

Being Heard; Hearing the Message; Moving Forward



2004 NAGCAS Conference Programme

**'Connections:
Being Heard, Hearing the Message, Moving Forward'**

Jointly hosted by the three Western
Australian Universities from the WA
division of NAGCAS

.. and sponsored by



**Perth, Western Australia
Nov. 28th – Dec. 1st, 2004.**



www.nagcas.ecu.edu.au



Pre Conference Activities

Wednesday 24th – Thursday 25th November

Employer Visits – Kalgoorlie Mining Tour – Hosted by the Chamber of Minerals and Energy of Western Australia Inc.

Friday 26th November

Employer Visit

Saturday 27th November

Pre-conference Informal Networking

Social Programme including Flights over Perth / Swim with Dolphins / Swan Valley / Fremantle

Sunday 28th November

Social Programme: Rottnest Island Day Excursion

Pre-conference Workshops – includes Morning Tea

			ROOM
9.30am – 12.15pm	Dr Mary McMahon Private Consultant	PC-A. Story And Metaphor: Sounds Nice But How Do We Use It?	ECU – 18.120 Churchlands
9.30am – 11 am	Lee Miles Career Advisor Edith Cowan University	PC-C Conference Networking	ECU – 18.118 Churchlands
11.00am – 12.15pm	Ian Hughes Edge Solutions	PC-E. Resources Developed By Edge For Working With Students With Disabilities (Secondary Sector And Private Providers)	ECU – Churchlands
12.15pm – 1.00pm			
1.00pm – 3.45pm	Val Butcher Senior Adviser for Employability with the UK Higher Education Academy	PC-B. Card Sorts As A Resource For Career Development Learning	ECU – 18.119 Churchlands
1.00pm – 2.30pm		PC-D. Resources Developed By The Chamber Of Minerals And Resources (Secondary Sector And Private Providers)	ECU – 18.118 Churchlands

4.30pm NAGCAS Management Committee Meeting - Cottesloe Beach Surf Club

5.00pm Conference Registration and Welcoming BBQ - Cottesloe Beach Surf Club

Post Conference Activities

Thursday 2nd December:

8.00am – 12.00noon **Employer Visit - Stirling Navy Base** - Hosted by Defence Force Recruitment
 Pick up and drop off is at the Ocean Beach Hotel



NAGCAS

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Conference Programme

Codes: A= All C= Career Practitioners E= Employers
 S= Service Provision (Issues relevant to areas such as IT, Resourcing, Budgets, Marketing)

Monday 29th November: Day 1 – Murdoch University

Today's **Employer Workshops - "GETTING THAT GRAD"** - will be conducted by the Graduate Career Council of Australia (GCCA)
 "Getting that Grad" covers the entire graduate recruitment process, from an overview of the graduate market, working with University careers services and external providers, through to strategies for retaining and motivating the graduates. The program also provides insights into what graduates seek in employment, looks at means of attracting the 'right' graduate for your organisation, and allows participants the opportunity of sharing experiences and exchanging ideas".

6.30am		Beach Walk (Or Run For The Energetic)	
8.00am		Buses Leave Ocean Beach Hotel For Murdoch University	
		Conference Registration (Coffee And Tea Available)	
8.50am		Indigenous Welcome	XXXXXX
9.00am	Marilyn Prestage	Welcome To Perth	Chair: Alex
	Joanne Tyler	Conference Welcome	
9.15am	Professor Yovich	Murdoch	University Welcome
	Vice Chancellor Murdoch Uni.		
9.30am	KEYNOTE PRESENTATION	A UK Perspective – Strategic Initiatives Connecting Policy & Funding	XXXXXX
	Val Butcher	- Embedding Employability Into The Academic Curriculum	Chair: Alex
	Senior Adviser for Employability, Enterprise and Work based Learning at the Higher Education Academy	What happens to our students after graduation is an issue of increasing interest to academics and university managers, as well as careers advisers, in many parts of the world.	
		In the UK, strategic initiatives are being developed to embed this area of learning into the academic curriculum throughout higher education, drawing careers advisers into working partnerships with academics, employers and students to bring employability learning from the periphery to the main-stream.	
		Val will reflect on what the UK is learning from implementing these initiatives and will share experience which may be of interest to Australian colleagues at the point at which Australia is establishing an Academy for Learning and Teaching.	
	Employers – "Getting that Grad"	Graduate Market Overview	XXXXXX
			Chair: Kris
10.30am	Morning Tea		
11.00am	KEYNOTE PRESENTATION	The Insiders Insight	
	DEST	Impact Of HESA / Developments In Employability Skills /	XXXXXX
		Developments In Graduate Skills Attributes	Chair: Alex
	Employers – "Getting that Grad"	What Are Graduates Looking For?	XXXXXX
			Chair: Kris
11.50am		Move To Workshops	
12 noon	ELECTIVE WORKSHOP 1		
	Focus: "Converging Policy and Practice"		
	A1.1 Mary McMahon / Robyn Bergen / Judith Leeson	A Discussion On Standards + National (CICA) and International Developments (International Centre For Career Development And Public Policy)	XXXXXX
			Chair: Lee

