



Australian Centre
for Career Education

Discover your WHY

Impact Update
2021–22



Acknowledgement of Country

We would like to commence the 2021 Annual General Report with an acknowledgment to the traditional owners of the lands on which we are based. The Australian Centre for Career Education acknowledges the traditional owners of country throughout Australia and recognises their continuing connection to land, waters, and culture. We pay our respects to elders, past, present, and future, and to any Aboriginal people who are with us today. 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.

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 2021 to December 2021.

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.

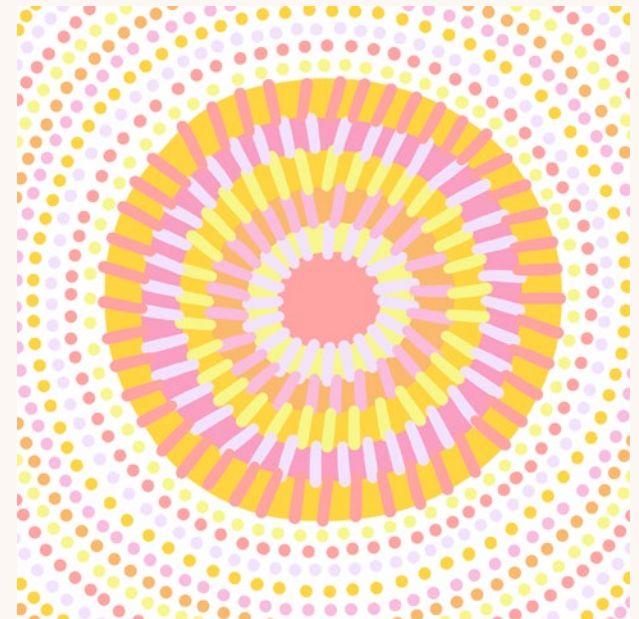
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Department of Education and Training and the Strategic Partnership Program

The ACCE gratefully acknowledges the support of the Department of Education and Training in providing our final year of funding to this association through the Strategic Partnership Program in 2021. This grant contributed towards the upkeep of the ACCE website platform, the ACCE Journal, and ongoing support for member schools.



Artwork by Lacey Yeomans



Our Mission

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

Our Purpose

ACCE has a proud 47-year history. Initially established by the Victorian Government, we have grown to be a national subject expert, membership association, and thought leader supporting career development and positive employment outcomes in Australia. We advocate and support advancements in career development, career education, and career guidance counselling for all Australians. Our organisation remains at the forefront of international research and experience to embed the best quality standards, validated tools, and innovative practices within our profession. We are a founding member association of the national peak industry body, The Career Industry Council of Australia (CICA), and a CICA endorsed provider of specialist career development training through our Centre of Excellence in Teaching and Learning (RTO 22523).

Our Work

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

- membership services
- professional career education and training through our Centre for Teaching and Learning Excellence
- career and employment resources and tools
- professional development events
- research and development
- advocacy for the sector and career professionals
- school career benchmarking assessments and plans
- audits of careers services
- career and employment projects with community and government partners.

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.

Engagement with the Career Industry Council of Australia

As a founding member of the national peak industry body, the Career Industry Council of Australia, ACCE holds a seat on the national committee. ACCE also delivers two CICA endorsed courses from its Centre of Excellence in Teaching and Learning: CHC81315 Graduate Certificate in Career Development Practice and CHC41215 Certificate IV in Career Development.

ACCE worked with CICA in 2021 to access independent auditing of the professional Career Counsellors hired by ACCE to work within its Jobs Victoria Career Counsellors service.

ACCE is pleased to support CICA in its national efforts to raise the profile of career development practitioners and improve the professionalism of the careers industry across the country.



Our project work

My Career Insights

The ACCE My Career Insights team achieved fabulous results during the year, particularly given the complexities of navigating lockdowns during 2021. Despite these, they successfully managed school engagement so that Year 9 students in Government schools across Victoria could complete the Morrisby vocational assessment tool and participate in a follow-up ‘unpacking’ interview with a career counsellor. A total of 33,241 students from 433 schools, including students in specialist and alternative settings, completed their profile and received a follow-up interview to discuss their results.

Students of all abilities have been able to participate in the project, including students with physical impairments, various health circumstances, special learning needs, and those who are not neurotypical. The program also reaches out to students in re-engagement settings, hospitals, and juvenile detention. The ACCE team of Regional Coordinators who work across metropolitan and regional schools support school Career Practitioners and other support staff to promote conversations between schools, families, and students.

2021 was the third year of the project and has been vital for Year 9 students at school. It has enabled students to discover their strengths, values, ambitions and goals, and discuss their

