

These **Frequently Asked Questions** were developed with Hellomonday (formerly Hudson) and the Digital Jobs team following the **Round 11 Welcome session**. We encourage you to continue to refer to the Participant Guide for further information about the program.

The focus of the welcome session is to provide an overview of the program, including your training course and the career coaching service.

Round 11 – Information Session Q&A October 30, 2024

When can I access my course/ Learning Management System (LMS) to prepare for my training?

Each training provider has a different process. You will be invited to attend an induction session with your training provider where you will learn more about your course and access to their LMS.

I was offered my second-course preference, can I change to my first?

You are unable to change course preferences. If you are not motivated or interested in studying your second preference, we recommend withdrawing from the program before census (4pm on Friday 15 November).

Can I defer my course?

You are unable to defer your course as there are no future rounds of the program planned.

How many days per week is my course?

It depends on the course, please check the course handbook for details regarding the course schedule.

Will we have a break over the Christmas and New Year period?

Yes, for Round 11, training will conclude on Friday 20 December and resume on Monday 6 January 2025 for General Assembly and Monday 13 January for RMIT and Victoria University.

Is there any minimum attendance required for the course?

Please check the attendance requirements in the course handbook and check with your training provider.

How can I find out and connect to peers who are in the same stream as me?

You will have many opportunities to interact with your peers during your class tutorials, lectures, and through the Learning Management System (LMS). Our training providers also use platforms like Slack to communicate.



What software do I need for my course?

It will vary from training provider and course but please refer to the course handbook for software used in your course. You can also reach out to your training provider with any questions.

I have very little experience in the course I am about to study. Is everyone in the course in the same situation?

It depends on the course as some courses are for intermediate learners, however many of your peers will be first-time learners in their chosen course and there also many that have prior skills and experience that are transferrable to your course.

We would suggest fully utilising your 3 career coaching sessions to discuss your past experience and career goals. They will also be able to assist in identifying transferrable skills that you can bring to a new digital career. We also recommend speaking to your lead instructor/lecturer of your course as they will be able to provide deeper industry insights and advice regarding pathways and further studies.

After course completion, will I receive a certificate of completion by the training provider?

You will receive your credentials from your training provider upon successful completion of the course. Refer to the course handbook for more information about what you will receive after completing your course.

When will I know if I have passed my training course?

Your assessment results may be available to you after submission depending on the training provider. However, the Digital Jobs program team are provided with your outcome around week 14-15.

How do I provide feedback to my training provider?

The Course Handbook provides contact details for each training provider. There are also surveys conducted at the mid-point and at the end of your training where you may wish to share feedback.

Where can I access the resources on the Hellomondays JobAccelerator platform?

All of the JobAccelerator resources can be found in the Learning Hub. If you need further guidance on how to navigate the portal, please refer to the Participant Guide.

How long do we have access to the Hudson resources?

You will have access to the JobAccelerator portal until 30 June 2025.

Will the Live webinars be recorded?

Yes, all webinars will be recorded and made available on the JobAccelerator portal.

Could you provide some insights on how to choose my career coach?

Once you log into JobAccelerator you will be able to view the coaches profile and see who is best suited for you. All of the career coaches have been working on the Digital Jobs program for many rounds (some since the beginning) so they will be able to support you throughout your journey.

Can I change my career coach after my first session?

We recommend sticking with your career coach for all 3 sessions throughout the program. However, if you are not connecting with your career coach, you are able to change for the sessions you have remaining.

What advice do you have for participants that want to pivot their career but unable to take an entry-level position due to financial commitments?

We encourage you to speak with your career coach about your situation and seek their advice. You may need to take a stepped approach to move into a new career leveraging your current skills whilst maintaining your salary expectations.

What type of placement opportunities will be available after course completion?

Work placements are generally full-time and may be remote/hybrid. These arrangements are at the discretion of the work placement host. For the Digital Jobs program placements are usually at entry level, with an entry-level salary. You'll learn more about this later in the program.

I want to know more about the work placement opportunities through the program.

The program will host a post-training information session in February 2025 where you will learn more about the support provided, the resources available and how to apply for work placement opportunities through the program.

Please note you must successfully pass your training course to be eligible to apply for work placements through the program. **Placements are not guaranteed** and applying for placements is competitive, like the open job market.