

## **JOB SEEKERS MEET THE ICDL CHALLENGE**

National recruitment specialist and Registered Training Organisation, Challenge Recruitment Ltd first learnt about the International Computer Driving Licence (ICDL) in 2001. It quickly adopted the international certification as part of its service offering in December of the same year, recognising the benefits that the program would bring to clients and candidates alike, particularly jobseekers.

Since that time, Challenge has offered several training programs to the unemployed with a view of increasing their computer literacy and employment opportunities, particularly within Challenge Recruitment<sup>1</sup>s own business.

Cassandra Curtis, Learning and Development Manager for Challenge Recruitment said, <sup>3</sup>One of the areas that our recruitment business specialises in is the supply of contract office administration and clerical staff to the public and private sectors.<sup>2</sup>

Cassandra added, <sup>3</sup>We found that there was a trend of unemployed candidates registering with our organisation for clerical employment opportunities but they simply lacked the computer skills that would be a deciding factor in their success.<sup>2</sup>

In some cases we discovered that candidates were skilled in areas like word processing but lacked complementary knowledge in areas such as spreadsheets.

The training programs that we have offered the unemployed with the ICDL as a foundation skill set have generally delivered an 80% success rate in achieving employment outcomes post-training.

Challenge Recruitment specialise in executive search and selection; clerical and call centre; technical and trades; hospitality and tourism; general labour hire; contract, temporary and permanent placements; HR consultancy; outplacement services; volume and project recruitment; together with tailored learning and development solutions.

Challenge Recruitment Ltd is proudly Australian owned and operated by its management and staff. As an organisation whose business is about servicing people's needs, they employ over 4000 staff on any one-day, supplemented by more than 20,000 registered staff.