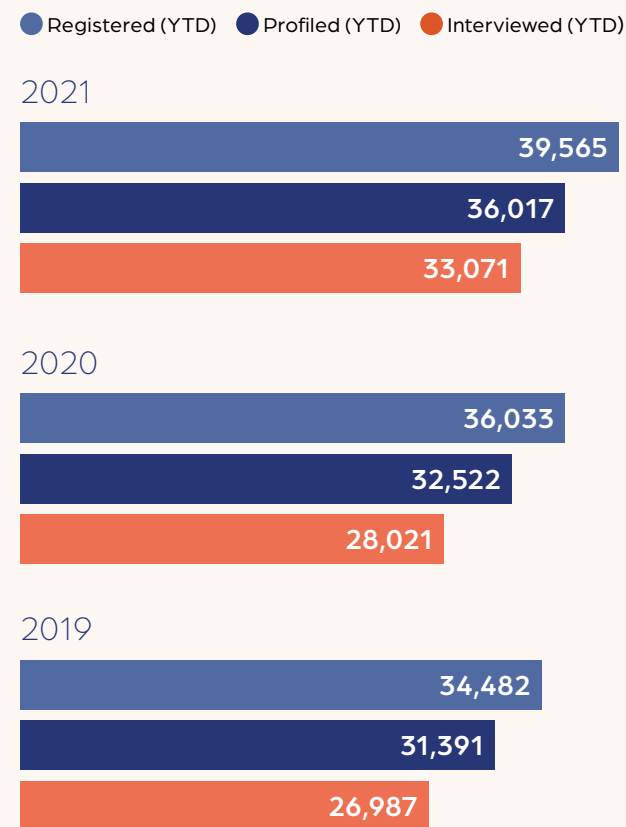
results in the unpacking interview session with a qualified and independent Career Counsellor. This has had a remarkable impact on the development and engagement of young people in their learning – even more important through COVID. Importantly, due to multiple lockdowns in 2021, the former Morrisby@Home Student Profiling Kit was rebranded to a Student Profiling Kit and was used by many schools to retain student engagement. Some school staff advised they utilised it with students to profile as a ‘homework’ activity.

Having a package of remote profiling resources already established limited the impact of repeated lockdowns and school closures during the year. It also enabled many schools to capture any students that may have otherwise ‘missed out’ as remote fatigue and absenteeism increased over 2021. Parents reported the remote interviews at home were beneficial, allowing them greater access to participate.

My Career Insights’ participating students have gained greater insight into themselves, a critical step in career development. It has increased their confidence to make informed choices about their future schooling and pathways, and they have learned that each one of us has something unique that provides a path to a fulfilling career.

The following graph shows the improvement in the reach of the My Career Insights project over the past three years.

Students Registered, Profiled and Interviewed (YTD) by Year





Key Results

While 33,241 students completed the entire My Career Insights program (including completing the online Morrisby profile and participating in a follow-up unpacking interview) 39,583 students registered and of these, 36,017 completed their profile.

This means that a little under

**40,000
students**

have access to the Morrisby tool for ongoing use in future years.

My Career Insights offered both

**remote
and on-site
delivery**

wherever possible
across 2021.



The My Career Insights project team continued to increase awareness of an additional profiling pathway referred to as:

Optional Aptitudes.

This pathway allows students who are disengaged, have learning support needs, or English as an additional language, to access the Interests questionnaire upon registration, with the option of completing the Aptitudes Assessments later.

Student satisfaction survey results showed that the program was very well received with an

**average
92%
satisfaction
rating.**



Morrisby profiles were completed in **mainstream school settings** across Victoria and in a range of **specialist and alternative settings**, including Parkville College, Virtual School Victoria, medical centres, mental health facilities, and navigator/re-engagement settings.

What Students Said

"I think that this a great experience for any teenagers unsure of their future career. It really helped me grasp an idea of what my career might look like. Overall amazing!"

"The [career counsellor] was very clear about what I'm good at and did an amazing job at helping me understand all different pathways and really kept my attention well. Overall, an amazing experience."

"It not only helped me understand myself and my learning goals, but it also opened up so many resources and opportunities that I didn't even know existed."



Overall, I am satisfied with my Morrisby experience

88.2%
strongly agree or agree

My assessment results identified my aptitudes, interests and personality

94.6%
strongly agree or agree

The Morrisby Adviser clearly explained my results to me

95.6%
strongly agree or agree

The interview was a useful experience which will help me plan my future

89.9%
strongly agree or agree

The Morrisby Adviser helped me identify appropriate action steps

92.3%
strongly agree or agree

What Parents Said

"Just wanted to let you know we had our interview with [Consultant] from Morrisby today. Thank you for the opportunity, we found it very useful and informative. It will be an amazing resource for [child's] future school years and hopefully helping her choose a career she loves and is good at. What a great initiative."

"I just wanted to say a big thank you for the appointment with [child] today. He informed me that the insight of the Morrisby Program is very amazing and beneficial for him to choose his future pathway."

"Firstly, [child] loved being involved in the Morrisby Interview yesterday, she took so much out of it and it has really made her think about what direction she would like to take over the next few years and what areas she would like to look into for a future career. So many options available that we had never considered, it is a great program that the school has engaged in."

School Engagement

A summary of results from a school engagement survey is included below:

92.3%
of schools agreed or strongly agreed that the ACCE Regional Coordinator provided sufficient support in the delivery of the program.

100%
of schools agreed or strongly agreed that the MCI profiling resources were useful.

96%
of schools agreed or strongly agreed that the Regional Coordinator provided prompt support.

Comments from school staff

"Fantastic program with immense benefits for students and families."

"It has been a very successful enterprise over the last 3 years and highly beneficial to the Year 9 students in preparing them for their year 10 and VCE subject selections."

"Thank you for providing this service, it's been great to be able to give the students a positive experience this lockdown."

"The students I have spoken to found the process very rewarding and valuable and this will now form the basis for our Career Action plans and subject selections for 2022 later in the year."



Rolling out our Jobs Victoria Career Counsellors Service

In 2021, ACCE was successfully awarded a contract by Job Victoria to be the sole provider of the Jobs Victoria Career Counsellors Service. It fulfils one of our key missions – to provide free career counselling and guidance to Australians. Whilst only available to Victorian residents, the service is a world-class service and modelled on a well-developed community career service operating in the US at Florida State University. The service differentiates its offerings based on career decision-making readiness and is underpinned by cognitive information processing to help clients problem solve career issues and engage in career decision making. It is explicitly designed to support the individual needs of participants and we hope that it will be a model and inspiration for the rest of Australia:

Underpinned by a person-centred approach, there is no one-size fits all offering, so members of the community receive the service that is right for their needs. The service outcomes include:

- Informing and guiding participants to make informed decisions about suitable work and education/training opportunities in line with their aspirations, needs, and labour market trends.
- Reducing long-term unemployment by supporting displaced/retrenched workers,

as well as young people entering the workforce, to find employment that suits their skills and circumstances.

