

# Workforce Australia Online for Individuals Activity Booking Workflow

## Workforce Australia – Employability Skills Training

### Introduction

This document has been developed to help Employability Skills Training (EST) Providers understand how Participants in Workforce Australia Online navigate to, search and book Courses – so that Providers can better target their Course names and descriptions to the Workforce Australia Services Online Participants. Adopting this guidance will also promote the benefits of Courses to Referring Providers.

3 key considerations to note are that:

- Courses are grouped under ‘Boost your job search and workplace skills’ and ‘Build industry-specific knowledge and skills’ rather than Training Block 1 and 2. User testing found that individuals prefer titles that reflect what they can expect from a Course, rather than Departmental program names.
- After searching for Courses, the most prominent field on the search results page is the Course name. It is important that Course names are informative and written to attract interest, to encourage individuals to click into the Course. Course names should not include information that is already displayed in other fields, such as the Course ID and delivery mode.
- The search results page also displays the first couple of lines of the Course description. It is suggested to highlight Participant benefits at the start of the Course description, to further encourage individuals to click into the Course to read the full description.

Providers can edit the Course name and description for Courses that have already been created in Workforce Australia Online for Providers. Detailed advice on Course name and description requirements can be found in the [Course Management Instructions](#), located on the Provider Portal.



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## Navigating to Activities

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

### 1.1 Workforce Australia Online for Individuals Homepage

Workforce Australia for: **Individuals** Businesses Providers

Workforce Australia  
Australia Government

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 309,297 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.
- Workforce Australia**  
WorkforceAustralia.gov.au
- Coming soon**
- Workforce Australia**
- Workforce Australia**

EST 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 links for 'Workforce Australia for: Individuals', 'Businesses', and 'Providers', along with a 'Sign in or register' button. Below the navigation bar is a secondary menu with links for 'Home', 'Jobs', 'Obligations', 'Education and training', and 'Coaching and support'. The main content area features a breadcrumb trail 'Home > Education and training', a main heading 'Activities to support you into work', and a sub-heading '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 are two tabs: 'Activities for you' (which is selected) and 'All activities'.

This section is an annotated screenshot of the 'Discover activities for you' area. It features a light blue background with an illustration of a woman in a purple top and blue skirt. The text reads 'Discover activities for you' and 'Sign in or create an account to explore training, work trials and assistance just for you'. A 'Sign in or register' button is present. A callout box with an arrow pointing to the button contains the text: 'If an individual signs in to their MyGov account, they can choose to view all activities or only the activities they are eligible for'. Below this is a white section with a red-bordered button labeled 'Explore all activities'. A callout box with an arrow pointing to this button contains the text: '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'. To the right of this section is a circular profile picture of a man.

# 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](#)



### Discover activities for you

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

Sign in or register

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

Training Block 1 Courses are listed as 'Boost your job search and workplace skills', under the activity category 'Job search and career planning'

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

Clicking on 'Learn more' takes an individual to the Training Block 1 overview page

### Industry knowledge and pathways to employment

#### Build industry-specific knowledge and skills

Training Block 2 Courses are listed as 'Build industry-specific knowledge and skills', under the activity category 'Industry knowledge and pathways to employment'

Employability Skills Training (EST) program

3- or 5-week courses to help you get to know different industries like hospitality, construction or aged care. Learn what an industry is really like and build the skills that help you get a job in it. Including accredited skills, like Responsible Service of Alcohol (RSA).

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

Find out if you're eligible

Learn more

Clicking on 'Learn more' takes an individual to the Training Block 2 overview page

# EST Overview Pages

## 2.1 Training Block 1 Overview Page

Australian Government **Workforce Australia**

Home Jobs Obligations Education and training Coaching and support

FirstName LastName ID: 0

Individual is signed in to their MyGov account

Home > Education and training > Activities to support you into work

# Boost your job search and workplace skills

Employability Skills Training (EST) program

Training Block 1 Courses are promoted as 'Boost your job search and workplace skills' rather than 'Training Block 1 Courses', because user testing found individuals wanted language that helped them understand Course content

The Employability Skills Training (EST) program offers this course to help you develop your job search and workplace skills. Workplace skills are core skills you use in the workplace, like communication and teamwork.

