

Workforce Australia Online - CTA Booking Workflow

Workforce Australia - Career Transition Assistance

Version 1.0, effective 1 July 2023

Introduction

This document presents the workflow for participants in Workforce Australia Online to navigate to, search and book into Career Transition Assistance (CTA) courses, to support Provider understanding of the user journey.

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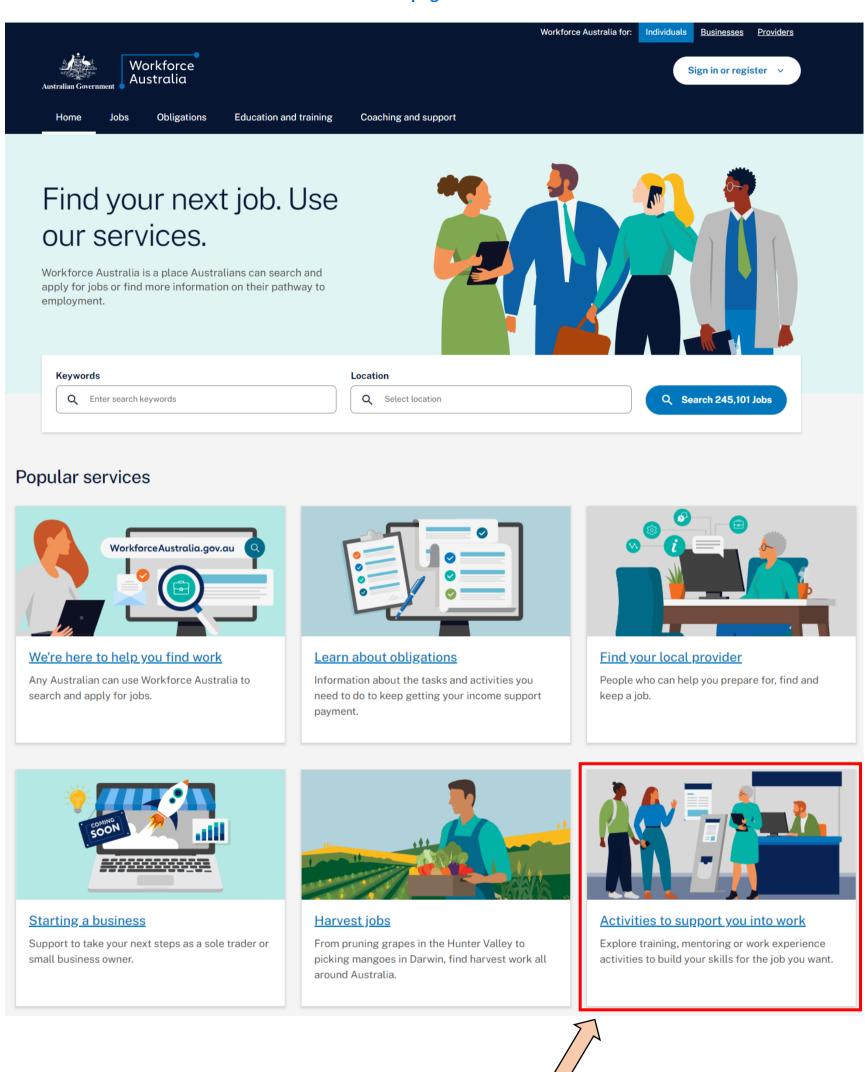
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Navigating to Activities

Note that in this document, the red outlines indicate how individuals proceed to the next page in the workflow.

1.1 Workforce Australia Online for Individuals Homepage



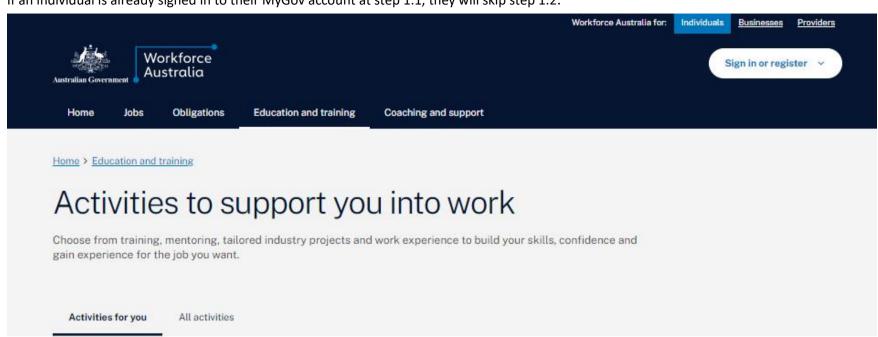
CTA Courses are listed under the tile 'Activities to support you into work'