- Assisting participants to engage in skills development that will lead to employment.
- Supporting pathways to economic security for those in precarious work.
- Strengthening lifelong learning and providing an active approach to labour market engagement and transitions.

Despite COVID lockdown, ACCE ‘stood the service up’ on 2 August 2021 having been awarded the contract at the end of June 2021. This includes the implementation of a dedicated 1800 hotline utilising call centre infrastructure. Service operating hours have evolved since start-up, with career guidance appointments available until 8pm Tuesday, Wednesday, and Thursday. The 1800 phone line is also available until 8pm on those days, in addition to opening from 8.30am Monday through Friday.

The service now employs 45 staff, including Career Counsellors, Team Leaders, Intake Officers, IT support and a central project team. New staff are introduced to their roles through an intensive 5-day training program, with professional development and upskilling

offered on an ongoing basis. A quality assurance framework has been developed around the CICA Professional Standards. Staff also engage in regular reflective practice sessions.

Lockdowns resulted in early sessions being delivered online via Zoom and over the phone. Face-to-face delivery in the community commenced in April 2022. Face-to-face sessions are offered using a ‘pop up’ model, with work being finalised to have Career Counsellors permanently available at various locations across the state. The project team works closely with their Jobs Victoria partners, promoting the service at expos, jobs fairs, markets and other events alongside Advocates and Mentors. Team Leaders play a crucial role driving awareness and engagement in the community.

To date, Team Leaders have attended 250 meetings with service providers and community organisations across the state.

The service has now supported over 3,500 participants with 7,100 career guidance sessions delivered. 40% of participants accessing the service are unemployed while 38% are employed and looking to transition into another role. Participants are typically looking for support to identify interests and career goals, identify transferable skills, understand the skills and steps required to reach career goals, make career decisions, and prepare job applications. To support their work, Career Counsellors have access to leading career assessment tools including the Employment Readiness Scale™ and Morrisby Profile. The team also shares an extensive resource kit that ensures participants from a range of backgrounds, presenting with a variety of support needs, can be assisted.

Results have been positive, with participants invited to complete a feedback survey once they finish with the service. Results show the benefit of delivering professional career counselling to the community, with 90% of participants agreeing that their Career Counsellor provided professional advice and support. The participant satisfaction rating is 4.5/5, with 8.7/10 participants agreeing that they would recommend the service to friends and family.

Recent feedback

“My Career Counsellor was excellent, supportive and innovative. She really listened to my needs and guided me accordingly whilst keeping me alert to seeing alternative prospects. All round outstanding experience. Thank you.”

“My Career Counsellor was fantastic. Given my health issues she was able to work the fine balance between my skills and where I needed to be recovery wise. Excellent effort and very much appreciated.”

“My Career Counsellor was very positive and provided me with lots of great advice. She also made me feel confident in being able to achieve my goals. Because of her encouraging words and support I was able to have the opportunity to interview at 2 different jobs and was offered employment by both companies. The beauty of this I was confident to choose the job that was right for me.”

“I’ve already recommended the service to a few other people following my sessions. My Career Counsellor was brilliant and really helped me through a challenging time and getting me motivated and on the right track.”

“My Career Counsellor helped me to make a better resume and showed me how to look for hidden job opportunities. When I had an interview coming up she helped me practice some interview questions and it gave me the confidence I needed to smash the interview. I have successfully found a role in the career path that I wanted to pursue thanks to her help.”



Community Employment Connectors

ACCE trained 34 Community Employment Connectors for the Department of Families, Fairness and Housing to support young people aged 16–25 from culturally and linguistically diverse (CALD) backgrounds.

Connectors help young people from multicultural backgrounds who face barriers to employment and training pathways, and adults from CALD backgrounds who face barriers to securing sustainable employment.



Training the Jobs Victoria Advocates

In early 2021, the Department of Jobs, Precincts and Regions engaged our Centre for Teaching and Learning Excellence to design and deliver training to support a new workforce of Jobs Victoria Advocates in Metropolitan Melbourne and Regional Victoria. Modules embedded in the training were designed to support Advocates with their primary function: to provide information, navigation and referral support to people interested in developing pathways to employment. A total of 147 Advocates enrolled in training across 10 programs, together with 34 Community Employment Connectors across two programs.

The five-day training program was delivered face-to-face and online via Zoom during periods of lockdown. Delivery occurred between March and October 2021, with material uploaded to Moodle as a self-paced program to cater for Advocate appointments post-October. Following the training, ACCE offered ongoing mentoring to Advocates to support them in the field. In addition, the ACCE Centre for Teaching and Learning Excellence developed and delivered a training and experiential sharing program for up to 10 specialist Aboriginal and Torres Strait Islander Advocates. The Yarning Days, to run in 2022 will be co-facilitated by ACCE's Aboriginal consulting partner, Carol Harrison.

