



Australian Government

**Workforce
Australia**
Employment

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.

Contents

Introduction	1
Navigating to Activities	2
1.1 Workforce Australia Online for Individuals Homepage	2
1.2 Activities Page	3
1.3 Activity Listings	4
CTA Overview Page	5
2.1 CTA Overview Page	5
Search and Booking Flow	5
3.1 Searching for a CTA Course	6
3.1.1 Desktop view	6
3.1.2 Tablet and Mobile View	7
3.2 Course Details	7
3.3 Review Details	9
3.4 Submit Booking	10
3.5 Booking Confirmation	11



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

Workforce Australia for: [Individuals](#) [Businesses](#) [Providers](#)

Sign in or register

Home Jobs Obligations Education and training Coaching and support

Find your next job. Use our services.

Workforce Australia is a place Australians can search and apply for jobs or find more information on their pathway to employment.

Keywords:

Location:

Search 245,101 Jobs

Popular services

[We're here to help you find work](#)

Any Australian can use Workforce Australia to search and apply for jobs.

[Learn about obligations](#)

Information about the tasks and activities you need to do to keep getting your income support payment.

[Find your local provider](#)

People who can help you prepare for, find and keep a job.

[Starting a business](#)

Support to take your next steps as a sole trader or small business owner.

[Harvest jobs](#)

From pruning grapes in the Hunter Valley to picking mangoes in Darwin, find harvest work all around Australia.

[Activities to support you into work](#)

Explore training, mentoring or work experience activities to build your skills for the job you want.

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.

The screenshot shows the top navigation bar of the Workforce Australia website. On the left is the Australian Government logo and the Workforce Australia logo. On the right, there are tabs for 'Individuals', 'Businesses', and 'Providers', with 'Individuals' selected. A 'Sign in or register' button is also present. Below the navigation bar, there is a breadcrumb trail: 'Home > Education and training'. The main heading is 'Activities to support you into work'. Below this, a sub-heading reads: 'Choose from training, mentoring, tailored industry projects and work experience to build your skills, confidence and gain experience for the job you want.' At the bottom of this section, there are two tabs: 'Activities for you' (which is active) and 'All activities'.

The diagram illustrates the user flow for discovering activities. It features a light blue banner with the heading 'Discover activities for you' and the sub-text 'Sign in or create an account to explore training, work trials and assistance just for you'. A 'Sign in or register' button is centered in the banner. Below the banner, there is a white box containing a red-bordered button labeled 'Explore all activities'. An arrow points from this button to the 'Sign in or register' button in the banner. A text box explains: 'If an individual signs in to their MyGov account, they can choose to view all activities or only the activities they are eligible for'. Another text box points to the 'Explore all activities' button, stating: 'If an individual is not signed in to their MyGov account, clicking on 'Explore all activities' will bring up the full suite of activities, noting that individuals may not be eligible for all the options'. A small profile icon of a man is visible on the right side of the white box.

1.3 Activity Listings

[Home](#) > [Education and training](#)

Activities to support you into work

Choose from training, mentoring, tailored industry projects and work experience to build your skills, confidence and gain experience for the job you want.

[Activities for you](#)

All activities

When signed in to their MyGov account, individuals can select to view all activities or only the activities they are eligible for

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

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.

[Find out if you're eligible](#) ▾

[Learn more](#)

Clicking on 'Learn more' takes an individual to the CTA overview page



Discover activities for you

Sign in or create an account to explore training, work trials and assistance just for you

[Sign in or register](#)

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

CTA Overview Page

2.1 CTA Overview Page

Individual is signed in to their MyGov account

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.

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.

[Find a course near you](#)

Individuals click 'Find a course near you' to search for available CTA Courses.

Note that this option and the rest of the booking flow from this step onwards is only available when individuals are signed in to their MyGov account

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)'

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

The screenshot shows the 'Find a course' interface on the Workforce Australia website. The page title is 'Find a course' with a subtitle 'Assistance for individuals aged 45 and over'. The breadcrumb trail is 'Home > Education and training > Activities to support you into work > Assistance for individuals aged 45 and over'. The search bar contains 'Enter search keywords' and a 'Search courses' button. The location is set to 'SYDNEY NSW 2000', and the distance from location is 'Within 100km'. The start date filter is set to 'Any'. The delivery method is 'In-person'. The search results show three courses, all titled 'CTA - Career Transition Assistance' with 15 points per week. The third course is highlighted with a red box. Annotations provide detailed information about search parameters and course listing requirements.

