in government schools for another two years. I am pleased that we were successful as it has been, and remains, a privilege to deliver this flagship career project for the Department of Education. From 2023, this project will play an important role in supporting the Senior Secondary Pathway reforms.

Our Annual Gala Career Awards night was a great success and provided a wonderful opportunity for members to meet face to face after three years. To see so many of our members attending the evening demonstrated how important it was to continue to celebrate the excellence amongst the membership. It provided an opportunity for everyone to relax and finally catch up after a long year and to recognise the great work achieved by so many of our award nominees and winners.

Throughout the year Penne Dawe and I stepped up our advocacy and engagement with government representatives and politicians at the state and Federal level. Working with the Australian Public Affairs, we continued to promote the importance of career education in our schools, and we continued to advocate for its inclusion in national and state curriculum.

The Jobs and Skills Summit was an opportunity to leverage our message and to respond to many of the Treasury paper issues where career education and guidance have been proven to have a positive impact. Importantly, we felt there was more government recognition and interest in the importance of career development for students, adults and the benefits of career development for the economy.

I am proud to be part of a community with social justice and inclusion at the centre of our work. There is still much work for ACCE to do. As I step down from the role of CEO to Senior Executive Officer, I look forward to offering my support to the association through the CEAV Institute as I return to my passion, teaching. I am confident that our dedicated Executive, Committee of Management, staff and new CEO will support ACCE to meet its remaining strategic objectives, plan for our 50th anniversary in 2025 and continue to support the important work of all ACCE members.



**Bernadette Gigliotti**  
Chief Executive Officer

# Our Mission

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Our mission is the advancement of career development and education for the public benefit of all Australians.



## Our Purpose

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ACCE is a national subject expert, membership association, and thought leader in career education and development. We advocate for advancements in career education and development and undertake projects that demonstrate the value of career development for Australians.

ACCE embeds quality standards, validated tools, and innovative practices within our profession and is a CICA endorsed provider of career development training through our Centre of Excellence in Teaching and Learning , CEAV Institute (RTO 22523).



# Our Work

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We provide a wide range of services in education and employment including:

**Professional development training**

**Career consulting services**

**Advocacy**

**Career education resources**

**Professional career education & training**

through our Centre for Teaching and Learning

**Membership services**

**School & industry career service benchmarking**

## Our Aims

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We aim to reduce employment inequity and alleviate poverty among our community's most vulnerable jobseekers by making high quality career advice accessible to all. By improving individual's job readiness, they can achieve sustainable employment outcomes and contribute to improving Australia's workforce capacity.

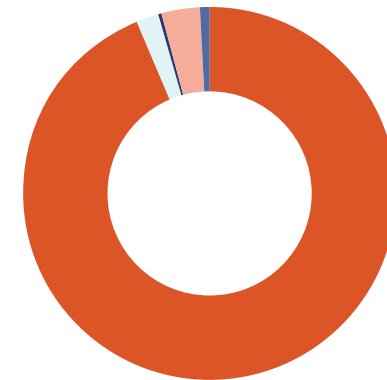
# ACCE Member Services

ACCE delivered its services to over 979 members consisting of career practitioners and staff from public and private schools, private practicing career practitioners, RTOs, students completing our courses, and organisations/industries that subscribe to our vision, mission and objectives.

Our diverse membership base includes:



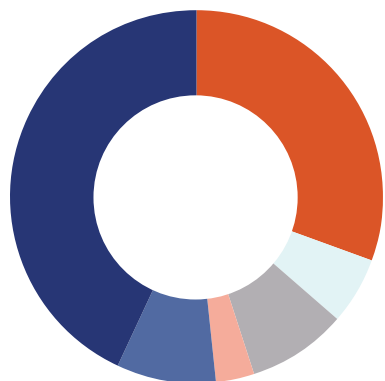
## Other services 2022



- 600 School support hrs
- 12 Regional group support hrs
- 3 Journals
- 21 eNews
- 4 ACCE updates