### What you'll learn

An EST course can help you develop job search skills such as:

- finding job opportunities
- writing resumes and cover letters
- writing job applications
- preparing for job interviews.

An EST course can also help you develop workplace skills such as:

- communication skills
- working in teams
- problem solving
- time management.

### Eligibility

To do this course, you must:

- be aged 15 years or over
- receive income support payment
- be registered with an eligible employment service.

Eligible employment services are:

- Workforce Australia Online
- Workforce Australia Services
- Workforce Australia - Transition to Work
- Disability Employment Services.

### Find a course

Different training providers deliver these courses. All courses cover the same core skills, but can be tailored to your specific interests and needs.

Different training providers may have different ways of teaching. This means you can choose a course that suits how you like to learn.

Most courses are delivered in-person. If you are taking this course to meet your mandatory activity requirement, you will need to attend in-person, unless you have a valid reason not to.

[Find a course near you](#)

### More information

**Cost**  
No cost to the individual

**Duration**  
3 weeks (25 hours per week)  
5 weeks (15 hours per week)

**Points**  
20 points per week (25 hours per week)  
15 points per week (15 hours per week)  
[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)'

Individuals click 'Find a course near you' to search for available Training Block 1 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



## 2.2 Training Block 2 Overview Page

Australian Government Workforce Australia

Home Jobs Obligations Education and training Coaching and support

FirstName LastName ID: 0

Individual is signed in to their MyGov account

Home > Education and training > Activities to support you into work

# Build industry-specific knowledge and skills

Employability Skills Training (EST) program

Training Block 2 Courses are promoted as 'Build industry-specific skills and knowledge' rather than 'Training Block 2 Courses', because user testing found individuals wanted language that helped them understand Course content

The Employability Skills Training (EST) program offers courses to help you understand different industries in your local labour market. For example, hospitality or aged care.

There are courses that focus on a single industry. This will help you build industry specific skills and means you can experience what it's like in an industry before committing to it. For example, you can see what construction is like before starting a job in construction or a formal training program.

There are also courses that will give you a taste of a few different industries. This will help you decide if an industry is right for you and connect with potential employers.

## What you'll learn

Attending one of these EST courses can help you:

- find out what industries you might be interested in
- explore career options in different industries
- learn industry-specific skills
- improve your job search, job application and interview skills to target the industries you are interested in.

Attending an EST course can help you gain industry specific skills both accredited and non-accredited. For example, an EST course focusing on the hospitality industry may include Responsible Service of Alcohol (RSA) training. This can go towards a full qualification or support you to move into the hospitality industry.

## Eligibility

To do this course, you must:

- be aged 15 years or over
- receive income support payment
- be registered with an eligible employment service.

Eligible employment services are:

- Workforce Australia Online
- Workforce Australia Services
- Workforce Australia - Transition to Work
- Disability Employment Services.

## Find a course

Different training providers deliver these courses. All courses cover the same core skills, but can be tailored to your specific interests and needs.

Different training providers may have different ways of teaching. This means you can choose a course that suits how you like to learn.

Most courses are delivered in-person. If you are taking this course to meet your mandatory activity requirement, you will need to attend in-person, unless you have a valid reason not to.

Find a course near you

Individuals click 'Find a course near you' to search for available Training Block 2 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

Was this page useful?

Yes

No

[Report a problem with this page](#)

# Search and Booking Flow

## 3.1 Searching for Training Block 1 or Training Block 2 Courses

The screenshot shows the 'Find a course' page on the Workforce Australia website. The page includes a navigation bar with 'Home', 'Jobs', 'Obligations', 'Education and training', and 'Coaching and support'. The main content area has a search bar with 'Canberra ACT 2601' and filters for 'Distance from location' (set to 'Any') and 'Start date' (set to 'Any'). Two course results are displayed: 'Example EST Course 1' and 'Example EST Course 2'. Callout boxes provide additional information: one explains the search radius (50km default, up to 100km), another notes that an engaging course name is key to generating interest, and a third states that the default display is by distance from the user's home. A fourth callout points to the first two lines of the course description, noting they display approximately 230 characters including spaces. The page also features a 'Sort by' dropdown set to 'Closest' and a 'Clear all filters' link. At the bottom, there is a feedback section with 'Was this page useful?' buttons for 'Yes' and 'No', and a 'Report a problem with this page' link.