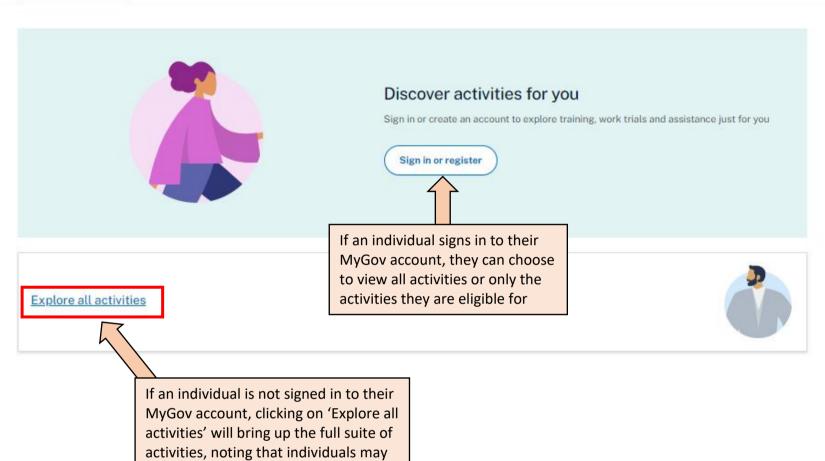
Note that while the Workforce Australia Online for Individuals homepage has different content depending on whether the individual is signed in to their MyGov account or not – in both cases, the 'Activities to support you into work' tile is displayed

1.2 Activities Page

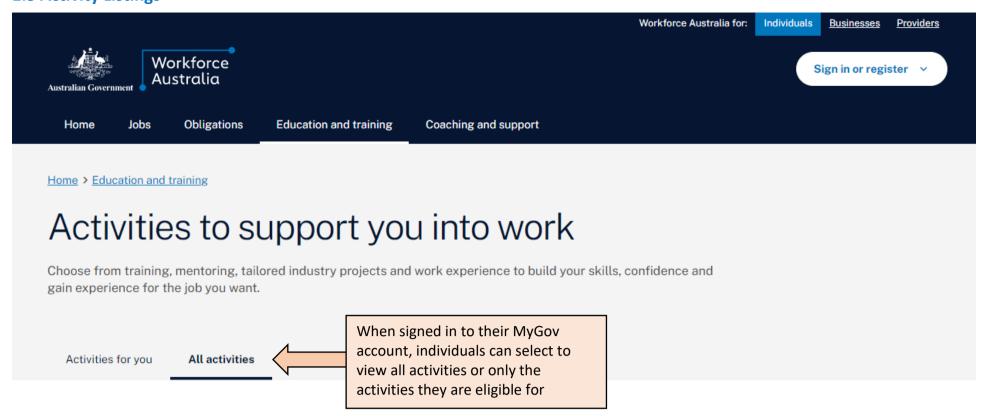
If an individual is already signed in to their MyGov account at step 1.1, they will skip step 1.2.

not be eligible for all the options





1.3 Activity Listings



On this page

Job search and career planning

Industry knowledge and pathways to employment

Work experience, trials and community service

Self-employment and entrepreneurship

Foundation skills

Other government and non-government employment programs and activities

Activities are courses, training, work trials and other assistance that help you build skills and prepare for work. We partner with industry, business and training providers to deliver them.

Whether you're trying to improve your job search skills, or looking to start your own business, you're bound to find something just right for you.

Job search and career planning

Boost your job search and workplace skills

Employability Skills Training (EST) program

3-or 5-week courses to help you build workplace skills like communication and teamwork, and develop job search skills like how to improve your resume and prepare for a job interview.

If you're reporting points, you can earn 15 to 20 points per week.