# ACCE Member Services

## Professional Development 2022



- **21.5** Webinars
- **4** School to Industry programs
- **6** 1-day conference
- **2.5** Gala Awards CICA presentation
- **6** Journals
- **30** Workshops

### Membership services provided

- 1** Membership support to an extensive network of contacts such as employer organisations, tertiary institutions, and government agencies.
- 2** Advice and consultation on career education and vocational education and training was provided to members.
- 3** Regular professional journals, fortnightly E-news updates, and in-house resources published to the member website.
- 4** Access to the online learning community that provides professional.
- 5** Liaison support to over 35 regional career groups.
- 6** New training programs and conferences at member rates.
- 7** High-quality resources, tools, products, and training mapped to the CICA Australian Professional Standards for Career Practitioners and the Australian Professional Standards for Teachers.
- 8** Links to national and international career associations and organisations were made available to support members to increase their knowledge of international career developments and programs.

# Our Project Work

## My Career Insights

ACCE entered its fourth year of delivery of the My Career Insights (MCI) program on behalf of the Department of Education and Training.

The MCI program and Morrisby Profile was available to **438 school settings** and more than **45,000 students**.



The program supports year 9 students in Government schools and equivalent settings to complete a Morrisby Profile and have an unpacking session with a qualified career consultant. This important program helps students to explore their interests, aspirations, and understand their strengths and aptitudes and then discuss pathway options with a qualified career professional.

The initiative builds on the career exploration activities students undertake in Years 7 and 8, and interconnects with other career planning activities and programs in Year 9. It is an important precursor to student subject selection for the VCE and promises to be a great asset in the transition to the new Senior Secondary pathways.

At the end of our initial four-year contract with the department, ACCE was successfully awarded a new contract to deliver the MCI project across 2023 and 2024.

The majority of mainstream government schools participated in the program during the year and Specialist and Special Development settings/schools participated when appropriate for their cohort.

## 2022 Key Results

**40,436**  
students registered  
for a Morrisby  
Profile

**37,261**  
students  
completed a  
Morrisby Profile

**43,630**  
students had a 1 to 1 unpack  
interview with a qualified Morrisby  
trained career consultant

2022 saw the addition of a dedicated **Inclusion Coordinator** to support Specialist schools and this resulted in a much higher uptake of the program. The program was also delivered to many students in vulnerable and high priority cohorts such as out-of-home care, juvenile detention and re-engagement centres.

## Students said...

“The Morrisby Program was very helpful to me as it gave me useful results relating to my aptitudes and what I was strong or weak at. It also gave me a good idea of some careers which I might like. The Morrisby Adviser was also very useful by helping me to interpret the results.”

“I really enjoyed this experience and found it very hopeful, and I will probably go back from time to time to check my results and see the industry that I'm interested in and what is required from me to go into that industry.”

“I enjoyed my Morrisby experience. I never realised how one test can identify the kind of person you are. My top career result ended up being what I am hoping to do in the future which is unbelievable. My Morrisby Advisor was so kind and made the experience enjoyable.”

“I really liked the face-to-face interaction because I got to talk and explain a lot and I felt very comfortable asking questions and answering them.”

## Schools said...

“The addition of the permission forms in alternative languages is something I need to use more of next to get better access to our non English speaking background families.”

“I got great support from the My Career Insights team this year. I found that Online WebEx counselling is easier to setup than in-person counselling. Students seemed to have enjoyed participating in the program, and find the counselling advice useful.”

**Student satisfaction for the profiling and unpacking sessions achieved a**

**90%+**

**student satisfaction result and excellent feedback**

## Other feedback

“On behalf of all here at Wyndham CEC, thank you immensely for your support of our young people. Today was outstanding and so valuable to all. Many thanks extended to the three counsellors- they were amazing!”