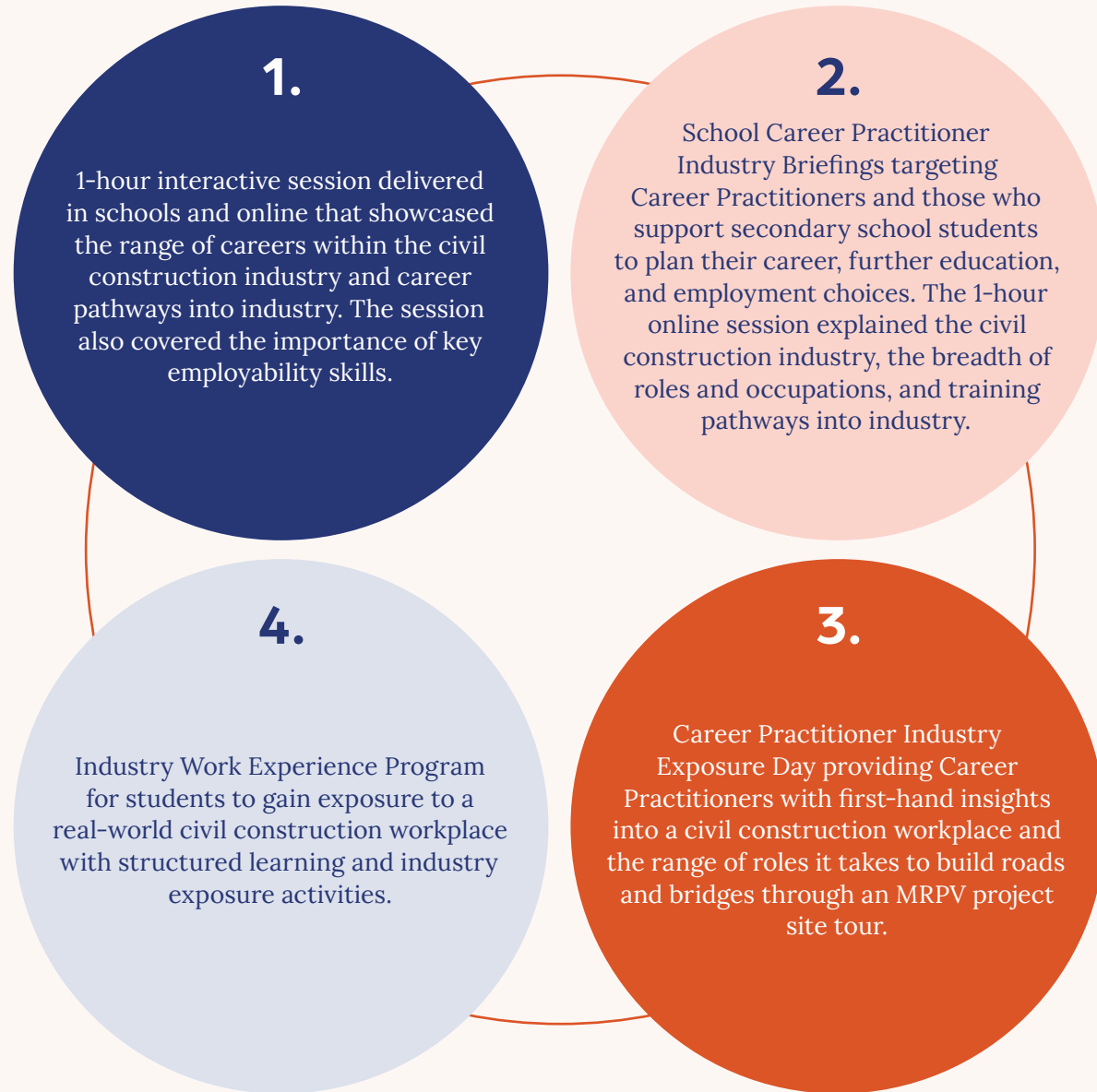
Major Roads

In March 2021, ACCE was engaged to assist with the design, development, and delivery of an Industry Work Experience program for Major Road Projects Victoria which included iconic projects such as Victoria's Big Build. Major Roads was committed to improving the knowledge base of students in secondary schools, in relation to careers in civil construction, and aimed to support this through a structured work experience program.

The Major Roads project was designed for school Career Practitioners and students in Years 7 to 12 to:

- discover careers that exist within the civil construction industry
- explore career pathways into the industry
- understand the role of key employability skills.

Its four key components targeted Career Practitioners and students to increase awareness and pathways into industry:





Career Consulting Services



Job Match campaign for the City of Greater Dandenong

In 2021, our CCCA career consulting team was commissioned to run a Job Match Campaign for unemployed or underemployed people within the City of Greater Dandenong. Participants were invited from previous CCCA work readiness projects with the council that received Community Revisitation funding to address high unemployment and evaluate the benefits of structured career interventions.

As part of the previous Community Revisitation projects, jobseekers had received career counselling and completed the Employment Readiness Scale™ vocational assessment tool. The tool highlights barriers to work readiness and provides jobseekers with a career action plan. When used in conjunction with career counselling, those jobseekers who are not yet work ready are supported to become work ready.

The Job Match Campaign was available to jobseekers regardless of their work readiness and aimed to support 8-12 work ready jobseekers. The City of Greater Dandenong and the CCCA consulting team worked closely with local employers to host interviews and 10 jobseekers attended interviews with one or more local employers: Programmed, Chobani, and Seymour Whyte.

21 interviews were attended



11 stage two interviews were conducted across the three employers

5 positions were offered



1 was employed



2 jobseekers used the opportunity to practice their interview skills

4 jobseekers were unable to attend interviews

While not all jobseekers were employed through the campaign, it allowed participants to gain feedback and have a real-world employment experience. Jobseekers were supported to role play interviews with the career counsellor beforehand and to customise their resumes, get feedback on their presentation, reflect on transferable skills, prepare for an interview, and express their career aspirations.