Find out if you're eligible

Learn more

Assistance for individuals aged 45 and over

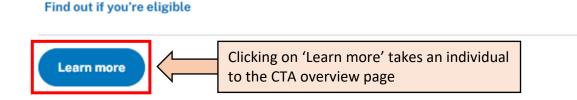
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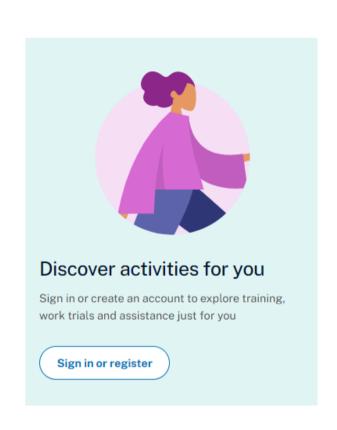
CTA Courses are listed as 'Assistance for individuals aged 45 and over', under the activity category 'Job search and career planning'

Career Transition Assistance (CTA) program

Courses that are up to 8 weeks that will build on your existing skills and help you gain new ones. You will learn how your skills transfer to a new job or industry, how to tailor job applications, and improve your digital skills.

If you're reporting points, you can earn 15 points per week.





CTA Overview Page

2.1 CTA Overview Page



Assistance for individuals aged 45 and over

The Career Transition Assistance (CTA) program helps you build skills and confidence to become more competitive in your local labour market. It's designed for individuals aged 45 and over.

What you'll learn

Attending a CTA course can help you:

- · improve your job search skills
- · find out how to transfer your skills to a new job or industry
- · set career goals.

A CTA course will also help you improve your digital literacy skills. By improving your digital literacy, you can more confidently:

- · apply for jobs online
- · use technology like computers and tablets that are found in workplaces.

Eligibility

To do this course, you must be:

- aged 45 years or over
- registered with Workforce Australia or an eligible employment service.

Eligible employment services are:

- Workforce Australia Online
- Workforce Australia Services
- Disability Employment Services.

More information

Cost

No cost to the individual

Duration

75 hours over a period of up to 8 weeks

Points

15 points per week

Plus 30 bonus points. This applies once for the next activity you book (Workforce Australia Online participants only)

Learn more about points

Delivery method

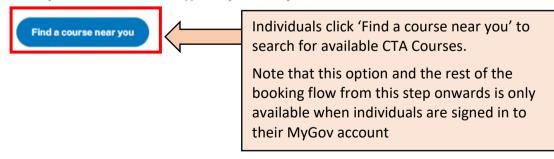
In-person, online, blended (in-person and online)



Note the different terminology to Workforce Australia Online for Providers, with hybrid Courses listed as 'blended (in-person and online)'

Finding a course

Different training providers deliver these courses. Training providers may have different ways of teaching. This means you can choose a course that appeals to you and how you like to learn.