**Teresa**  
Wyndham CEC

“It is such a valuable experience for all students no matter what level they are at”

**Nolene Symons**  
Campus Principal at  
Bayside Williamstown

# CEAV Institute

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The ACCE Centre for Teaching and Learning Excellence (CEAV Institute RTO 22523) benefited from a new Manager and Head of Teaching and Learning, Dora Karas. Dora joined the institute on 25 October 2021, and substantially improved the institute's quality management system and auditing with support from the CEAV Institute team. Focus on quality improvements included reviewing the institute's core business, culture, and developing relationships with key stakeholders.

## Curriculum design

CEAV Institute has a rich history of training and providing professional development for school-based staff and career professionals through its two courses:

- ▶ CHC81315 Graduate Certificate in Career Development Practice, and
- ▶ CHC41215 Certificate IV in Career Development.

As part of the institute's quality standards, reindorsement from CICA was received for the Certificate IV in Career Development for a further period of two years (ending October 2024) and an application for endorsement of the Graduate Certificate in Career Development Practice will be submitted next.

During the year, institute staff evaluated the delivery of both courses to ensure both were of a high standard, engaging, and innovative – a process that took 12 months and included implementing changes to all 20 units and incorporating feedback from independent Auditors and students.

The team successfully commenced the following work:

- ▶ Reviewing and re-imagining many aspects of the learning and teaching program.
- ▶ Maintaining a comprehensive and up-to-date online Learning Management System for all enrolled learners to access course reference material.
- ▶ Monitoring and improving over 50 policies and procedures to meet compliance, and working very closely with our external audit experts, Audit Express.
- ▶ Engaging and consulting with industry to incorporate best practice design and delivery.
- ▶ Working closely with Dr. Mary McMahon, an internationally recognised expert in career development theory. She is an honorary Associate Professor at the School of Education at the University of Queensland, and ACCE Honorary Academic.

## Compliance

The CEAV Institute also responded to and met the high-quality regulatory requirements for the governance, promotion, administration, compliance, and quality assurance activities of RTOs. These include auditing, validation and course review conducted in an ongoing and proactive framework to meet the VET Quality Framework and ASQA regulatory requirements.

Extensive consultation took place across the year between Audit Express and the institute team to identify potential improvements. New content and resources were sourced and developed, while major enhancements were made to the quality management system of the institute and its assessments. Members of the institute worked very closely with the external audit experts to meet compliance requirements. This included an Internal Quality Health Check to determine the quality rating of the RTO against the relevant standards. The results highlighted that the 2022 Health Check Report was positive and CEAV Institute had successfully passed all major compliance requirements and is well placed for its ASQA Audit in 2023.

# CEAV Institute

## Enrolments and Graduation

CEAV Institute made a great start to the year with 197 students enrolled in its courses. Both courses were delivered via mixed-mode and supported learners in Victoria, WA, NSW, and Queensland.

Two Industry Training Hubs in Armadale and Wanneroo WA provided targeted funding through study grants to support learners to become career development practitioners and qualify for professional registration.

The CEAV Institute was also able to welcome graduates who journeyed from interstate and within Melbourne to attend the first graduation ceremony since the start of the COVID pandemic (pictured below). 316 students were graduated at the ACCE CEAV Institute Greensborough Campus. Leading Career Academic, Dr Mary McMahon (below right) was the keynote speaker at the graduation and two graduating students shared their study/career journey and key learnings with other graduates.



## Developing a workforce of First Nations Career Professionals

In 2018, ACCE began work on developing a customised training program for Aboriginal and Torres Strait Islander learners to develop a career workforce for First Nations people. In 2022, the first pilot training program was developed and tested with support from a government grant to customise the training for First Nation learners.

In collaboration with our development partner, Carol Harrison from the Aboriginal Teaching and Learning Service, the Graduate Certificate was modified and trialled based on traditional learning methodologies. The independent evaluation was carried out by Dr Mary McMahon.

ACCE was able to employ two students from the trial within the ACCE Jobs Victoria Career Counsellors service and a total of six First Nations learners will graduate as a result of this important project.