Feedback

When career development works hand in hand with jobseekers and industry, results are highly successful. Jobseekers in the campaign identified a range of skills and extra confidence that they had developed through the opportunity.



"It opened my eyes again and gave me hope and confidence after being made redundant. The career counsellor was very open, and I was able to talk with them easily."

"The interview helped me to gain confidence, speak slowly and understand what they said and the questions they ask."

"This is a great platform for new jobseekers. They did not require a driver's license or experience. The different interviews gave me experience in talking confidently and made me feel more confident."

"It was very helpful; I learnt how to answer interview questions and I was able to get a job. It was very helpful."

"It has helped me very much. I got more hours, more steady fixed term work, more confidence and the feedback was helpful."

"What it is like to have a job interview on zoom, being more prepared."

"I had the questions, I could prepare, I felt prepared. It was clear to me, gave me confidence. Now I feel confident with interviews."

"Answering interview questions using the STAR method during interviews."

"I know what I must work on, transferrable skills and examples of my experience."





Career development professional training

ACCE Centre for Teaching and Learning Excellence

Whilst the pandemic remains a challenge for face-to-face training, the ACCE Centre for Teaching and Learning Excellence continues to focus on offering engaging learning opportunities for students and members through its courses and programs. It has successfully embraced online training platforms during 2021 to ensure an effective hybrid model is accessible.

Over the last 12-months, staff have been working towards standards of excellence in teaching, assessment, and compliance. The team continue to monitor and improve policies and procedures to meet compliance with Skills First requirements, and is working very closely with our external audit experts, Audit Express, to meet 2022 compliance requirements:

Compliance Items	
ASQA Annual declaration	Due 31 March 2022
Skills First Audit	Due 10 March 2022
AVETMISS Reporting	Due 28 February 2022

Note: All compliance have been successfully meet for 2022.

Enrolments

The Centre for Teaching and Learning Excellence has made a great start to the year with healthy enrolments in both the Certificate IV in Career Development and the Graduate Certificate in Career Development Practice. There are 138 new students enrolled and 148 students from 2021 still completing courses, bringing the total number of enrolled students to 286.

Courses (RTO 22523)	Year 2021 - 2022	Year 2022 - 2023	Total
Certificate IV in Career Development	72	13	85
Graduate Certificate in Career Development Practice	76	125	201
Total enrolments	148	138	286

Learning and Teaching

Towards the end of 2021, the ACCE Centre for Teaching and Learning Excellence began a process of reviewing and re-imagining many aspects of its learning and teaching programs. The team have been particularly interested in utilising the students' learning experience to inform the development of practices and programs. Going forward, the focus will be on providing accredited training programs that continue to follow CICA quality frameworks and incorporate best practice delivery.

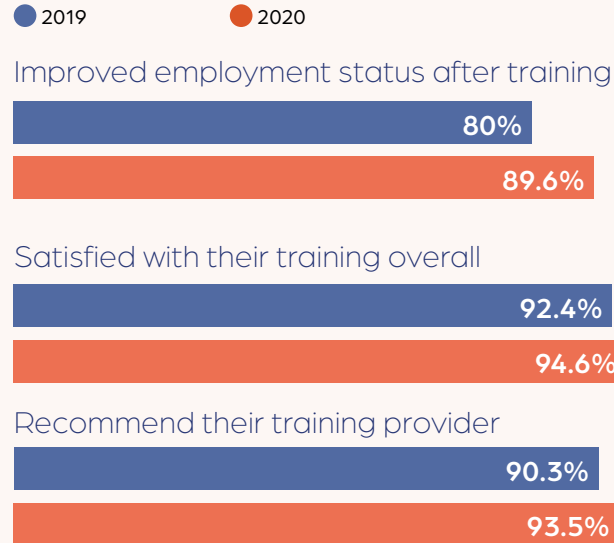
We are reviewing the delivery of the Certificate IV in Career Development and the Graduate Certificate in Career Development Practice courses with a view to ensuring they continue to be of a high standard, engaging, and innovative. We have been excited to host our academic in residence, leading Australian career theorist and academic, Dr Mary McMahon. We are thrilled that Mary has provided so much input to our training and delivered several professional development sessions to our members and the wider career practitioner community. We look forward to welcoming her back later in 2022 for more input and professional development.

About our learners

The feedback collected during 2021 from a survey of our student cohort was very affirming. We are pleased to report a summary of the *employment outcomes and satisfaction levels* with the training of students who completed the VET Career qualification.

Generally, we see improvements across most aspects of training despite the challenges faced during the pandemic. Transitioning to online training was the focus from 2020 and presented many unique challenges. Our resources focused on providing support in addressing the challenges encountered within our cohort. Feedback from those who received assistance indicates a 97.2% satisfaction rate with the quality of support offered.

Qualification Completers at Career Education Association of Victoria Inc



Of the qualification completers at ACCE:



98.3%

were employed before training.
Of these: -

9.7%

were employed at a higher skill level after training last year, compared to only 4.5% of the previous year

30%

found a better job after training this year, compared to 25.8% of the previous year

97.8%

were employed after training.
Of these: -

91.2%

received at least one job-related benefit, compared to 89.4% in the previous year

96.6%

found the training relevant to their current job, compared to 95.5% in the previous year

Graduation

In March 2022, a total of 235 students graduated and we were fortunate to be out of lockdown to host a ceremony at our home on the Melbourne Polytechnic campus in Greensborough. Of those 235 students that graduated:

74 students

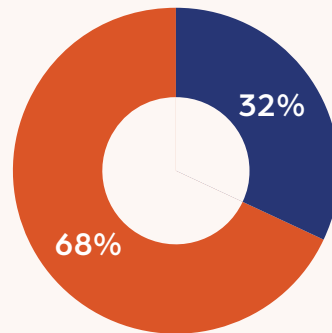
(32%) have completed the CERT IV in Career Development

160 students

(68%) students have completed Graduate Certificate in Career Development Practice.

