



Workforce Career Consulting Services



About ACCE

The Australian Centre for Career Education was established in 1975 by the Victorian Government to train teachers to support student subject choices and school transitioning.

ACCE is a not for profit educational charity and thought leader in career development. We work with governments, industry, and community services to develop career development programs and training, school to work immersions, and career resources and tools. We are an endorsed training provider of career practitioners by the peak industry body, The Career Industry Council of Australia (CICA).

ACCE advocates and supports advancements in career development, career education, and career guidance counselling. 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. ACCE is a founding member association of national peak industry body, CICA. We are the sole provider of the Jobs Victoria Careers Counsellors Service and we deliver over 33,000 career guidance sessions to year nine students in Victorian Government schools each year through the Victorian Department of Education's My Career Insights program.



Employer Case Stories

Federal Government Experience +Program

ACCE was commissioned by the Department of Education, Employment and Workplace Relations (DEEWR) to provide three professional Careers Practitioners to counsel employees in the Ballarat region as part of the Federal Government's **Experience +Program**. The program aimed to support the closure of several manufacturing plants in both retail and manufacturing. ACCE career counsellors were engaged over a period of four months to support workers over the age of 45 who had been retrenched (with most retrenched workers falling into the 50 – 65 years of age category).

The program included the delivery of two career development information sessions that were offered to all workers affected by the closures. Following the information sessions, up to three career counselling sessions were offered to all workers including a written *Individual Transition Plan* that was completed with the client. The transition plan included information about the labour market and instructions on how to use and locate labour market information and financial planning information.

Labour market information was vital for transitioning workers. It supported the development of their future career goals by identifying job growth information in the region. Clients looking for alternative work as part of their transition plan received tips for successful transitioning that were part of the resource development kit built during their career sessions.

Workers were guided through the counselling process to understand their career readiness using a range of self-assessment strategies. This included identifying their current skill levels and readiness to enter a job search campaign, and guidance in how to implement and manage their transition plan.

Career sessions were available in the evenings and early mornings to accommodate shift workers and a career counselling booking system was managed by the DEEWR staff who maintained direct contact with employers in the program.

The ACCE referrals included government agencies such as Centrelink, banks offering free advice, financial services, volunteering opportunities, and a range of pathway options.



Outcome

The program achieved a high level of success with 75% of clients seeking transition advice to move out of their current industry into further training and reskilling. The remaining clients accepted redundancy packages and utilised the transition plans for retirement and financial planning services.

Following the success in Ballarat, Victoria, the program was replicated by DEEWR and rolled out across other states over a two year period.