From 2023, the First Nations Graduate Certificate will be offered within the standard suite of career courses at the CEAV Institute.

## Learner evaluation feedback

Graduates from CEAV Institute reported a significant differentiation in the Institute training due to the balance between career theory and practical career practice. Through the vocational training model, a blend of both academic and practical assessment is offered along with the opportunity to develop a deep understanding of how career theory is applied within the workplace. Importantly, our students learn the strategies to effectively put theories into practice within the context of their role and ongoing professional development in their work environment.

Our annual Learner Engagement Survey received excellent results with an overall satisfaction rate of 97% for learners. Of our students:

**95%**  
were satisfied  
with their training

**95%**  
found that the training  
was flexible enough to  
meet their needs

**97%**  
would recommend  
the training organisation  
to others

**97%**  
said their trainers had  
excellent knowledge of  
the subject matter

**96%**  
felt they developed the  
skills and knowledge  
expected



# Learner Testimonials

“The resources and material were current and up to date.”

*Assumption College Teacher*

“It introduced me to the world of Careers Development and the sheer breadth of research, history, and relevance of the area. It was an invaluable time to learn about the job market and the kind of world that we are preparing our students for. We were then given lots of practical tools and resources to help students take the next step into the world of work.”

*Heathdale Christian College*

“My colleagues have been impressed that CEAV/ACCE has provided assessment tasks that have been immediately applicable and practical at school - so thank you and the whole team for such a valuable study experience, both for me and for our school community.”

*DET Student  
Industry Training Hub Western  
Australia, Armadale*

“The practical content was very helpful in training us for the workplace.”

*Hazel Glen College Teacher*

“In 2022 I took part in studying for the CHC81315 Graduate Certificate in Career Development Practice. This course far exceeded my expectations as this was a practical course that provided skills and knowledge that assisted me in setting up the college plan and vision for 2022 and beyond.”

*Student*

“Susan Elmasri was an amazing trainer, throughout the entire course. She was very knowledgeable and conducted very informative and educational tutorials. She provided great support to myself and the other students. She was always willing to help with any problems or concerns and I always felt she did this without judgement. Her feedback on assessments was always so extensive, supportive and encouraging. I am very grateful to have had Susan as my trainer/assessor.”

*DET Student*

“During the last session on Tuesday 22nd November Susan explained the tasks in detail. She gave us plenty of time to complete the Commencement Activity and stayed online for people to ask questions. Throughout the course, Susan has always been approachable and calming. If I have had any questions, I have always felt comfortable in communicating with her. Susan provides detailed feedback. Susan's passion for career development is extensive and I have thoroughly enjoyed learning from her.”

*MACS Student*

“You are a great instructor—organized, responsive, patient, and able to clearly explain complex career theories and topics. Although words are powerless to express my gratitude to you, I thank you from the bottom of my heart for giving me positive feedbacks all the time and encouraging me to complete the course.”

*MACS Student*

“I thoroughly enjoyed the course and truly appreciate your support throughout. Thank you for presenting such engaging workshops, being so accessible and flexible and for instilling confidence in me in my return to study after so many years!”

*MACS Student*

# CEAV Institute

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## Trainers in Action

The institute's qualified trainers and assessors are proficient and passionate career practitioners with extensive experience in a range of educational settings.

Throughout the year they demonstrated their commitment to supporting their learners in engaging and interactive ways to improve outcomes for Australian students and members of the community.

## Partnerships

The CEAV Institute continued to forge important industry partnerships with:

- ▶ Department of Education, Victoria
- ▶ Melbourne Archdiocese Catholic Schools (MACS)
- ▶ Independent Schools Queensland (ISQ)
- ▶ Industry Hub in Western Australia, Armadale, and Wanneroo
- ▶ Department of Employment and Workplace Relations (DEWR)
- ▶ Australian Institute of Sport (AIS)
- ▶ Independent Schools of Victoria (ISV).