Individuals have the option to do a keyword search and/or use the filters down the left side of the page. The keyword search checks the data in 4 fields: course name, course description, provider name and activity ID

The default search radius is 100km from their address. Individuals can change this to 50km

Individuals can filter the results based on when courses start

The default display is by distance, with the course closest to the individual's address listed first. This can be changed to display courses by start date, either 'sooner to later' or 'later to sooner'

An engaging course name is critical to generating interest, as individuals need to click on the course name to bring up the full description. Do not include location, delivery mode, dates etc in your course name and description, as you can see that information is already displayed here

The first couple of lines of the course description (approximately 230 characters including spaces) displays here – this is your opportunity to engage individuals by using an interesting start to the course description

3.1.2 Tablet and Mobile View

Home > Education and training > Activities to support you into work > Assistance for individuals aged 45 and over

Find a course

Assistance for individuals aged 45 and over

Keywords

Search courses

50 results [Filter & sort](#)

15 points per week

CTA - Career Transition Assistance 1
Online
From 26 June 2023 to 4 July 2023
Delivered by APM Employment Services-TN
Short description entered by provider

15 points per week

CTA - Career Transition Assistance 2
Online
From 26 June 2023 to 4 July 2023
Delivered by APM Employment Services-TN
Short description entered by provider

15 points per week

CTA - Career Transition Assistance 3
Online
From 26 June 2023 to 4 July 2023
Delivered by APM Employment Services-TN
Short description entered by provider

Individuals can still search for courses by keywords

Filter and sort become a drop down pick list

Same course details are displayed across desktop, mobile and tablet views

3.2 Course Details

[< Back to all results](#)

CTA-Career Transition Assistance

Assistance for individuals aged 45 and over

Description
CTA- Career Transition Assistance

The course description helps individuals decide if the course is a good fit for them, and therefore is a key promotional tool to generate interest, along with the course name

Details
Title
CTA- Career Transition Assistance
Activity ID
1204 / 1132

Provider details
Organisation
The Trustee for Designer Life (Queensland) Trust
Website
[Visit provider website for more information](#) ➤
Phone number

Email

Schedule
From 6 February 2023 to 28 February 2023
In-person
14 Mort St CITY 2601
Weekly, every Monday, Tuesday, Wednesday, Thursday and Friday




Day	Time	Break	Location
Monday 6 February	12:00 pm - 3:00 pm	30 min	14 Mort St CITY 2601
Tuesday 7 February	12:00 pm - 3:00 pm	30 min	14 Mort St CITY 2601
Wednesday 8 February	12:00 pm - 3:00 pm	30 min	14 Mort St CITY 2601
Thursday 9 February	12:00 pm - 3:00 pm	30 min	14 Mort St CITY 2601
Friday 10 February	12:00 pm - 3:00 pm	30 min	14 Mort St CITY 2601

[See full timetable](#)

[Book this course](#)

Individuals click on 'Book this course' to commence the booking flow

3.3 Review Details

1FirstName LastName
ID: 0

[Home](#) [Jobs](#) [Obligations](#) [Education and training](#) [Coaching and support](#)

Book a course

Assistance for individuals aged 45 and over

- 1 Review details
- 2 Declare and submit

Step 1 of 2

Review details

Details

Title
CTA-Career Transition Assistance

Activity ID

Schedule

From 6 February 2023 to 28 February 2023

In-person
14 Mort St CITY 2601
Weekly, every Monday, Tuesday, Wednesday, Thursday and Friday
12:00 pm - 3:00 pm (30 minutes break)

[See full timetable](#)

Provider details

Organisation
The Trustee for Designer Life (Queensland) Trust

Phone number

Email

[Next step](#) [Cancel booking](#)

After reviewing the course details, individuals click on 'Next step' to continue the booking flow

3.4 Submit Booking

Australian Government **Workforce Australia**

Home Jobs Obligations **Education and training** Coaching and support

1 **FirstName LastName**
 ID: 0

Book a course

Assistance for individuals aged 45 and over

[← Previous step](#)

Step 2 of 2

[Review details](#)

2 Declare and submit

Declare and submit

Your details

Name	Firstname
Job seeker ID	0
Email address	example@example.com
Phone number	0400000000

i We will share your details with the provider so they can contact you. If this information is incorrect, update it in your account.

By clicking submit, you are consenting to a CTA Provider contracted by the Department being able to see and use your personal information for the purpose of managing your potential participation in a CTA course. Further details are set out in the [Privacy Notice](#).

Submit booking [Cancel booking](#)

Was this page useful? Yes No

[Report a problem with this page](#)

Individuals click 'Submit booking' to agree to the privacy consent notice and book the course

3.5 Booking Confirmation

✔ Your course is now booked

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

We'll send the booking confirmation to [your inbox](#).

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.
- Prepare 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?

Yes

No

[Report a problem with this page](#)