Percentage of students completed the courses

- Cert IV in Career Development
- Grad Certificate in Career Development Practice



Relationships

The ACCE Centre for Teaching and Learning Excellence continues to foster strong relationships in the delivery of the accredited training with the following:

- Department of Education and Training (DET)
- Melbourne Archdiocese Catholic Schools (MACS)
- Independent Schools Queensland (ISQ)
- Sport Australia
- Industry Training Hub in Western Australia.

Continuing professional development program

In 2021, ACCE delivered a broad range of professional activities that were accessed by the wider community including a total of 24 webinars and workshops. Of the live delivery of the Professional Development Learning Calendar, over 1,033 members accessed the online webinars. Of the ACCE members attending live webinars, the vast majority were members working within Victorian Government schools (41%). Other participants included members from Independent Schools (14%), Catholic Schools (5%) and the other participants were private, tertiary, student or parent attendees (together making up 40%).

ACCE also collaborated with industries including the Rail Academy, Offshore and Specialist Sea Ships Australia, and Major Road Projects Victoria to deliver online learning for students from Years 7-12 in real life and real time industry projects. The online sessions were developed as an opportunity to support industries facing growth with jobs in demand via free webinars for students, parents, and Career Practitioners.



School Benchmarking

In 2021, the Catholic Education Office Melbourne partnered with the ACCE to deliver benchmarking services to schools across the state. 39 schools responded and were funded to complete 1 and 2-day Benchmarking activities in 2021/2022. A total of 17 Catholic Schools successfully secured funding for the multiple-day benchmarking program. The multiple-day program includes a complete review of a career service. It includes surveys and interviews with the career practitioner, school leadership team, staff, parents, and students.

A total of 22 Melbourne Archdiocese Catholic Schools (MACS) were successful in receiving funding for the 1-day benchmarking review which includes the development of an implementation-ready, Career Action Plan for the school's career service.

All schools funded for benchmarking were able to successfully participate in the program via Zoom, with some benchmarking extended into 2022 due to COVID and the impact of remote learning on schools.

8 MACS schools
were benchmarked in 2021.
Six were based in Metropolitan Melbourne, one in Gippsland and one in the North-East of Victoria.

6 multiple-day benchmarking programs
were completed in 2022

3 one-day benchmarking programs
were completed in 2022



ACCE's benchmarking services are open to all schools across Australia. ACCE also delivers benchmarking for tertiary and VET education providers, and for government, private, and not-for-profit organisational career services.



Career Education Resources

World Compendium

In 2021, ACCE commenced work on the international development of micro credentials with our partner, the Canadian Career Development Foundation. This project will be completed in 2022 with the first courses available in 2023 on a worldwide platform:

The ACCE World Compendium of Career Development Practice.

The project includes work with leading Canadian academics and practitioners to bring a series of micro credentials to the ACCE members across Australia.

Topics Include:

- Strengthening mental health through career development
- Ethical practice in careers work
- Career helping
- Dealing with failure through career interventions
- Planning and delivery of school career education programs.



Other 2021 resources included:

- Annual updating of the Medical Matrix for member schools.
- Three ACCE eJournals with a national distribution of 1,000 and copies sent to State and National libraries.
- The ACCE eNews sent fortnightly throughout the year.
- Offshore & Specialist Ships Australia (OSSA) resources and two webinars.
- Updating of the *Introduction to Career Development Practice* manual.
- New book room titles including a special discounted rate for the first edition of *Career Helping* by Associate professor Kris Magnumson, launched at the ACCE 2021 conference.
- Development of Job Advocates training and resources.
- Development of Community Employment Connectors training and resources.





**Connecting
Learning to Work**

In 2021, ACCE was contracted by the Department of Education and Training to manage and support the member teacher associations of the Council of Professional Teaching Associations of Victoria (CPTAV) to create resources to support teachers and careers practitioners to connect learning in the classroom to potential careers. The initiative provides a range of exceptional supplementary resources to support career education programs in schools.

The *Connecting Learning to Work* resources include subject videos that are currently accessible via ceav.vic.edu.au/connecting-learning-to-work and showcase the wide range of career options and roles available to students through the subjects they select. Most importantly, these videos highlight that the subjects students select are a guide to their career pathway and do not restrain their career choices. The videos include many examples and interviews with young people working in various fields and how a particular subject supported them. The videos also highlight the hidden gems in subjects that helped students in completely different fields and in different ways.

The resources support students to develop the skills and capabilities to navigate multiple careers, manage complex and challenging transitions and meet the demands of the rapidly changing world of work. ACCE is looking forward to making the rest of the resources available in 2022.

Connecting Learning to Work Resources:

- DATTA Victoria: Design and Technology
- DATTA Victoria: Engineering
- Digital Teaching and Learning Victoria: Digital Technology
- Drama Victoria; Drama
- Environment Education Victoria: Environmental Science, Sustainability
- Geography Teacher Association of Victoria: Geography
- History Teachers Association of Victoria: History
- Humanities Coalition (HTAV, SEV, VAPS, GTAV and others): Humanities
- Modern Greek Teachers Association of Victoria: Greek Language
- Outdoors Victoria: Outdoor Education
- Social Education Victoria: Politics and Sociology
- The Mathematical Association of Victoria: Maths
- Victorian Association for the Teaching of English: English
- Vicphysics: Physics
- Victorian Commercial Teachers Association: Accounting, business, Economics, Legal Studies.