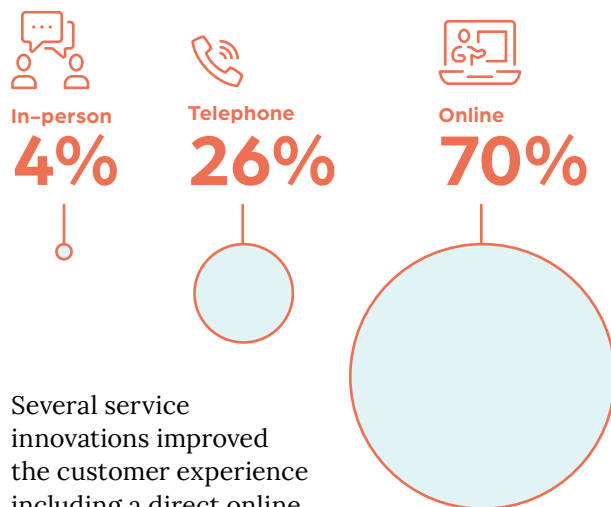
Through the support of our stakeholders and collaboration with them, the institute was able to make a positive difference to the quality of career services.



# Jobs Victoria Career Counsellors Service

The ACCE Jobs Victoria Career Counsellor service entered its second year of operation in June 2022. It was a significant period of development for the services with additional connection to government and employment programs. In combination with the exit from COVID lockdowns and increased referrer engagement, there was a steady growth in session numbers. By December, 22,543 sessions had delivered to the Victorian community.

**Despite the exit from COVID, the majority of participants still preferred their sessions online:**



Several service innovations improved the customer experience including a direct online booking system and SMS text alerts to remind participants of their session.

## Community engagement supported:

- ▶ Corrections Victoria with onsite career guidance delivered by the Jobs Victoria Career Counsellors at Tarrengower Women's prison, Judy Lazarus Transition Centre, and the Dame Phyllis Frost Centre;
- ▶ Participants in the Social Services Job Guarantee program, and
- ▶ Veterans for Department of Families, Fairness and Housing.

Group sessions were delivered to Youth2Industry, Norwood Secondary College and Doncaster Secondary College, and presentations were provided to Carers Victoria, Home Education Network, Haemophilia Foundation Australia and Brain Link Services.

## Service partnerships include:

- ▶ Don Smallgoods
- ▶ Moonee Valley City Council
- ▶ Flemington Housing Program
- ▶ Bendigo Kangan Institute Vocational
- ▶ Indigenous Sports with ASHE, Shepparton
- ▶ Barrbunin Beek (Banyule)
- ▶ Immigrant Networks
- ▶ Skills and Jobs Centres.

The service was recognised as best practice for mid-career adults by the OECD and continued to offer a differentiated service model to ensure that participants received the right level and type of career intervention for their needs.

**Participant satisfaction rates were a high**

**75%+**

**for client satisfaction and willingness to refer the program.**

## Outcomes for participants who have completed Jobs Victoria Careers Counselling sessions include:

- ▶ Started a new job
- ▶ Looked for a new job
- ▶ Enrolled in a course
- ▶ Increased their work hours
- ▶ Completed a course
- ▶ Obtained an interview
- ▶ Strengthened job search skills
- ▶ Updated their job application document
- ▶ Accessed the Jobs Victoria Mentor Service
- ▶ Commenced planning for starting own business
- ▶ Was accepted into Access employment
- ▶ Formed professional networks
- ▶ Identified career pathway and action plans.



