

What is CTA? Information for Workforce Australia Providers

Career Transition Assistance (CTA) is a program to help mature-age job seekers become more competitive in their local labour market by developing their skills and increasing their confidence.

Who is eligible?

All job seekers aged 45 years and over, whether they are in receipt of an income support payment or not, can participate in CTA. They can be referred via:

- A Workforce Australia Employment Services Provider
- A Disability Employment Services Provider; or
- by the Department's Contact Centre in the instance that they are not registered with an employment services provider.

Workforce Australia Online participants can self-refer to a course by completing an online form.

What happens in CTA?

CTA is generally delivered face to face for 75 hours over a period of up to eight weeks (a minimum of 50 hours must be in a group setting) and includes the following components:

- **Initial meeting:** between CTA facilitator and participant to complete a personalised Career Pathway Assessment.
- **Prepare a Career Pathway Plan:** the plan should outline steps for the participant to take towards securing employment or training opportunities based on their transferable skills and the local labour market.
- **Develop goals and motivations:** manage expectations for a change in career, wellbeing and resilience strategies and build confidence.
- **Understand the local job market and identify suitable opportunities:** provide support to identify local opportunities and future growth industries.

How do I refer a job seeker to CTA?

Locate a CTA course in ESSWeb 2.0 by searching for a CTA activity and then follow the referral process. On receiving the referral, the CTA provider will contact the job seeker on the same or following business day to arrange an initial meeting.

Need more information?

Contact the CTA provider/s in your Employment Region (details within the activity record) or visit the Career Transition Assistance website <https://www.dese.gov.au/career-transition-assistance>

- **Explore and translate transferable skills:** identify and articulate existing skills and experience, discussion of pathways for re-skilling and further training.
- **Improve and tailor résumés:** ensure that the participant has the skills to create, edit and send their résumé using IT platforms.
- **Navigate the job application process:** manage expectations about receiving responses and feedback, understand how the job application process has changed.
- **Practise and enhance interview skills:** preparation, employer expectations, what to expect during an interview.
- **Functional Digital Literacy:** increase knowledge and confidence with everyday technology, use different devices, set up and use email accounts, basic desktop publishing.
- **Experience different industries:** inbound and outbound employer visits to get a feel for industries.
- **Personal handover:** within five days of course completion, the participant, Workforce Australia Employment Services provider and the CTA provider meet to discuss next steps.
- **Ongoing Support:** minimum of two future contacts within three months of course completion, tailored to the participant.
- **Points Based Activity System and CTA:** participants in CTA will fully meet their PBAS requirements during their course.
- **National Work Experience Program:** CTA Providers can help place eligible participants into NWEPP following completion of CTA.