



PO Box 2402
Tuggeranong ACT 2901

www.etoutcomes.com.au

ETO Course in Mentoring Indigenous Trainees

ETO is known nationally for our expertise on Indigenous mentoring for job retention.

We have provided our accredited training to over 700 mentors, and a range of employers from all mainland States and Territories have consulted with ETO in developing and implementing company-specific Indigenous mentor programs.

They have used ETO consultants and the proven

- *ETO Mentor Checklist*
- *ETO Mentor Guide*, and
- *ETO course in "Mentoring Indigenous Trainees"*

to greatly improve Indigenous job retention

The ***ETO Mentor Checklist*** is used to tailor a mentor program to the specific needs of your company and its Indigenous employees and job seekers. ETO mentoring services are tailored to, and focused on, job retention for Indigenous Jobseekers.

The ***ETO Mentor Guide*** describes the ETO proven mentor system, providing template forms for the recording of mentor outcomes and evaluation. It can be customized and modified to reflect your own company approach and policies.

The ETO accredited mentoring for retention course "***Mentoring Indigenous Trainees***" is based on the skills, knowledge and behaviours required to successfully mentor Indigenous trainees and to improve Indigenous job retention. The course content aligns with existing nationally endorsed units and competency standards.

Continued >



PO Box 2402
Tuggeranong ACT 2901
www.etoutcomes.com.au

The major mentoring unit is Mentor in the Workplace TAEDEL404A - from Training and Education Training Package

This unit describes the performance outcomes, skills and knowledge required to establish and develop a professional mentoring relationship with a learner – in particular, an apprentice or trainee employed by, or undertaking work placement in, a workplace. It includes establishing the need for mentoring, developing a mentoring plan/framework, facilitating and monitoring the mentoring relationship, and evaluating the effectiveness of mentoring.

In addition to the specific mentoring competency, the course will provide the skills and knowledge required for competency in a suite of three complementary units of competency from the Business Services Package. The BSB units and competencies are:

BSBWOR301A: Organise personal work priorities and development.

This unit is included as it outlines the skills and knowledge required to support the candidate's learning and skill development needs in the area of Indigenous employment and training.

BSBDIV301A: Work effectively with diversity

This unit describes the skills and knowledge to enable candidates to recognise individual differences and respond sensitively and work effectively with Indigenous trainees and employees.

BSBCUS201A: Deliver service to customers

This unit provides skills and knowledge to deal with complex and long term "customer" relationships. It is focused on the requirement of the mentor to identify, clarify and meet the needs of Indigenous trainees over an extended period.

The assessment of competency in the package of units is undertaken in the workplace or simulated environment using role-plays, case studies and practical examples.

Continued >



PO Box 2402
Tuggeranong ACT 2901

www.etoutcomes.com.au

ETO has:

- Delivered the mentoring course 50 times in 5 states, always with very positive outcomes
- Delivered for Indigenous and Non-Indigenous
- Participants from a range of industries and all sections of the Employment Services industry – specifically, Job Services Agencies, CDEP, GTOS, ACCS and IEP Panel Members
- Provided training support, set up and or administration for the NSW wide DETNAC mentor program, Medicare national mentor program, the DPIFM NT, Queensland Health, and GTA national mentor programs
- Recently assisted DADHC NSW and DHS Victoria with their mentor programs

Continued >



PO Box 2402
Tuggeranong ACT 2901
www.etoutcomes.com.au

ETO Course in Mentoring Indigenous Trainees with Hearing Loss

ETO has identified a significant demand from organisations wishing to equip their staff with the skills and knowledge to mentor Indigenous trainees and employees in order to improve their prospects of obtaining and retaining work-based training opportunities. This demand should be seen in the light of the significant disadvantage confronting Indigenous people in terms of:

- Accessing training and employment opportunities
- Completing accredited training programs
- Making a successful transition from accredited training to ongoing and sustainable employment

In addition, recent research work has highlighted a hitherto invisible factor contributing to limited Indigenous training and employment outcomes: the widespread conductive hearing loss and auditory processing problems that result from persistent middle ear disease. This endemic middle ear disease is related to poverty – crowded housing, and limited access to health care and adequate sanitation. In a major report on Commonwealth funded hearing services to Aboriginal and Torres Strait Islander peoples (October 2002), it was reported that:

- Between 60% and 80% of Aboriginal children have significant hearing difficulty, the wide range being explained by variability from community to community (2001 research)
- Up to 80% of Indigenous students have an educationally significant hearing loss (DETYA report in 2000)

ETO believes that this mentoring-related training will meet the needs of organisations serving Indigenous communities and people, with a specific focus on addressing occupational disadvantage associated with the conductive hearing loss that is widespread among Indigenous communities.