**Find a course**  
Boost your job search and workplace skills

Location: Canberra ACT 2601 (2 results)

Distance from location: Any

Start date: Any

**Example EST Course 1** (20 points per week)  
Blended (in-person and online)  
From 3 October 2022 to 27 October 2022  
3 weeks (25 hours per week)  
SUBURB, STATE (231.1km away)  
Delivered by Provider Name 1  
Short description entered by provider

**Example EST Course 2** (20 points per week)  
In-person  
From 3 October 2022 to 28 November 2022  
3 weeks (25 hours per week)  
SUBURB, STATE (3090.7km away)  
Delivered by Provider Name 2  
Short description entered by provider

Sort by: Closest

[Clear all filters](#)

Was this page useful?   [Report a problem with this page](#)

**Callout 1:** The default search radius is 50km but individuals can change the radius up to 100km, or select the option of 'any' distance from their home. Individuals can also filter the results based on when Courses start, with the default option being 'any'

**Callout 2:** An engaging Course name is key to generating interest, as individuals need to click on the Course name to bring up the full description

**Callout 3:** The default display is by distance, with the Course closest to the individual's home listed first. This can be changed to display Courses by start date, either 'sooner to later' or 'later to sooner'

**Callout 4:** The first couple of lines of the Course description (approximately 230 characters including spaces) displays here



### 3.2 Course Details

[< Back to all results](#)

# Example EST Course 1

Boost your job search and workplace skills

### Description

Short description entered by provider

### Details

**Title**  
Example EST Course 1

**Activity ID**  
1000030257

**Delivery method**  
Blended (in-person and online)

**Location**  
Location, SUBURB, STATE POSTCODE

### Schedule

From 3 October 2022 to 28 October 2022  
3 weeks (25 hours per week)

Day	Time	Break
Monday 3 October	2:00 pm - 5:00 pm	30 min
Tuesday 4 October	2:00 pm - 5:00 pm	30 min
Wednesday 5 October	2:00 pm - 5:00 pm	30 min
Thursday 6 October	2:00 pm - 5:00 pm	30 min
Monday 10 October	2:00 pm - 5:00 pm	30 min

[See full timetable](#)

### Provider details

**Organisation**  
Provider Name 1

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




[Book this course](#)

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




### 3.3 Review Details



Workforce Australia

Home Jobs Obligations Education and training Coaching and support

1  FirstName LastName   
 ID: 0

# Book a course

Boost your job search and workplace skills

- 1 Review details
- 2 Declare and submit

Step 1 of 2

## Review details

**Details**

**Title**  
Example EST Course 1

**Activity ID**  
1000030257

**Delivery method**  
Blended (in-person and online)

**Location**  
Location, SUBURB, STATE POSTCODE

**Schedule**

From 3 October 2022 to 28 October 2022  
3 weeks (25 hours per week)

Day	Time	Break
Monday 3 October	2:00 pm - 5:00 pm	30 min
Tuesday 4 October	2:00 pm - 5:00 pm	30 min
Wednesday 5 October	2:00 pm - 5:00 pm	30 min
Thursday 6 October	2:00 pm - 5:00 pm	30 min
Monday 10 October	2:00 pm - 5:00 pm	30 min

[See full timetable](#)

**Provider details**

**Organisation**  
Provider Name 1

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

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




Was this page useful?

Yes

No

[Report a problem with this page](#)

### 3.4 Submit Booking

1FirstName LastName  
ID: 0

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

# Book a course

Boost your job search and workplace skills

[← 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 an EST Provider contracted by the Department being able to see and use your personal information for the purpose of managing your participation in an EST course, as well as a potential subsequent work trial placement (as relevant). 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](#)