12 noon cont	ELECTIVE WORKSHOP 1 Focus: <i>"Converging Policy and Practice"</i>		
	A1.2 David Essex	Using GDS Data To Support University Policy And Raise The Profile Of The Careers Service	XXXXXX Chair: Ben
	A1.3 Col McCowan	Taking A Systemic Approach To The Successful Implementation Of The E-Portfolio Project At QUT	XXXXXX Chair: Julie
	A1.4 Tony Butler	The Matrix Standard - Accrediting our Career Services	XXXXXX Chair: Marilyn
	Employers – "Getting that Grad"	How To Get The Graduates	XXXXXX Chair: Kris
12.50 pm	Lunch	Tour Of Murdoch University	
2.00pm	KEYNOTE PRESENTATION Sue Robertson	A Conversation with Sue Robertson	XXXXXX Chair: John
	Employers – "Getting that Grad"	Onboarding – Recruitment Through To Acclimatisation	XXXXXX Chair: Kris
2.50pm		Move To Workshops	
3.00pm	ELECTIVE WORKSHOP 2 Focus: <i>"Raising our Profile"</i>		
	A2.1 Malcolm McKenzie Seymour Maddison	Providing University -Based 'Career Consultancy' Services – Getting the Tail To Wag The Dog!	XXXXXX Chair: Marilyn
	A2.2 Annette Chivers	Building Corporate Relationships in the Non for Profit Sector Growing the relationship and apply the model to Career Services	XXXXXX Chair: Lee
	A2.3 Christine Haines/ Katie Miles	Feedback On Standards Forums Completed For DEST	XXXXXX Chair: Ben
	A2.4 Val Butcher	Entrepreneurship	XXXXXX Chair: Julie
	Employers – "Getting that Grad"	Workshop/Case Studies	XXXXXX Chair: Kris
3.50pm 4.10pm		Afternoon Break First Buses Depart for Kings Park	
4.45ish		Relaxing In Kings Park - Fraser's / Tree Top Walk / Amble	
6.30pm 7.30pm		The Old Brewery - Beer & Cheese Tasting HEWSO Award Presentations Dinner (Drinks Own Expense)	
9.00pm		First Buses Depart for Hotel	

11.50 pm		Move To Workshops	
12noon	ELECTIVE WORKSHOP 4 Focus: <i>"Counselling Techniques for Specialist Groups"</i>		
	C4.1 Barbara Mackie / Jan Thomas	Putting The Wheel Into Motion – An Application Of A Career Planning Model At The University Of Western Sydney	8.206 Chair: Julie
	C4.2 Marijke Wright	Juggling Creative Careers - Issues And Strategies	8.211 Chair: Alex
	C4.3 Annette Walker	Solution Focused Brief Therapy: The Possibilities From Questions	8.213 Chair: John
	C4.4 Ian Hughes	Graduates with Disabilities-How can we do better!	8.301 Chair: Ben
	S4.5 Val Butcher	Personal Development Portfolio	8.305 Chair: Marilyn
	S4.6 Chris Bridgman	The Postgraduate Experience – From A Careers Perspective	8A.209 Chair:
	E4.9	The Aged Workforce – Valuing And Benefiting From Mature Workers	8A.303 Chair: Anne
	E4.10	Diversity In The Workplace	8A.306 Chair:
12.50pm	Lunch	Trades Fair / Tour Of Joondalup Campus	11.2107/8
2.00pm	ELECTIVE WORKSHOP 5 Focus: <i>"Targeting our Services"</i>		
	A5.1 Ellen Gibson	A Macro Perspective: The Development Of Career Services For International Students At QUT	8.211 Chair: Julie
	A5.2 Alan McAlpine	Setting Up Postgraduate Careers Support	8.213 Chair: Ben
	A5.3 Anna Lichtenberg	Supporting Indigenous Students' Career Development	8.301 Chair: Marilyn
	A5.4 Darren	CareerHub	8.303 Chair: Alex
	A5.5 XXX	Career Guidance For Those With Criminal Records	8.305 Chair: Lee
	A5.6 Kate Gemmel	Its more like a kaleidoscope than a jigsaw...--how to discover each client's unique pattern of work values in a fun and creative way	8A.209 Chair: XXX
	E5.7	The Success of Your Recruitment Campaign – How Do You Measure Your Results And What Do They Mean For You?	8A.303 Chair: Kris
	E5.8	The AAGE Graduate Recruitment Benchmarking Survey – How Can The Results Impact On Your Success	8A.306 Chair: Anne

