solve

WITHYOUWITHME

As a global company with headquarters in Australia, WithYouWithMe acknowledges the Traditional Custodians of country throughout Australia and their connections to land, sea and community.

We pay our respect to their Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.

solve

In this issue

From our CEO

In the digital age, one of the biggest barriers to growth facing organisations is finding enough talent to fill skills gaps. And yet we still continue to see job advertisements with prohibitive requirements like 5 years' experience or a 4-year degree.

While many understand the far-reaching benefits of a shift to skills-based hiring, they're still unwilling to depart from the old ways of thinking.

At WithYouWithMe, we've worked hard to surround ourselves with public and private sector organisations who are willing to be fierce in their approach to change, to create new opportunities and pathways to success that focus on skills and a willingness to learn rather than corporate connections and years of experience.

Where one organisation is empowering Indigenous youth in Canada with the digital skills they need to succeed in the workplace, another is implementing a company-wide skills framework to identify gaps and enable mobility. What they have in common is a willingness to be innovative in the way they view talent, focusing on measurable insights around their potential rather than what they've previously done.

In this edition we explore both the emerging capability of skills mapping to create career pathways and enable workforce mobility as well as providing an update on our social impact programs making headway around the world.

Tom Larter
CEO WithYouWithMe

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Skills mapping and workforce solutions
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SFIA: A framework for the future-proof, digital workforce

by Andy Choquette

Our digital world is one of rapid and constant change. To keep up, organisations need talent with the skills to design, develop, implement, manage and protect the data and technology that powers their success. The Skills Framework for the Information Age (SFIA) was designed to capture and define these competencies.

Simultaneously, untapped talent lies dormant in underserved populations around the world including veterans and their families, neurodivergent individuals, refugees and indigenous communities.

The SFIA framework, alongside WYWM's Potential platform, can play a critical role in transforming the lives of candidates in these marginalised populations and future-proofing the workforce for the information age.

Understanding SFIA

The SFIA framework is a unique tool that provides a common language and structure for defining the skills required in the digital age. It helps organisations recruit and retain top talent, as well as providing individuals with a clear roadmap for their career development.

The framework has seven levels of responsibility and covers many skills and behaviours, including:

- Technical
- Business
- Personal
- Digital
- Leadership
- Service management

For individuals, understanding the skills and attributes required across the spectrum of digital roles allows them to identify their core strengths and areas of development, and to focus their efforts on the skills that will be of most valuable to them.

For organisations, SFIA helps match staff and candidates' skill levels to in-demand roles. It brings together professional skills, behaviour and knowledge, and describes the specific requirements at various levels of responsibility.

Finding people with Potential

WYWM, on the other hand, created *Potential* to test, train and place candidates from marginalised populations in meaningful and well-paying careers in the private and public sectors.

Additionally, WYWM provide a wide range of online courses specially designed to ensure individuals acquire the knowledge they need to succeed in digital roles. Individuals are also offered access to mentorship and coaching to help them overcome any obstacles they encounter on their career journey.

By supporting online learning with hands-on practical experience in new technologies, Potential gives individuals the opportunity to quickly build the skills they need and embark on their chosen careers.

SFIA ACCREDITED PARTNER

WithYouWithMe is a SFIA Global Accredited Partner

The recipe for success

Combining SFIA and Potential can offer significant benefits to candidates who are often overlooked including:

- Identifying candidates' strengths and weaknesses in relation to marketplace requirements;

- Offering the training and practical experience required to succeed and;

- Providing a supportive and inclusive environment for those who face barriers to employment including discrimination and a lack of opportunities.

- In addition to creating careers, the combination of these powerful tools will help reduce unemployment rates in marginalised communities by empowering them with the skills, knowledge and practical experience to succeed.

SFIA and WYWYM are transforming the way the way organisations find, hire and nurture digital talent, futureproofing the pipeline of digitally literate individuals needed in the public and private sectors.

By investing in SFIA and Potential, organisations can help to bridge the digital skills gap and build a more diverse and inclusive workforce.