Advocacy

ACCE continues its role as a leading advocate for the career industry and Career Practitioners in all sectors. Our mission is to ensure that the community has access to high quality career development and education, especially those who need additional support.

In the past year, ACCE made submissions relating to the working conditions for Career Practitioners in Victorian schools, to the Federal Government's 'the strategy' on disability employment and for career education to be incorporated within the new Australian Curriculum. Members of our Committee of Management wrote to their local members of parliament to arrange meetings to discuss the importance of career development and education for all Australians. We also engaged the services of well know lobbyists, Australian Public Affairs, to help us in our efforts and support meetings with senior ministers and advisors in both state and federal jurisdictions.

Copies of our submissions can be accessed on our website:

- AEU submission for a standardised classification/award for Career Practitioners, AEU Victoria
- Conditions for Career Practitioners in Victorian Schools, 2021 Yarra Regional Careers Group and ACCE
- Submission to the Australian Government's consultation on the development of a Disability Employment Strategy ("The Strategy")
- Submission to the Australian Curriculum Consultation Review.

Online consultation responses were also made to the:

- Australian Skills Classification (consultation) in relation to the role of Career Counsellors
- Senior Secondary Pathways Reform consultation
- VET Delivered to School Students Discussion Paper survey response
- Australian Skills Classification Feedback on the role of Career Counsellors, National Skills Commission.

ACCE was also invited to participate in the National Youth Employment workshops run by the Brotherhood of St Laurence. The purpose of the workshops was to align skills, employment opportunities and young people's aspirations in systems design, focusing on career entry for young people who are disengaged. The industry sectors of focus were those with entry-level opportunities and career pathways for young people:



During the workshops, ACCE advocated for paid cadetships/internships and improved marketing of these sectors to ensure young people understand the range of role opportunities available.



Biennial career conference



Our 2021 biennial conference was held over three days (1 December to 3 December 2021) and themed around Career Education – Knowing, Helping & Action. Despite the impact of the COVID pandemic on career professionals and members in schools, we were able to run our event online and it was by all accounts, a great success.

The conference aimed to build on career practitioner working knowledge of what constitutes quality career development services for young people and had a focus on labour market trends, mental health, and industry expertise.

The program boasted a wide range of experts nationally and internationally and was highly subscribed. There were 284 registrations, five virtual expo stalls, five sponsors and over 50 speakers, all supported by 15 ACCE staff. As always, our attendees are surveyed, and they reported being impressed by the diversity of content and exceptional speakers.

A special thanks to our amazing team who contributed to the development and event management of the conference, including online delivery:

- Bernadette Gigliotti, Lee Ponsioen, Raquel Martins, Amelia McCulloch and Bethany Cherry – Led planning, finance/invoicing, website creation, Eventzilla Platform set-up, branding and graphic design.
- David Thompson – Lead Moderator, enquiries.
- Sabrina Martins – Assistant to leads, created moderator guide and led moderator training.
- Kristen Coyne, Katherine Puglisi, Natalie Maharaj and Justine Newton – Assisted with program creation, speaker follow-up, finance/invoicing, enquiries and moderation.
- Naomi Corlett – Assisted with program creation.
- Daniel Santo, Alvi Tafa and Samuel Dickson – IT Support.

Conference keynotes included:

- Welcome. The Hon. Minister James Merlino, Deputy Premier of Victoria and Minister for Education.
- DET Update. Building Momentum and driving change through the senior secondary reform agenda. Scott Widemer, Assistant Deputy Secretary, Senior Secondary Pathways Reform Taskforce, DET.
- Time to Rise. Knowing our craft and our impact. Sareena Hopkins, Executive Director, Canadian Career Development Foundation.
- What did the survey say? Unpacking the status of career practitioners in Victorian schools. Trevor Black, Vice-President, CEAV Committee of Management.
- Right Before Your Eyes. Seeing your contribution to mental health. Dave Redekopp, President, Life-Role Development Group and Michael Huston, Director, Strategy, Screen and Design, Creative Victoria.
- Career Helping. Harnessing perspective and emotion in everyday practice. Dr Kris Magnusson, Professor, Faculty of Education, Simon Fraser University.

Planning for our 2023 conference is already underway and we are looking for career experts in their field or sector to showcase innovation, expertise, and quality in career practice.



Feedback



"Quite good – it was varied enough to keep my attention. The topics were fresh, timely and some interesting background information to the new VCE. Update on our profession was useful too."

"I really enjoyed it and it was a fantastic organisation of events and speakers. It was actually exactly what I needed to finish the year on."

"It was really positive. I enjoyed being able to relax and really absorb the information provided without being distracted. I missed the informal networking."

"It was great. It was professionally delivered and the content was amazing. This was my first conference and I haven't stopped telling my colleagues about it since."



President's Report

The past year has been exceedingly challenging for members, and all who worked in schools. 2021 was the second year of lockdowns and everyone should be congratulated for the extraordinary efforts they made to keep young people connected and provide them with hope for their future. Our members needed to draw on resources and think creatively on their feet, often with limited resources, to ensure that students nearing their school transition could find meaning in a world of work that had largely shut its doors to the public.

While the pandemic was experienced differently in other states, the anxiety associated with the future was something that many young people (and adults) felt. It is in these most challenging of times that it is important to remember how valuable our work is to the community. Career Practitioners have a tangible role to play in helping young people navigate to more positive outcomes.