2.50 pm		Move To Round Table Discussions	
3.00pm	ROUND TABLE DISCUSSIONS	Aim is for a maximum of 10- 15 per group	
	6.1 Vicki Anderson	Induction Fun For New Career Advisors To The Higher Education Sector And NAGCAS	8.303 Chair:
	6.2 Rhonda Leece	Research And Innovation Grants Feedback: Careers Related Chatroom For NAGCAS Members/ Employer Feedback Regarding The Use Of E-Portfolios In The Recruitment Process	8A.301 Chair:
	6.3 Pippa Worthington	Careers Adviser – Develop Thyself	8A.305 Chair:
	6.4 Nick Stanley	Callista –the functions that delegates expect to be supported in a practical electronic portfolio toolset.	8A.209 Chair: XXX
	6.5 TBA	Topic Decided by Conference Delegates	8206 Chair: XXX
	6.6 TBA	Topic Decided by Conference Delegates	8A.303 Chair: XXX
	6.7 TBA	Topic Decided by Conference Delegates	8A.306 Chair: XXX
	E6.8	Work Experience – Maximum Value, Minimum Effort	8.211 Chair:
	E6.9	International Students – Liability Of Undiscovered Asset	8.213 Chair: Kris
3.50pm		Afternoon Break	
4.05pm		First Buses Depart for Ocean Beach Hotel	
6.10pm		Buses Depart for Conference Dinner	
6.30pm		Tour Of Maritime Museum / Pre Dinner Drinks	
7.30pm		Conference Dinner	
11.30pm		Buses Depart for Ocean Beach Hotel An Option Of Bus Departure Times Will Be Available On The Night	



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Wednesday 1st December: Day 3 – Curtin University

6.30am		Beach Walk (Or Run For The Energetic)	
7.45am		Buses Leave Ocean Beach Hotel For Curtin University	
		Conference Registration (Coffee And Tea Available)	
8.30am			
8.45am		Curtin University Welcome	
9.00am	KEYNOTE PRESENTATION Dr. Mary McMahon	To Truly Listen: The Gift We Can Give How often is it in this busy world that people have the time to tell their story? How often is it that someone gives them completely undivided attention as they do so? As career counsellors we have the privilege of entering the lifespace of others and hearing their career stories. To hear is one thing; to listen is another. Truly listening enables meaning and learning to be elicited and possibilities to be created. Truly listening: the gift we can give to our clients.	XXXXXX Chair: Ben
	Employers	Working With NAGCAS	XXXXXX Chair: Marilyn
9.50am	Morning Tea - Brunch	Showcase And Show Case Presentations Market/Stall Format And Delegate Voting	
10.00am	Registered Participants	<i>Australian Career Development Studies Awareness of Career Development Continues through afternoon</i>	XXXXXX Chair: Julie
11.00am	NAGCAS Members	NAGCAS - AGM	
	Employers	Where To From Here AAGE Meeting – Forming A WA Chapter Or An Employer Group	XXXXXX Chair: Kris
	Non NAGCAS Members	Changes to Selection Criteria for TAFE Michelle Hoad	XXXXXX Chair:
		University Entrance requirements – Australia Wide Margaret Williams	XXXXXX Chair:
12.00noon	Career Advice # Judy Horacek	Many Career Practitioners are familiar with Judy's work as an Australian cartoonist and writer. In fact her wonderful Career Advice Series has kept us entertained for over twelve years now. This session promises laughter touched with the social justice issues surrounding our industry.	XXXXXX Chair: Julie
12.50pm	Lunch	Tour of Curtin University Heads Of Service Meeting (Continues Through Afternoon)	XXXXXX Chair: John
1.50pm	Best Practice Finals	Best Practice Finals - 4 Presentations (Panel Selection Of Winner)	XXXXXX Chair: Ben
2.50pm	Wrap Up	Announcement Of Best Practice Winner Conference Awards And Prizes Promotion 2005 Conference Close Of Conference	XXXXXX Chair: Ben

Pre Conference Abstracts

Elective Workshop Abstracts

A= All

C= Career Practitioner

E= Employers

S= Service Provision Career (Issues relevant to areas such as IT, Resourcing, Budgets, Marketing)

Pre Conference Abstracts

PC-A. Story and Metaphor: Sounds Nice But How Do We Use It?

Dr Mary McMahon

Everyone has a story to tell. Indeed our lives are composed of stories. In our work as career counsellors we are privileged to hear the stories of many clients. As we listen to our clients, we frequently hear them use metaphors such as "I'm stuck", "I'm drowning", or "I've reached a dead end". Stories and metaphors may be interpreted in a variety of ways and various meanings ascribed to them. What is our role as we engage with the storytellers? How do we work with their stories and metaphors in a way that is meaningful for them? Drawing on narrative approaches to counselling, this workshop will explore how career counsellors may work together with clients to further develop their stories and metaphors to create meaning and possibilities for the future. Participants will have an opportunity to be creative, have fun and develop some strategies to incorporate into their work with clients.

PC-B. Using Card –Sorts for Employability Learning.

Val Butcher, Senior Adviser for Employability with the UK Higher Education Academy

At a time when employability in the academic curriculum is being delivered by a increasing range of curricular innovation, the card sort offers a flexible approach over a wide range of components of employability learning, from individual career development to articulation of personal attributes; from PDP to the formulation of learning outcomes from work placements.

