

Core Curriculum: Module Descriptions

Module 1 Introduction to Employment Services (online)

[This module will be delivered online using the Blackboard Learning System (BLS)].

In an interactive online environment you will examine the major career development models that underlie the modern practice of employment assistance with a focus on the client-centred model. There will be opportunity to reflect upon your own career experiences and on the issues that we face as adults dealing with major life changes.

You will become familiar with common terminology of the field and examine the steps to employment counselling as set out in the Canadian Standards and Guidelines. You will explore the expectations for ethical practice relating to service delivery including the Privacy Act of Nova Scotia. Analyses and interpretation of the Standards and Guidelines are essential to good practice and you will examine these in detail.

Module 2 Communications (3 days)

Effective communication is essential to the career exploration process. Body language, non-verbal communication, individual learning preferences and inadvertent judgmental language are all factors that can derail the best intentions. In this module you will practice effective face-to-face communication and acquire advanced skills in empathetic listening, probing questioning techniques and giving helpful feedback. You will also explore the rise of conflict and ways to move beyond it. There will be some emphasis as well on written communication: report writing and clarity of style.

Module 3 Work Search Skills (4 days)

Preparing your clients for the job search and helping them to network their way to successful job interviews are key elements in the work of the career practitioner. In this module, you will examine current trends in writing résumés and cover letters, explore ways to network effectively with friends and employers and assess the hidden job market. You will also develop a system that clients can use to organize their job search, prepare for different types of interviews and approach job interviews with confidence.

Module 4 Labour Market Information (online)

[This module will be delivered online using the Blackboard Learning System (BLS)].

Knowledge of the labour market is one of the most important factors in career decision making for career practitioners and their clients. In this module you will learn how to locate, evaluate and interpret labour market information so that you can assist your clients in finding the information that they need to make informed decisions about their job search and their

career path. Topics may include: labour market supply and demand, investigating salary ranges, market trends, and sources of information.

Module 5 Assessing Client Employability Needs and Case Management (3.5 days)

This module will examine in more depth a client-centred, collaborative approach to identifying those employment needs that are best referred to an appropriate intervention. Practitioners will practice assessing client needs and planning the support and follow-up required. The Case Management Model introduces a process that ensures clients, who are involved in Return-to Work Action Plan activities, receive the on-going support and follow-up necessary to promote successful completion and positive outcomes.

The Case Management Model is a multi-stage process that is a combination of client-centred support activities and timely documentation of clients' progress, up to and including recording outcomes and result of the clients' efforts to resolve their employment problems and become employed.