The My Career Insights (MCI) team were able to engage with a large student cohort and schools. Our governments schools and Career Practitioners were highly responsive and supportive. While many of the career sessions were delivered online, this already successful program was able to deliver an engaging and hope-filled outcome for students under pandemic conditions. The dedication and professionalism of the MCI team is to be commended for their hard work and commitment to the students they serve.

Despite the pandemic's impact, ACCE was successful in being selected as the sole provider of the Jobs Victoria Career Counsellors service (JVCCS). Awarded in June 2021, the team was able to stand-up the service

in four weeks. It has long been a vision of the association through its CCCA division, that free career counselling would be available to the wider community. What started as a dream with the David Osborne Community Careers Counselling Centre was actualised in 2021 by the association for the benefit of all Victorians. We congratulate the State government, in particular Jobs Victoria, for providing this much needed service to all Victorians. To date more than 7,000 Victorians have utilised the career service. Career Counsellors in the service come from a wide range of CICA member associations, a true example of the professionalism of the careers industry taking shape.

During the year, the JVCCS engaged 24 CICA accredited Career Counsellors, and IT support and Intake Officers, to provide career guidance services to the community. Thousands of sessions have been conducted by phone and online to support Victorians to return to work. With a full contingent of 36 Career Counsellors expected by June 2022, the service will increase its capacity significantly across the state and has commenced face-to-face delivery in a range of community settings across Victoria.

In 2021, ACCE undertook a strategic planning workshop to develop its strategy for the next three years. The plan focusses on continuing its growth from the previous plan, and increasing its quality training services, advocacy, and research. ACCE is continuing its research and development partnerships with the Canadian Career Development Foundation to bring quality training and vocational tools to Australia. ACCE has been fortunate to have had Dr Mary McMahon as our Academic in Residence

(AIR) program and first for the association, to share her expertise as part of our professional development program with members.

I would like to thank the Committee of Management: Trevor Black, Phil Newnham, Narelle Mc Fadden, Jacky Burton, Lucinda Huffer, Helen Madden and Dora Karas for all the hours of time they have volunteered to strengthen ACCE and improve services for our members, and our CEO Bernadette Gigliotti, for her tireless work.

As always, the ACCE conference was a success. The dedication and hard work of the ACCE event and administration team enabled the event to pivot online providing professionally moderated sessions to Career Practitioners from a cast of professional Career Practitioners, educators, and government representatives.



Mae Batrouney
President



CEO's Report

As we exited the Omnicron COVID wave in 2022, I was thrilled to see the opening of our schools, and higher education and training organisations. It is a remarkable relief to us all, especially students, their families, and the institutions that have done a remarkable job of supporting students and teaching remotely.

While COVID led to considerable off-site working and online collaboration for most of our 2021 operations, we were able to adjust while maintaining the quality of our services to the community, stakeholders, and staff. Our RTO trainers and assessors have been able to keep students engaged online and deliver our two courses – the certificate IV in career development and our graduate certificate in career development practice. Nearly 1,000 members have continued to receive quality career resources and professional development webinars. We were also able to retain a high attendance at our biennial conference online which offered 24 workshops, plenary and keynote sessions and industry panels to 284 attendees.

In 2021, our My Career Insights program was in its second year and was able to deliver 33,000 Morrisby@Profile vocational assessments and career interviews to year 9 students across Victoria despite COVID.

Staff at 355 schools are now registered for Morrisby Adviser Access and of these, 33% have completed full Morrisby certification.

ACCE also developed and delivered industry immersion programs for the Maritime Industry, Railways, Major Roads Project Big Build programs and commenced work on the water industries and ran industry webinars for career professionals and students as part of the annual CPD program. ACCE trained the Jobs Victoria Jobs Advocates and the Department of Families, Fairness and Housing Community Employment Connectors to work in multicultural communities. Our project team was also able to stand-up the ACCE Jobs Victoria Career Counsellors service, hiring 33 Career Counsellors, team leaders and intake staff to provide Victorians with free, professional career counselling.

A special thanks goes to all our staff, who made significant contributions over the past 12-months. They have supported significant changes because of COVID and navigated every challenge successfully while keeping safety and quality at the forefront of everything they do. They have been a credit to ACCE, the community, our stakeholders, and the sector.

It is with pleasure that I share their remarkable achievements from what has been a remarkably challenging year.



Bernadette Gigliotti
CEO



Nearly 1,000 members have continued to receive quality career resources and professional development webinars.

ACCE Governance in 2021

Executive Committee

Mae Batrouney

President, Highvale Secondary College

Trevor Black

Vice President, Carey Baptist Grammar

Narelle McFadden

*Treasurer, Ivanhoe Grammar School –
Plenty Campus*

Phil Newnham

Secretary, Wantirna Secondary College

Lee Ponsioen

Business Manager

Bernadette Gigliotti

Chief Executive Officer

Committee of Management

Helen Madden

Plenty Valley Christian College

Lucinda Huffer

Wellington Secondary College

Dora Karas

Marcellin College

Jacky Burton

The Knox School

ACCE Staff in 2021

Bernadette Gigliotti

CEO

Division Managers

Lee Ponsioen

Business Manager

Adrienne Hazeldene

*Major Projects Manager (My Career Insights
and Jobs Victoria Career Counsellors Service)*

Karen Pritchard

Program Manager, My Career Insights

Anna-Louise Allen/Dora Karas

Head of Teaching and Learning

Penne Dawe

Partnerships and Development

Daniel Santo

ITC and Digital Manager



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STAR ACADEMY



ACCE is a not for profit charity that supports career 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.



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