Card sorts by their flexible nature, stimulate:-

- Reflection on choices and issues
- Discussion with peers on divergent and similar views
- Ownership of an informed viewpoint, and understanding that other key stake holders may have different views
- Action planning and prioritising on the basis of reflection and discussion including the formulation of negotiated learning outcomes
- Reviewing of opinions and priorities in the light of further experience

This workshop will consider briefly the range of ways in which card-sorts can be used within the curriculum, and will offer practical experience of a card sort recently developed by ESECT (Enhancing student Employability Co-ordination Team) in the UK as a staff development tool.

This card sort exercise has three stages, which may be carried out sequentially or in separate sessions:

- Employability is
which enables individuals to articulate their views on what "employability" might mean, discuss these views with colleagues and modify them if appropriate (stage 1).
- Employability outcomes
which stimulate clear thinking of what employability attributes an individual may wish to develop in his/her students through their academic experiences (stage 2)
- Techniques
which raise awareness of a wide range of techniques and learning approaches currently practiced which may be used to achieve the desired employability outcomes (stage 3)

A taster of these materials will be offered, with down- loadable templates available for personal use or adaptation.

PC- C. Conference Networking –

Lee Miles, Career Advisor Edith Cowan University

Conferences are a great place to learn and to meet other people yet we often overlook the opportunity to market ourselves, our products and services to those we meet during this time. This workshop will give you some great ideas on how to effectively use your time in order to extend your learning and conference experiences.

Pc-D. Resources Developed By the Chamber of Minerals And Resources (Secondary Sector And Private Providers)

XXXXXXXXXX

XXXXXXXXXX

Pc-E. Resources Developed By Edge for Working with Students With Disabilities (Secondary Sector And Private Providers)

Ian Hughes, Edge

Research consistently shows that students with disabilities are significantly less likely to gain employment in their field of study than their peers. Students with disabilities have more than twice the unemployment rate of other students. Those students with disabilities who were employed were more likely to be working part-time or be self-employed. Negative employer attitudes, lack of work experience, poor job hunting skills and strategies and lack of knowledge about workplace modifications and assistive equipment are the most commonly reported barriers to employment. Edge Employment Solutions has established a new career planning, job placement and job support service for students with disabilities. Edge provides career planning, mentor matching, job search, workplace modifications and (where required) on-the-job support service.



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Monday 29th November: Day 1 – Murdoch University Workshop 1

12.00 – 12.50pm Focus: "Converging Policy and Practice"

- A1.1 A Discussion On**
- Standards - Mary McMahon and
- National (CICA) And International Developments
Robyn Bergen DEST & Judith Leeson CICA, President

The qualifications and training of career guidance practitioners has become the focus of much attention internationally and nationally. 2004 has seen much attention focused on the development of quality standards for practitioners in the Australian career industry. This workshop will overview the process of developing quality standards and provide an opportunity for discussion.

Returning to Peter Tatham's most memorable quote from the 2003 NAGCAS Conference – 'The Train is In' - Robyn and Judith will highlight national and international developments that not only support Peter's comments but also provide insights into where (and how) NAGCAS can be a 'voice' on Australian career issues. Most importantly this free ranging discussion will cover the development of The International Centre For Career Development And Public Policy And Australia's Involvement.

- A1.2 Using GDS Data To Support University Policy And Raise The Profile Of The Careers Service**
David Essex, Deakin University

This workshop will include a short presentation on initiatives that they have taken using GDS data to support the University policies and targets in the areas of graduate outcomes, internationalisation and regional and rural objectives. In addition the workshop will ask participants to collaborate in sharing good practice and explore potential ideas for future initiatives.

The Careers and Employment Service at Deakin has used university targets and policies in the area of graduate outcomes to develop a range of services and initiatives based on GDS data. These have significantly raised the professional profile of the careers and employment service within the University. This has included the use of data on:

- Areas of study where students struggle to find employment
- International students
- Regional and rural students
- Faculty based data

Benefits to the service have been extensive and will be discussed.

- A1.3 Taking A Systemic Approach To The Successful Implementation Of The E-Portfolio Project At QUT**
Col McCowan, Queensland University Of Technology

In introducing an e-portfolio to the QUT community, a project management approach was taken that connected all aspects of the university. Its successful introduction has been staged so that issues could be systematically addressed and coherence and commitment obtained. QUT Careers & Employment took on a consultancy role rather than a leadership role during this process. This session will highlight the approach adopted, the steps taken, the issues addressed and the outcomes achieved across the QUT community as a whole.

- A1.4 The Matrix Standard**
Tony Butler President of AGCAS & Director of Oxford University Careers Service

The Matrix Standard is a national accreditation for Career Services introduced by DfES in conjunction with the Guidance Council. It involves a visit by an external assessor during which staff, students, academics, employers, and representatives of University senior management are interviewed about the service provided by the Careers Office.

Assessed categories include the competence and professional ethos of the staff, the planning and organisation of the Services, and the commitment to equal opportunities, staff development, and customer service. A range of activities undertaken by the Services are also observed and publicity materials, policy and procedures documents were comprehensively examined.