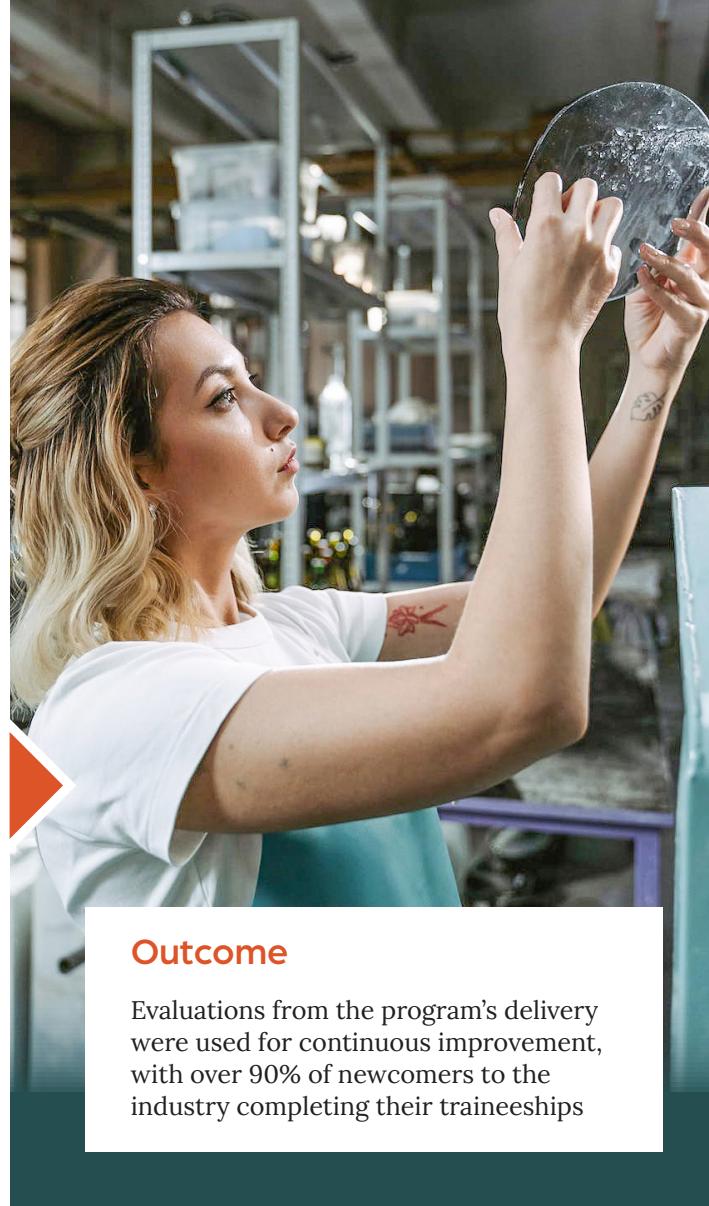
Supporting The Australian Glass and Glazing Association

ACCE was commissioned by The Australian Glass and Glazing Association (AGGA) across a two year period to assist in the promotion of career pathways into industry program. The project aimed to address growing concerns regarding the high attrition rates amongst young apprentices.

ACCE designed a career development program for AGGA that would deliver 40 trained mentors for apprentices and trainees across the industry. ACCE conducted extensive career interviews of potential mentors to determine their suitability and capability for acquiring the necessary skill sets to build their knowledge of career development and mentoring to support newcomers to the industry.

ACCE developed the performance outcomes and skills and knowledge for the mentoring program, and supported the establishment of professional mentoring between the mentors and apprentices/trainees. The program focused on developing the capacity of mentors to support career exploratory activities and strategies that would address both the needs and interests of the apprentice or trainee. The program was customised to support the range of Language, Literacy and Numeracy needs of mentors with limited education but significant industry experience. ACCE utilised its extensive experience in quality training delivery to ensure the training delivered suited multiple learning styles.

The AGGA program was rolled-out across the country by professional career practitioners in local areas who were trained to deliver the program and support mentors. Online and phone support was provided to field career practitioners enabling them to track the progress of newcomers to the industry.



Outcome

Evaluations from the program's delivery were used for continuous improvement, with over 90% of newcomers to the industry completing their traineeships



Toyota Drive Team

With significant redundancies planned due to manufacturing plant closures, Toyota engaged ACCE to support the development of their 'DRIVE' team. DRIVE stood for Dedicated, Ready, Individual, Vocational, Energised – attributes that were to be demonstrated by a group of Certificate IV Career Development graduates trained by ACCE. ACCE supported the co-design of the Toyota DRIVE Careers Service including consulting on the design and delivery of programs for Toyota workers during the closure period.

In mid-2015, the newly trained DRIVE team began working with employees developing additional skills training, preparing individual career plans, and providing workers with the opportunity to access company-sponsored training and further study. Approximately 2,500 jobs were directly connected to Toyota's manufacturing and were impacted by the plant's closure in 2017. Toyota was committed to keeping its DRIVE centres open for a period of six months following the closure of their manufacturing plant.

As part of the project, ACCE established targets for career readiness and career transition planning with the aim being to support retrenched workers through a re-evaluation process which was reflective of their working life.