# Jobs Victoria Career Counsellors Service

Of all the participants engaged in the service, the CRM data collection and survey results represent 17.7% of this population size. The figures below extrapolate the response sample as a percentage of the total participant population:

Improvement in work readiness of participants from baseline data:

**38.5% or 3,032**

will have looked for a new job (537 baseline)

**Number of participants who have commenced employment and the duration of their employment (if known)**

Improvement in work readiness of participants from baseline data:

**33% or 3,055**

will have started a new job (541 baseline)

**Number of participants who have commenced education or training or who have completed education or training:**

Improvement in work readiness of participants from baseline data:

**14.3% or 1,327**

will have enrolled in a course (235 baseline)



**Specialist service cohorts supported by the service:**

- ▶ disability
- ▶ VET and corrections
- ▶ unemployed
- ▶ migrants and asylum seekers
- ▶ women returning to work
- ▶ COVID affected jobseekers
- ▶ retrenched workers
- ▶ young people post school
- ▶ tertiary students unsure of their direction
- ▶ older workers
- ▶ career changers
- ▶ indigenous students and adults.



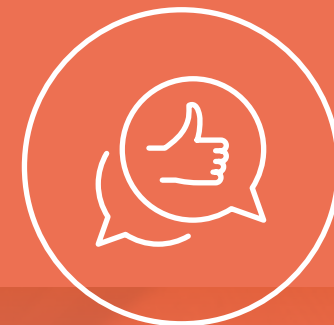
## Case study 1

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### **Female identified, late twenties.**

This participant had been looking to change jobs for several months before she connected with a Jobs Victoria Career Counsellor. She had been struggling with the job application process, and was seeking support with resumes and how to succeed at interviews. Through her sessions with a career counsellor, this participant was supported in the application process and able to build confidence in interviews. This participant was successful in finding her ideal job in digital marketing and is grateful for the support of her career counsellor.

“Looking for a job over the last few years has not been easy. But with Liz’s help, I was able to trim my resumé down to its core and feel more confident about my abilities. Thanks to Liz, I realised finding a job was not about fluffing up the skills you don’t really have. It was about being confident with what you know and using that to your advantage. Progress will be slow but trust the process. It will be tough, but take it with a pinch of salt! Thank you so much Liz.”  
– Participant G.”



## Case study 2

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### **Female identified, late thirties.**

Case stories and testimonials are deidentified to the maintain privacy and confidentiality of participants and meet the JVCCS service delivery code of ethics and professional standards.

“David helped me see my qualities, skills, and talents in social media marketing and so I began the journey of freelancing as a social media content creator and manager.

Through this I discovered the need for voice over work, and set myself up with my own studio with a Kmart microphone, I created demo reels of my audio, and now ... I am managing 5 social media clients and had just turned over a \$1000US week last week with Voice over work. Yep my \$35 Kmart investment has now made me over \$3000.

His gentle guidance and encouragement has helped me to reposition and discover new career pathways and honestly as I reflect, the work I am doing right now brings me so much joy and had been something I had always wanted to do deep down. Especially the voice acting. I just needed that encouragement and guidance to take the steps forward.

I have a clear plan now of my new career, I am generating income that meets our families needs, and most importantly I am using skills and talents I have that bring me joy and flexibility.”

# ACCE School to Industry Engagement

## Careers in Regional Rail & Construction

The ACCE Project team developed a series of career resources, webinars, and industry tours showcasing the rail and construction industry in collaboration with the Shepparton Industry Training Hub and key project partners, Rail Projects Victoria and Coleman Rail. The career education program was developed to showcase the wide range of opportunities, particularly in the Regional Rail Revival program - Victoria's largest ever rail infrastructure project projected to create 600 jobs across its three stages.

### The program included:

- ▶ Pathways to Employment Program
- ▶ Educators Webinars
- ▶ Student Webinar (6 classes)

The program received 58 recording views across the key program elements.

Resource development included video and written case stories, an Industry Fast Facts poster, Career Pathway poster, Useful Links sheet, a Skills Chart and Student and Educator Webinar recordings that were delivered in Term 2.

The Study Options table showed students the many possible pathways available between study and work starting with VET in School Certificate II qualifications and progressing through to degree level qualifications.