In this informal conversation Tony will discuss the process for the accreditation and benefits for the Oxford University Career Service

**Monday 29th November:
Day 1 – Murdoch University
Workshop 2**

3.15pm - 4.10pm Focus: "Raising our Profile"

**A2.1 Providing University-Based 'Career Consultancy' Services – Getting the Tail To Wag The Dog!
Malcolm McKenzie, University of Technology Sydney and
Seymour Maddison, University of New South Wales**

A workshop for anyone considering or currently delivering student career programs tailored to the needs of academic 'clients'.

Following two brief presentations outlining strategies aimed at raising profile with faculty colleagues, workshop participants will be encouraged to share their own successes and challenges as in-house 'career consultants'.

The final part of the workshop will be devoted to discussion of key issues, for example: Are in-curriculum initiatives always preferable to involvement on the fringes of the curriculum? (or, as non-academic services, should we just be grateful for any commitment!) What are the implications for resourcing? Do fee-based student services raise equity concerns? Will providing consultancy services open new career development opportunities for ourselves?

**A2.2 Building Corporate Relationships in the Non for Profit Sector" (Growing the relationship and apply the model to Career Services)
Annette Chivers – Silver Chain**

Working in partnership with community organisations is becoming a necessity in the successful corporate world of today. The importance of creating a strong social capital to staff and clients has become a reality and many companies recognise their corporate citizenship as an important financial outcome.

The world of enterprise and service has collided. The corporate world needs us and we need them. How can we be successful together? The aim of this session will show how a highly successful partnership between a community organisation and an international business has developed and grown. An insight will be given on how this model can apply to Career Services.

**A2.3 Feedback On Standards Forums Completed For DEST
Christine Haines/ Katie Miles Morgan, Miles Morgan**

This session will provide an opportunity to discuss quality standards in the career industry. Participants in this session are invited to contribute to discussion on issues related to competencies, training and qualifications, certification, registration and continuing professional development of career professionals. Examples of international attempts to address quality standards will be provided, and preliminary work conducted in Australia Higher Education will be outlined.

**A2.4 Entrepreneurship
Val Butcher, Senior Adviser for Employability with the UK
Higher Education Academy**

For many graduates self-employment could be both the preferred and the most productive career path. Indeed for some, self-employment may represent the only option that offers the potential to provide sufficient income to sustain a reasonable standard of living. However, while many students think about becoming self-employed, relatively few do so.

The UK Higher Education Academy is managing a project to encourage entrepreneurship amongst undergraduates. It aims to facilitate the development of the undergraduate curriculum by putting in place the background information and materials needed to equip universities to deliver instruction in the skills required to start and grow a business.

Ten Subject Centres, have accepted this challenge. Many have involved their Careers Service "Buddies" in this process. All are developing an evaluation frame-work which can be used after the project by those who wish to embark on these initiatives. This session will share some of the strategies, problems and achievements, nine months into the project.

**Monday 29th November:
Day 1 – Murdoch University**

Employer Workshops - "GETTING THAT GRAD"

Conducted by the Graduate Career Council of Australia (GCCA)

"Getting that Grad" covers the entire graduate recruitment process, from an overview of the graduate market, working with University careers services and external providers, through to strategies for retaining and motivating the graduates. The program also provides insights into what graduates seek in employment, looks at means of attracting the 'right' graduate for your organisation, and allows participants the opportunity of sharing experiences and exchanging ideas".

Graduate Market Overview:

- Graduate recruitment as part of your overall HR strategy
- What factors affect the graduate market?
- The current state of the market
- Information sources

What are Graduates Looking for?

- Generational differences
- Job seeking behaviours
- Factors influencing employment choices
- How can employers appeal to the student/graduate audience?

How to get the Graduates:

- Working with Universities
- Other ways to reach graduates
- Making the best use of the online environment

Onboarding – Recruitment Through to Acclimatisation

- Keeping them interested before they arrive
- What to do when they arrive
- Retention strategies

Workshop/Case Studies

Facilitated, interactive session allowing participants to exchange views on successful strategies and recruitment techniques, the use of external suppliers and resources, the value of online applications, assessment centres and psychometric testing, and evaluating the success of your program

Tuesday 30th November:
Day 2 – Edith Cowan University, Joondalup Campus
Workshop 3

11.00am - 11.50am Focus: " Working With Employers & Workplace Learning Models"

C3.1 The Expectations of the Australian Workplace
Lene Jensen, University of New South Wales

A workshop developed by UNSW for international students through a NAGCAS Innovation Grant. Members have received the power point slides and notes but some people may be interested in sharing ideas or finding out how it has been received at UNSW.

C3.2 A Collaborative Model for Supporting Cooperative Education Students at University of Western Sydney
Barbara, Paul, Nat

Cooperative Programs was introduced at the UWS in 1995 with the intention of providing students with degree-relevant professional experience. The program also assists the university to build relationships with industry. It involves students working on research projects with organisations predominantly during the summer & winter vacation periods.

The Cooperative Programs unit within UWS has developed integral links within the university to assist students to achieve quality project outcomes. The success of Cooperative Programs students can be largely attributed to this collaboration, as evidenced by student and industry feedback.