This process assisted individuals to:

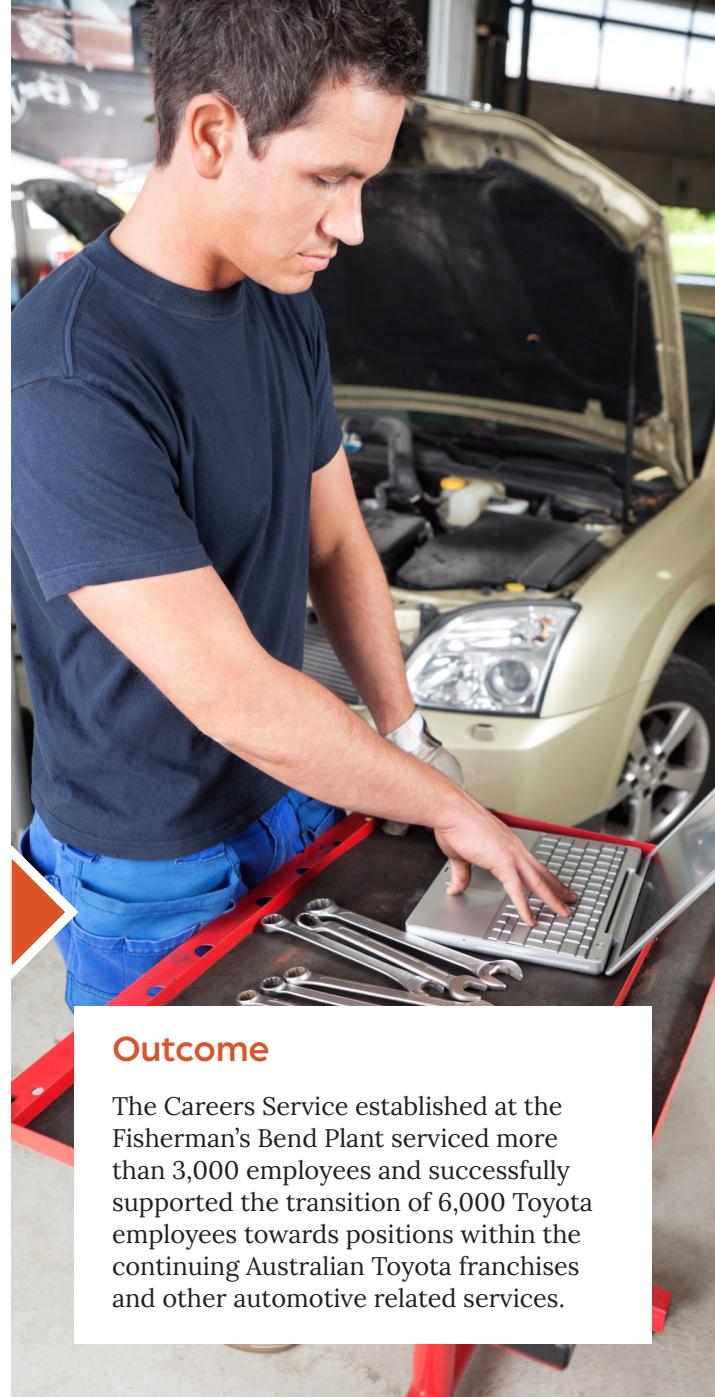
- find alternative work
- pursue part-time work or partial retirement
- start a small business venture
- take up a new apprenticeship
- engage in voluntary work
- retire or pursue alternative skills and study.