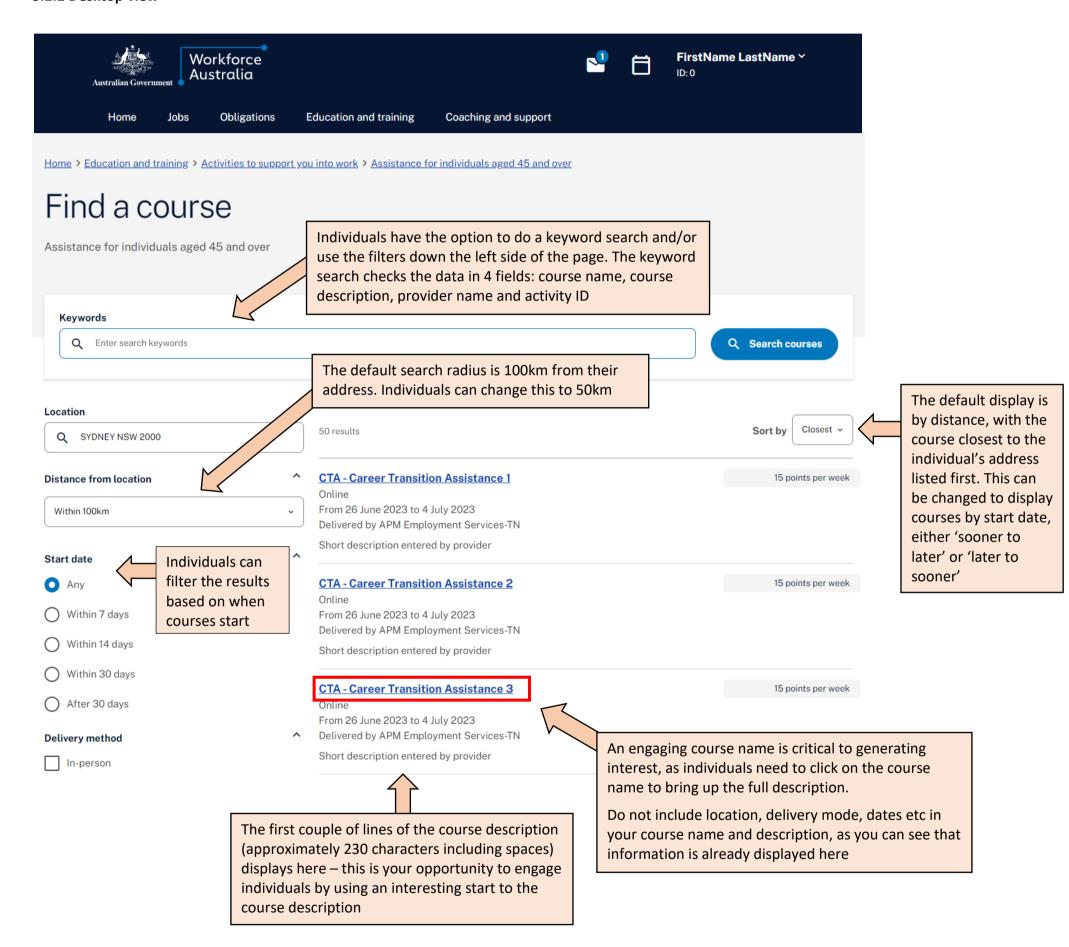


Search and Booking Flow

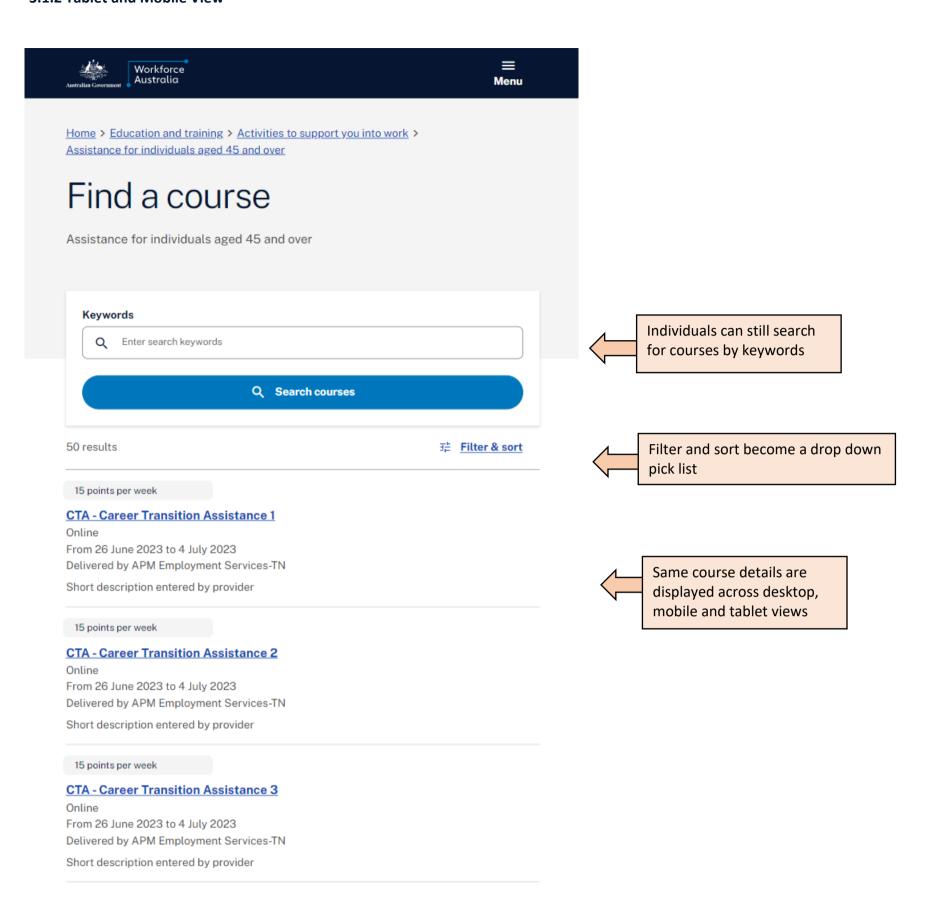
3.1 Searching for a CTA Course

- Courses are only shown if the start date is in the future, and the course starts in the next 3 months
- The default search parameters are:
 - Distance from location 100km
 - Start date any
 - Delivery method all