In this workshop we outline the student programs currently offered and examine factors contributing to the success of the program. A particular focus is the ongoing evolution of a collaborative partnership with staff of UWS Student Services, in particular the Careers and Employment Service and the Learning Skills Unit. Staff from these units work closely with the Cooperative Programs unit to enhance the university support provided to students to prepare for and achieve an effective research project. As a first step towards developing a model of cooperative education at UWS, we reflect on the theoretical implications of this approach to supporting students on industry placement, and discuss the elements that both contribute to and challenge the effectiveness of the program.

C3.3 Putting Knowledge To Work: Strategic Issues For Workplace Learning Programs In Higher Education
Martin Smith, University of Wollongong

Whilst the academic environment develops sound knowledge and theory, the wider university experience is critical to the process of enabling individual students to be successful in 'putting their knowledge to work' in post university transitions – in scenarios such as workplaces, social and community contexts and further study environments.

A central element of this workshop is an overview of the development of a suite of workplace learning programs that foster within students a better sense of:

- their discipline and how it can be applied to workplace settings
- how their employability skills/graduate attributes can be applied to workplace settings
- professional workplace cultures, structures, and relevant ethics
- how their career aspirations connect with specific occupations and industries

These workplace learning programs have been developed with knowledge of recent international research and program innovations in areas such as generic skills, employability and workplace (experiential) learning. This workshop outlines the approach taken within the Careers Service at the University of Wollongong.

C3.4 National SIFE (Students In Free Enterprise) Competition
Tracey Hodgkins, Ben Cooper, Curtin University

S3.5 Callista – ePortora
Nick Stanley

"Practical systems to develop and host electronic portfolios have been quite thin on the ground over the past two years in Australia, losing pace with the increased interest that has grown around the concept during that time.

Much of this interest has come from academic circles, and is apparently driven (at least in part) by an acceptance that electronic portfolios offer a unique capacity for learners and academics alike to collate, share and reflect on personal, scholastic, and other achievements. On the flip-side of the coin, the administrative side of the education industry has grappled with the complexity of providing an easy to use toolset for a disparate user group.

Moreover, the functions of an electronic portfolio tool or, in practical terms answering the question of "what should an e-Portfolio system look like and do in the local education environment", are still open to conjecture.

Callista will be presenting a talk on the practicality of electronic portfolios in an academic environment and some of the key learnings that our business experts have experienced during the deployment of the Callista Folio system at Universities during the past 12 months.

Tuesday 30th November:
Day 2 – Edith Cowan University, Joondalup Campus
Workshop 4

12noon - 12.50pm Focus: " Counselling Techniques For Specialist Groups"

C4.1 – Putting the Wheel into Motion – an Application of a Career Planning Model at the University of Western Sydney
Barbara Mackie and Jan Thomas, University of Western Sydney

The Careers and Employment Service at the University of Western Sydney (UWS) has conducted a student career development program each year for the last four years. As a result of continuous improvement, the 2004 program is a two and a half day program sponsored by the College of Law & Business. The aim of the program is to demystify the career planning process and careers.

The program "Career Moves" has been developed using an adaptation of Amundson and Poehnell's career planning model *The Wheel*. Career Moves helps the student put the wheel into motion, by providing a practical and interactive application of the model in a group setting.

This paper will outline the UWS approach to Career Moves and explore the 10 segments of the career planning model. We will highlight some of the key activities, resources and strategies which support each segment of the model. Career Moves promotes skills not only in career planning, but also in career development and career management. Career practitioners and employers will have the opportunity to learn from our experience and develop ideas for applying the model within their organisational context.

1. Norman Amundson and Gray Poehnell (2004) *Career Pathways*. 3rd Edition. Ergon Communications: Canada.

C4.2 Juggling Creative Careers -Issues and Strategies
Marijke Wright, University of Technology Sydney

The workshop will outline the challenges of working in the creative industries and define strategies for enabling creative types to "maintain the flame".

C4.3 Solution Focused Brief therapy: The Possibilities from Questions
Annette Walker – Insight Career Management, Australia – AACC – WA

This workshop will be informative and interactive in nature, providing participants with

- Information about the development of the theory and its central philosophy;
- Understanding of the essence of SFBT and its assumptions;
- A concrete, pragmatic and empowering framework for career counselling using the Miracle Question, exceptions and resource questions

- Clear strategies for accessing client goals, utilizing their strengths and resources and mobilizing clients toward positive changes and problem resolution; and
- Practical methods that can be applied quickly in dealing with students, parents, workplace settings, adults and children in all environments

C4.4 Graduates with Disabilities-How Can We Do Better!
Ian Hughes

Graduate destination surveys consistently show that university graduates with disabilities are significantly less likely to gain employment in their field of study than other graduates. Almost one-third of job-seeking graduates with disabilities remained unemployed six months after graduating, more than twice the unemployment rate of other graduates. Those graduates with disabilities who were employed were more likely to be working part time or be self-employed. Negative employer attitudes, lack of work experience immediately prior to graduation, poor job hunting skills and strategies and lack of knowledge about workplace modifications and assistive equipment are the most commonly reported barriers to employment.