The ACCE careers service for Toyota employees was founded based on a strong induction program of all case managers including:

- Review of the Core Skills for a Work Developmental Framework and its application to the transition of adult workers.
- Review of the Australian Blueprint for Career Development (Phase IV Competencies) and its application to client focussed career services.
- Overview of the principles and guidelines outlined in the DRIVE Centre policy, guidelines, procedures and the 9 Step Plan applied by the Toyota DRIVE Centre for career services to Toyota employees.
- Review of structured labour market and referral resources for use with clients in the Toyota DRIVE Centre Individual Career Plan.
- Review of the processes involved in 'informed choice' career planning with references to self-access and understanding the latest industry /career and job information.
- Review of vocational assessment strategies and available tools in the Toyota DRIVE Centre to assist with career planning.

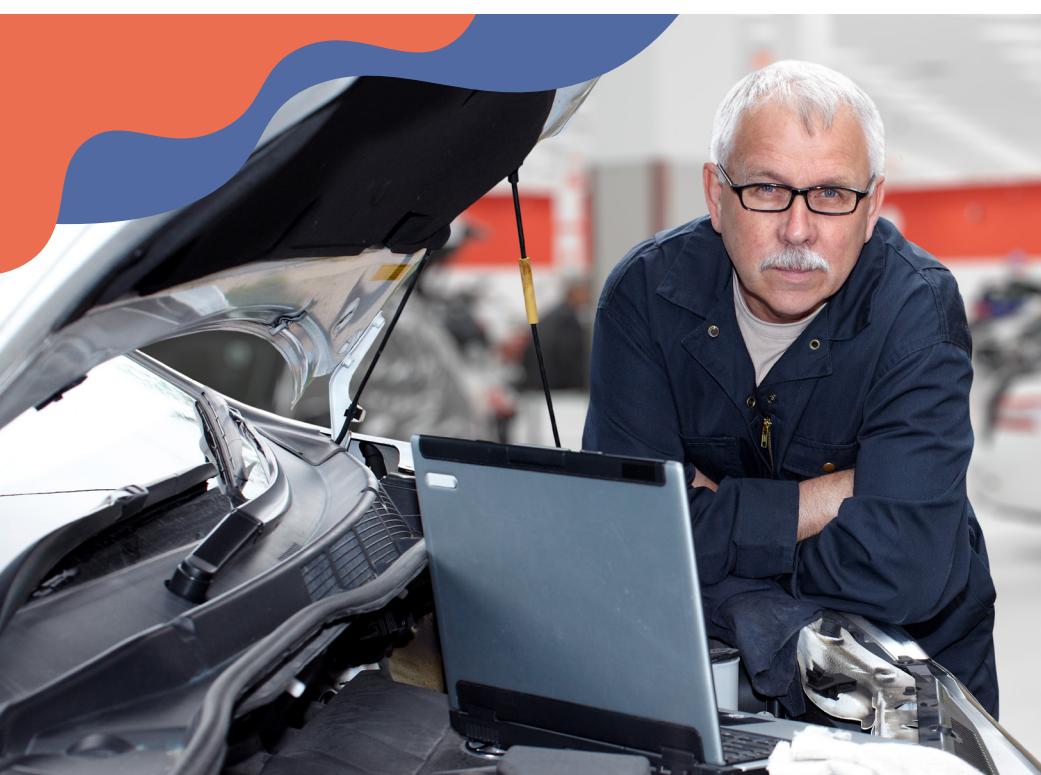
Recordkeeping requirements for TMCA DRIVE Centre

During the first phase of the project, employees were provided with information about other industries and attended a scheduled career day. They received referrals to financial services and other assistance programs. The DRIVE program provided a one-stop-shop helping employees transition well in the future.



Outcome

The Careers Service established at the Fisherman's Bend Plant serviced more than 3,000 employees and successfully supported the transition of 6,000 Toyota employees towards positions within the continuing Australian Toyota franchises and other automotive related services.



The Australian Centre for Career Education (ACCE)

ACCE services include:

- Industry career transitioning support for employees
- Career service benchmarking assessments and service plans
- Industry to school program connecting years 7-12 with industry
- Continuing professional development events and training and workshops
- Career education and employment resources and services
- Training in vocational tools



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