

ASPIRE

What You Can Expect from Your Employment Consultant

These are the behaviours you should see in action, and how you can ask for them if they're missing.



Alignment with what matters to you

WHAT TO EXPECT?

Support that connects to your goals and interests

SPOT IT IN ACTION

EC asks about your career goals, hobbies, or values before suggesting options

PROMPT IF MISSING

“ Can we link this step back to my goals? ”

WHAT TO EXPECT?

Clear, practical next steps and feedback that builds confidence

SPOT IT IN ACTION

EC breaks down steps and explains what success looks like

PROMPT IF MISSING

“ Can you show me what the next step looks like in practice? ”



Structured guidance and feedback



Provides you with real choices

WHAT TO EXPECT?

Genuine options so you can decide

SPOT IT IN ACTION

EC asks about your career goals, hobbies, or values before suggesting options

PROMPT IF MISSING

“ Could I have a few options to choose from? ”

WHAT TO EXPECT?

Collaboration in decisions, not just being told

SPOT IT IN ACTION

EC asks for your input before making a plan

PROMPT IF MISSING

“ Can I share my thoughts before we decide? ”



Invites you to participate



Relays the 'why'

WHAT TO EXPECT?

Clear explanation of why something is needed

SPOT IT IN ACTION

EC explains how each step helps you reach your goals

PROMPT IF MISSING

“ Can you explain the reason for this step? ”

WHAT TO EXPECT?

Your feelings and experiences are listened to and respected

SPOT IT IN ACTION

EC acknowledges frustration or challenges instead of brushing them off

PROMPT IF MISSING

“ I'd like to share how this feels for me, is that okay? ”



Expresses understanding

Align with what matters to JS

Connect support to the job seeker's personal interests, goals, and needs.

- Acknowledge holistic needs (not just job search).
- Show how each step is relevant and meaningful.



Structure guidance & feedback

Create clear, mutual expectations and provide timely feedback.

- Keep guidance practical and confidence-building.
- Link feedback directly to their goals.



Provide real choices

Offer genuine, simple options that let job seekers decide.

- Encourage them to express preferences.
- Make choices meaningful enough to foster ownership.



Invite participation

Use language that feels collaborative, not directive.

- Phrase requests so it's easy for them to say "yes."
- Show willingness to co-create their journey.



Relay the 'why'

Always explain the purpose behind requests or activities.

- Link each task to a reasonable "why."
- Show how it connects to their values or future goals.



Express understanding

Give space for job seekers to share openly.

- Validate their feelings and experiences, even the negative ones.
- Show empathy before moving to next steps.