Edge Employment Solutions has established a new career planning, job placement and job support service for university graduates with disabilities called "Professional Edge". The new service specifically targets university graduates with disabilities. Professional Edge provides career planning, mentor matching, job search, workplace modifications and (where required) on-the-job support service.

S4.5 Personal Development Portfolio & Student Employability
Val Butcher

Effective Personal Development Planning lies at the heart of employability. Students must have the ability to identify, articulate and evidence their learning for both effective career planning and self presentation at application and interview.

Portfolios, Learning Logs, Diaries – whatever they are called, whether electronic or hard copy – have provided a reflective underpinning for learning for many years.

From 2005, every student entering UK Universities will have to have access to

"A means by which students can monitor, build and reflect upon their personal development (Personal Development Planning/Recording)"

National Committee of Inquiry into Higher Education, 1997

The implications of this initiative for careers guidance and counselling are immense as will be the ways in which graduate recruiters make use of this information. This session will review what is happening so far in the UK, and how guidance professionals can influence what is achieved.

S4.6 The Post Graduate Experience – From a Careers Perspective
Chris Bridgman, University of Canterbury

Deliver more to Postgrads Raise the Profile Strengthen links with Management Increase Staffing
Responding to recommendations from a review of the Careers Advisory Service at the University of Canterbury, a project was undertaken to identify career development issues for postgraduate students with a view to improving service delivery

This session will evaluate both the benefits or otherwise of collaborative research within a University, and whether the project has assisted in addressing other review recommendations.

This session will also look at the outcomes of surveying thesis writing postgraduate students on their postgraduate study. Where is it leading? What are their career development issues? Is the career service providing for their needs?

Tuesday 30th November:
Day 2 – Edith Cowan University, Joondalup Campus
Workshop 5

2..00pm - 2.50pm Focus: "Targeting our Services"

A5.1 A Macro Perspective: The Development of Career Services for International Students at QUT
Ellen Gibson

The number of international students attending Australian universities has increased markedly over the past 5 years and has resulted in a need for services which adequately reflect the requirements of these students. One of Queensland University of Technology's responses to this has been the appointment of a full time International Career Counsellor (ICC) to develop services for all international students and in particular for students from the major intake countries. These countries are Singapore, Malaysia, Hong Kong, India and China. Services provided by the ICC include a career counselling service, open access services, workshops, job seeking skills, handouts for specific countries, assistance with finding work placements and networks of employers off shore. An extensive internet site also gives students access to employment opportunities world wide.

To respond to the requirements of Asian employers, a survey of some employers through Asia was undertaken in 2003. While the response rate was somewhat limited, the findings of the survey will be discussed, and the development of the International Work Placement Scheme will be outlined. The workshop will be open and informal with discussion encouraged.

A5.2 Setting up Postgraduate Careers Support
Alan McAlpine, University of Auckland

In line with the theme of 'providing a targeted careers support for a specific client group' the presenter will discuss the development of one of the first Australasian Career Services dedicated to the provision of career support for research postgraduate students. This primarily covers the needs of Masters and PhD students. It is the vision of the University of Auckland to be New Zealand's research led University and the provision of this service helps to meet this vision.

The service was commenced in May 2004 and leads on from previous presentations at these meetings that discussed the specific needs of the Masters and PhD student group. This presentation will discuss the challenges of setting up a dedicated service to a discerning client group as well as the successes of the service in its first six months of existence.

The presentation will highlight the programmes involving employers, which enable the gap for postgraduate students between the world of study and that of employment to be bridged. It will also discuss the challenge of ensuring that the employment options of research students is widened from the traditional academic route to enabling students to think laterally about their career opportunities.

The session will investigate how it can continue to grow the service by sharing ideas from other services as well as share best practice methods to help other services meet their needs.

A5.3 Supporting Indigenous Students' Career Development
Anna Lichtenberg

Over 2003, a two-stage project to explore career development programs and resources for Indigenous students around Australia was conducted by Curriculum Co-operation. The project involved consultation and research followed by recommendations and the preparation of prototype resources. Consultations with relevant stakeholder included focus groups, telephone interviews and online/website surveys. The following findings will be presented and discussed:

- Programs and resources currently used around Australia;
- Barriers to effective career support for Indigenous students;
- Elements of effective programs, and
- Recommendations for improvements and resources

A proposed concept map for a centralized online career resource for career practitioners working with Indigenous populations has been developed together with a number of prototype documents and materials. These will be presented for discussion and consideration

A5.4 CareerHub
Darren Hughes, CareerHub

Darren will be demonstrating the Latest CareerHub Student interface both stand alone and integrated with the new CareerHub Portfolio. The latest accessibility features of CareerHub will also be demonstrated. A preview of the CareerHub Version 2 Administration interface will be shown with the new tools and changes that have been requested by users over the last two years. Several new administration components will also be previewed.