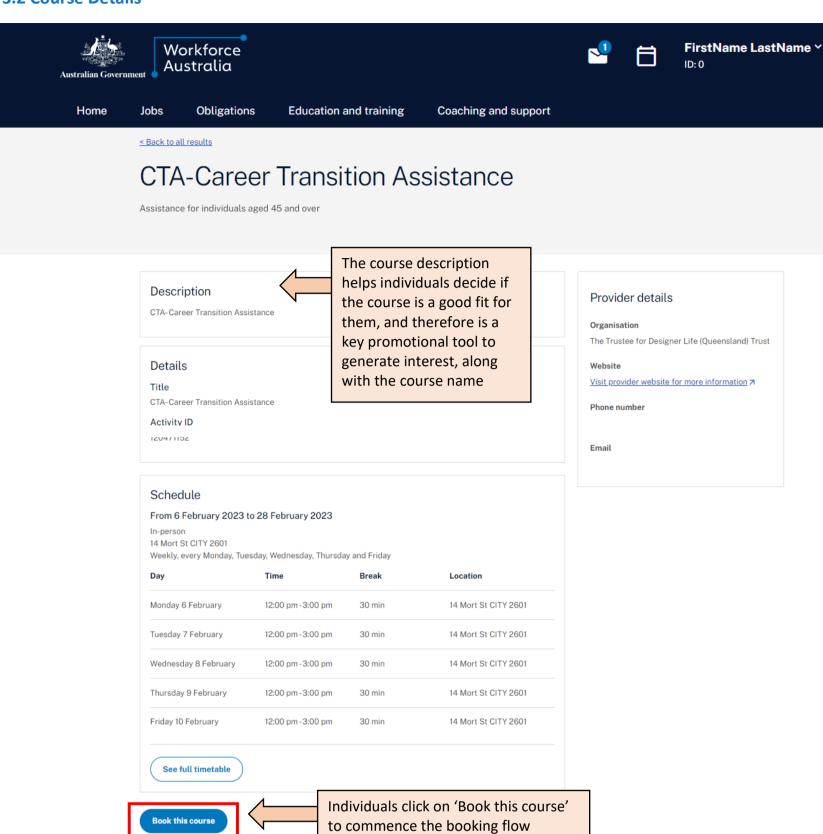
3.1.1 Desktop view



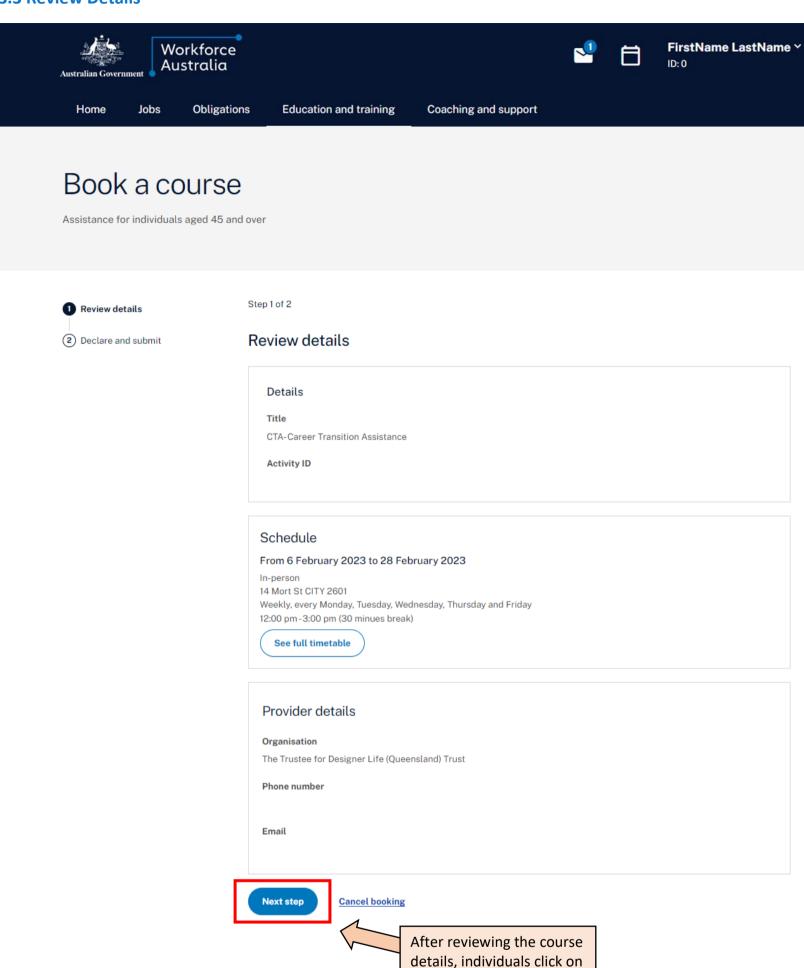
3.1.2 Tablet and Mobile View



3.2 Course Details



3.3 Review Details

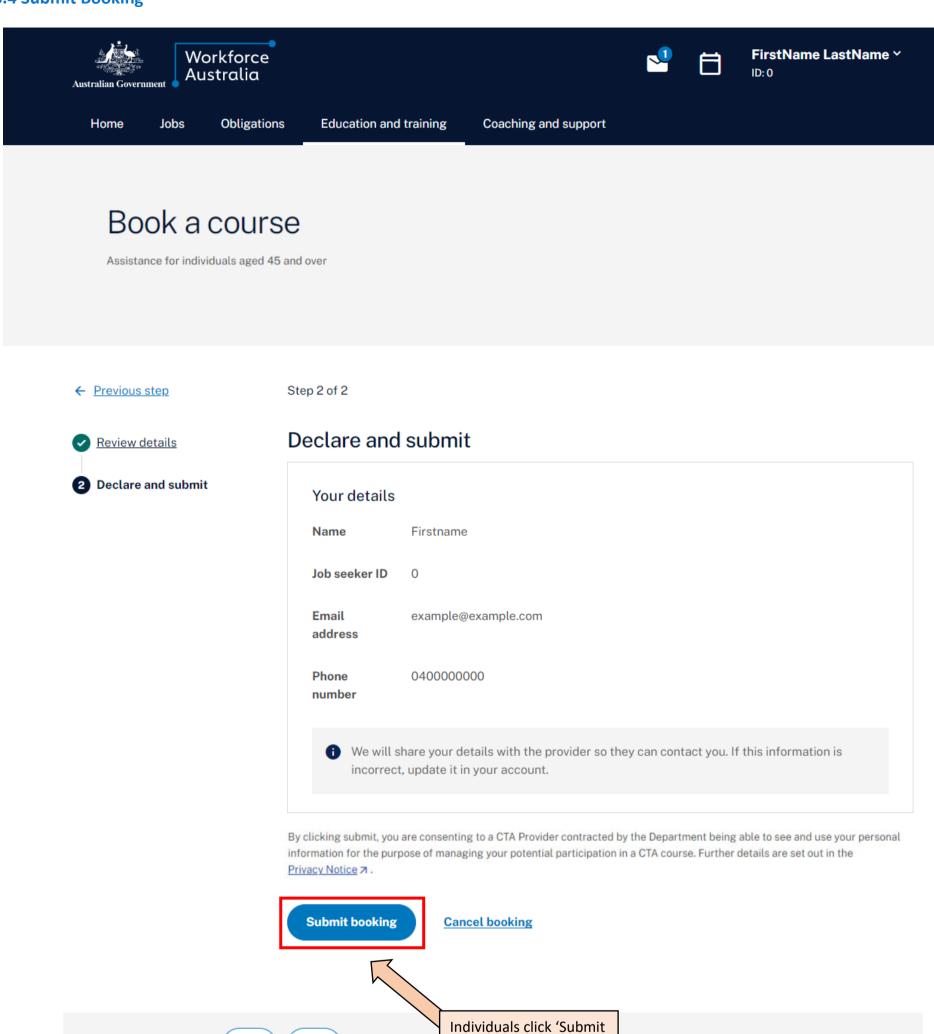


'Next step' to continue the

booking flow

3.4 Submit Booking

Was this page useful?



booking' to agree to the

privacy consent notice and book the course

Report a problem with this page

3.5 Booking Confirmation





Individuals receive a confirmation message stating whether the course has been successfully booked or not

We'll send the booking confirmation to <u>your inbox</u>.

This booking confirmation has all the information you need to know. This includes how to report your attendance to earn points.

The course will also appear in your calendar.

Here are your next steps

- Notify us if your plans change and you can no longer attend the course. Contact the Digital Services Contact Centre on 1800 314 677.
- Repare to participate for the duration of the course. Plan how you're going to get there and make any other arrangements so you can attend and complete the course.
- To earn points, report your attendance by the close of business each day you attend.

Go to homepage

Was this page useful?





Report a problem with this page