ACCE ensured that resources supported students to discover all the nonlinear study pathways available and each job description and qualification were linked to: [www.labourmarketinsights.gov.au](http://www.labourmarketinsights.gov.au) and [www.training.gov.au](http://www.training.gov.au)

Resources	Downloads
Case studies	18
Fast Facts Poster	37
Pathways Poster	46
Useful Links	30
Skills Chart	24
Lesson Plan	17
Student Workbook	52
Teacher Resource	30
Industry Immersion Experience Workbook	16

Industry Immersion Experiences (IIEs) were an integral part of the year-long Industry to School Career Development Program.

### Industry Immersion Experiences

**7**  
schools  
participated in our Regional schools local onsite tour

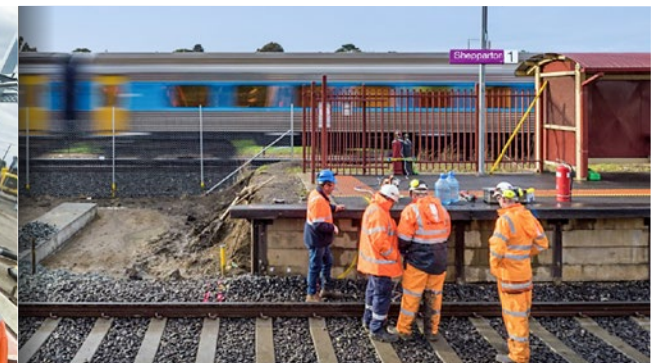
**1**  
school  
participated in the Melbourne Newport Rail Academy

**5**  
schools  
participated in the Regional schools industry to school visit

**165+**  
students  
participated across the IIEs



The Pathways to Employment Career Practitioner Information Webinar Session and the Student, Parent, Career Practitioner and Educators Webinar Sessions aimed to connect young people to industry. It was especially important for students looking to leave school and their parents so they had the necessary information about available jobs, apprenticeships, and traineeship opportunities.



# ACCE School to Industry Engagement

## Careers in the Water Industry

ACCE worked with the water industry to develop a range of interactive resources to help students discover more about Victoria's Water Industry. The resources provide students with the opportunity to reflect on their skills and interests and undertake career planning and exploration in the sector.

A wide range of informative and entertaining videos, activities, and case studies underpin the resources. ACCE worked with the water industry to ensure that the case stories reflected a diverse group of young people with varying levels of qualifications who were currently working in the industry.

Available in both text and video format, the case studies provided an engaging way for students to discover more about the wide range of roles in the sector and the workforce requirements to keep the water industry flowing.

**440 resource downloads were recorded across the student workbook, teacher resource and case studies:**

Resources	Downloads
Case studies	170
Student Workbook	187
Teacher Resource	83



Event	Attendees	Recording views
Educators Webinar	24	48
Student Webinar	1 class + 3 separate students	69

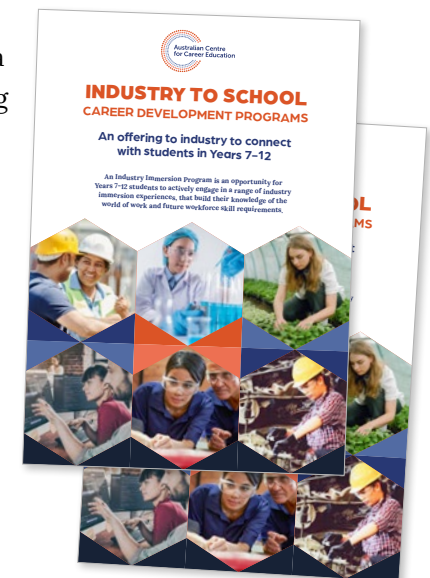


## Industry to School Career Development Program

In 2022, the ACCE Project team designed an Industry to School Career Development Program brochure to begin promoting ACCE's Industry to School consulting services. The brochure outlines various industry immersion modules with links to examples of ACCE's previous work, along with suggested six and 12-month programs.