The session will provide an opportunity to discuss the updates and changes occurring with CareerHub and also to ask questions about CareerHub usage/issues. If you have specific needs that you want to ensure are met in the new CareerHub Administration then this will be one of your last opportunities to check that they are planned and voice your requirements. The outcome from this session will be a finalised release plan for the CareerHub Version 2 Administration components.

A5.5 Career Guidance for Those with Criminal Records
Leanne

A5.6 Its More Like A Kaleidoscope Than A Jigsaw... --How To Discover Each Client's Unique Pattern Of Work Values In A Fun And Creative Way
Kate Gemmell

While there often is an understandable focus in careers counselling on the hard data- on researching job options, and analysing labour market trends, for example, what is often more difficult to assess for the client are the intangibles- our work values, our passions, and what makes us tick And yet... we cant really begin to progress on the tangible aspects of job search until we look closely at what a client values most. This workshop will present a series of practical tools that practitioners can use to assess the work values of their clients, and to explore the unique nuances and interpretations that each client has around these issues.

It aims to make exploring values with clients fun and interesting, by the use of hands on interesting games and exercises that can be targeted to a wide range of client groups.

Tuesday 30th November:
Day 2 – Edith Cowan University, Joondalup Campus
Workshop 6

3.00pm - 3.50pm "Round Table Discussions"

- 6.1 Induction Fun for New Career Advisors to the Higher Education Sector and NAGCAS**
Vicki Anderson
- 6.2 Research and Innovation Grants Feedback: Careers Related Chatroom For NAGCAS Members/ Employer Feedback Regarding The Use Of E-Portfolios In The Recruitment Process**
Rhonda Leece

The Innovations Grant was to establish and make available a stable careers related chatroom for NAGCAS members. Through the grant I aimed to:

- Investigate through Edna.net the range of chat communication options which are responsive to the communication needs of the NAGCAS membership.
- Create a Careers Chatroom.
- Evaluate through Action Research the effectiveness of this medium for professional development, information sharing and general Communications.

The Research Grant was to gather employer feedback regarding the use of e-portfolios in the recruitment process thereby informing the development and utilisation of e-portfolios by Careers Services. This research project aims to test the following Hypothesis:

As Careers professionals, we currently advise students to tailor each job application to the requirements and expectations of individual employers, and discourage 'generic' resumes. What refinements are required for an e-portfolio to support the generation of effective ---and individual employment applications?

6.3 Careers Adviser – Develop Thyself
Pippa Worthington

Most careers advisers advocate the value of selfawareness to students and graduates seeking meaningful employment. We encourage them to, at the very least, understand their strengths and weaknesses and their skill set, and to become comfortable in discussing these with potential employers. Some will even encourage students to undertake some personal development exercises. Yet how many of us actually do this for ourselves? We may set aside time for professional development, (such as this conference) but what about the whole person?

This workshop will look at the value of our own personal development, how it can empower and stimulate, and how we become better careers advisers because of it.

6.4 Nick Stanley
Callista – The Functions That Delegates Expect To Be Supported
In A Practical Electronic Portfolio Toolset

6.5 Discussion Topic to be determined by delegates

6.6 Discussion Topic to be determined by delegates

6.7 Discussion Topic to be determined by delegates

Tuesday 30th November:
Day 2 – Edith Cowan University, Joondalup Campus

Employer Workshops

- E3.6** Partnering With The Tertiary Sector To Profile And Grow Your Organisation
- E3.7** Running Successful Vacation And Traineeship Programmes
- E4.9** The Aged Workforce – Valuing And Benefiting From Mature Workers
- E4.10** Diversity In The Workplace
- E5.9** The Success Of Your Recruitment Campaign – How Do You Measure Your Results And What Do They Mean For You?
- E5.10** The AAGE Graduate Recruitment Benchmarking Survey – How Can The Results Impact On Your Success
- E6.8** Work Experience – Maximum Value, Minimum Effort
- E6.9** International Students – Liability Of Undiscovered Asset

Wednesday 1st December:
Day 3 – Edith Cowan University, Curtin University

University Entrance Requirements
Margaret Williams, Consultant

Margaret was, for nearly 12 years, Prospective Students Officer at UWA. Now in private practice she has a large client base of schools throughout WA, and many individual prospective student clients. In this Workshop she will reflect on the insights this new perspective has provided. The Workshop will explore what prospective students think they need to know, and what they really DO need to know!

Changes to Selection Criteria for TAFE
Michelle Hoad, Department of Education and Training WA

The Department of Education and Training is undertaking a review of the Minimum Entrance Requirements (MER) and Selection Criteria for entry to TAFEWA courses.

The MER identify the entry requirements that a learner must have before applying for a full-time TAFEWA course. The associated selection criteria provide a way of ranking prospective students when there are more eligible applicants than places for a qualification.

It is expected that a new process for entry to TAFEWA will be easy to understand, administratively simple and reflect the current and emerging trends in the education and training environment. The system will also serve to promote enhanced access to vocational education and training in Western Australia.

Michelle Hoad, Director of VET Teaching and Learning will present an overview of the proposed model for implementation.

Awareness of Career Development
Miles Morgan / DEST

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