100 Industry to School Career Development program brochures were mailed to targeted organisations identified as current industries experiencing jobs and skill shortages. 14 follow up calls and 12 follow up emails have been sent and a number of new industry partnerships have been established with:

- ▶ PFD Foods
- ▶ WorkSafe Victoria
- ▶ Financial Planning Association of Australia.





# ACCE Career Service Benchmarking

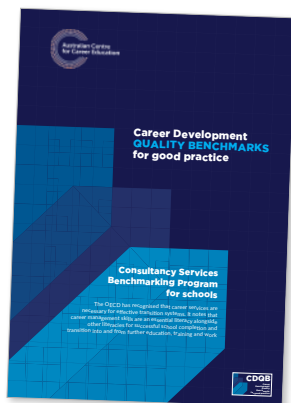
## School Benchmarking

ACCE continued to deliver its school benchmarking of career services with Catholic schools across Victoria funded through Catholic Education Commission Victoria. 75% of the funding was used by schools with 18 schools using the benchmarking service:

- ▶ Seven schools completed a comprehensive multi-day benchmarking service complete with feedback from all year levels, staff, parents and carers and leadership.
- ▶ Eleven schools took part in the 1-day benchmarking audit.

Career professionals specifically trained in ACCE's benchmarking process worked with school career practitioners and staff to conduct the benchmarking and deliver a report with a career service action plan and further follow-up support for the school.

Designed to affirm good practice and identify strengths in service delivery, the benchmarking Action Plan provides opportunities for ongoing improvements where gaps are identified and provides career practitioners with support at the leadership level for the services they deliver.



## VET Development Centre

ACCE continued its partnership with the VET Development Centre supporting the facilitation and moderation of the centres high-quality, best practice professional development series for the VET sector.

A total of 244 sessions (26,235 minutes) of professional development delivery took place between January and December.

## Improving Transitioning for Young People with Disability

In 2022, ACCE worked with Ticket to Work, Brotherhood of St Laurence to support their project to develop an inclusive benchmarking tool for schools to improve transitioning outcomes for students with disability. With the support of the Gandel Foundation, Ticket to Work engaged both ACCE and inclusive education academics from the University of Newcastle to support this important work.

Leading the project evaluation from the School of Education at the University of Newcastle were:

- ▶ Dr Angela Page who teaches in the Master of Special and Inclusive Education degree and leads an Inclusive Education for Teachers and Communities in the Pacific project.
- ▶ Dr Joanne Moser who has experience in disability-inclusive education in Australia and across the Asia Pacific region. Joanne's focus is on meaningful career transition pathways alongside the capacity development of people with a disability.

The University of Newcastle's role was to evaluate the outcomes of the project, focusing on qualitative research from the experience of key stakeholders in the project and using a qualitative metric benchmark.

ACCE's engagement was to work with schools to trial the benchmarking guide in support of the evaluation process and three Victorian schools participated in the project.

The benchmarking tool, evaluation report and resources will be promoting in 2023 from the ACCE website along with an expression of interest for career professionals to join a Community of Practice (specialist disability) to support ongoing improvements in the tool and career services in mainstream and specialist schools for student with disability.



# ACCE Annual Awards Gala

The year finished on a high note with the ACCE Annual Awards Gala to honour the outstanding contributions made by its members to the career industry. It also took the opportunity to recognise the great contribution made by exiting CEO, Bernadette Gigliotti.

ACCE continues to make a significant impact on the professional development and growth of its members, offering a wide range of resources, services, and networking opportunities.





ACCE is a not-for-profit educational charity that supports career education and development as a lifelong process. We believe that through the development and delivery of ethical and professional career education and training, careers counselling services and products, individuals can become successful career self-managers.

### **Contact**

Building A, Level 2, 61 Civic Drive  
Greensborough, VIC 3088

Phone (03) 9433 8000  
Email [admin@ceav.vic.edu.au](mailto:admin@ceav.vic.edu.au)

ABN 80 549 485 560