Why every organisation needs a robust digital skills framework aligned with SFIA

1. Defining the requirements for every role in your organisation by SFIA level ensures you maintain a consistent measure of skills and competencies within your workforce.

2. Understanding where true skills gaps exist will enable your organisation to adopt a targeted approach to filling them, either through training programs or with external hires.

3. Using these gaps to inform targeted employee growth plans will offer clearer learning and development pathways that are beneficial to both employees and the organisation.

4. Empowering HR teams with accurate, comprehensive role descriptions and competency requirements will ensure the right people – with the right skills – are found when going to market for a new hire.

5. Future workforce planning will be better informed with an accurate understanding of your existing employee's competencies, and the skills they need to reach the next level.

Learn more about embedding the SFIA framework and skills benchmarks into your organisation,

Download our free SFIA e-book
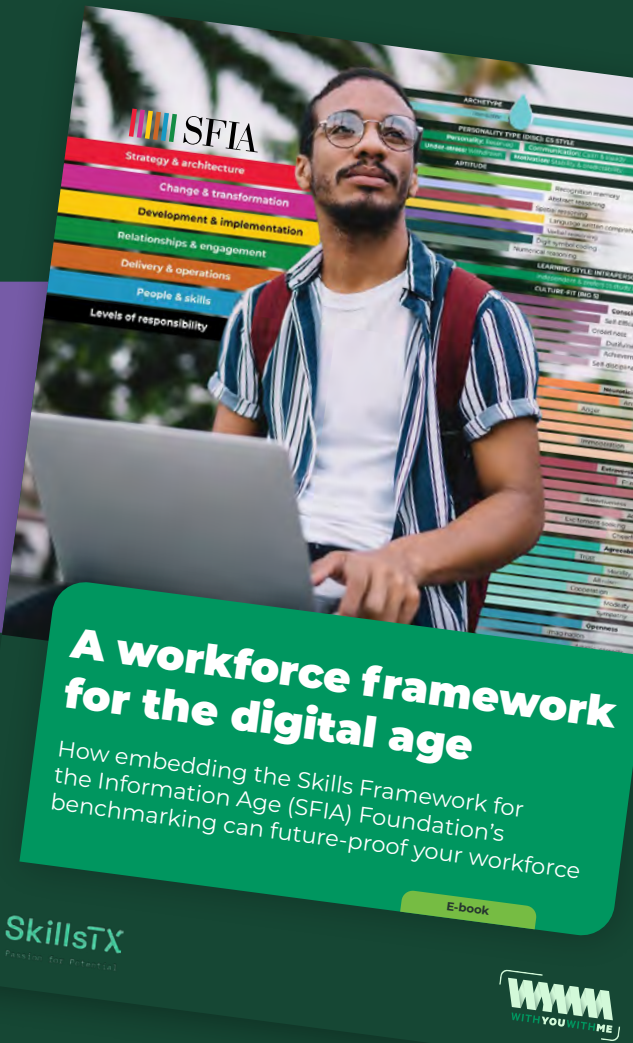
A workforce framework for the digital age

How embedding the Skills Framework for the Information Age (SFIA) Foundation's benchmarking can future-proof your workforce

E-book

SkillsTX

Fujitsu unearths quiet talent and boosts internal hires by 12%

1.2 million. *That's the estimated number of technology roles that are needed to drive growth in the Australian technology sector between now and 2030. To bridge this digital skills gap, Fujitsu is turning inwards. They're upskilling their internal talent pool to equip them to step into high-demand tech roles – and they have some ambitious targets in mind.*

"We're looking to achieve a minimum of 50% internal recruitment for all roles," said Vicky Gale, Head of Workforce Management at Fujitsu Australia and New Zealand. "To do that we need to drive a development culture. We want people to see there are no boundaries."

But pinpointing potential talent is not always straightforward, especially in a complex organisation like Fujitsu which employs over 3,500 people across Australia and New Zealand.

"The difficult thing is getting the right skill set in the right location, especially when it comes to getting women in technology roles," Vicky explained.

So when Vicky and her team came across WithYouWithMe (WYWM) and their SaaS platform, they were hopeful it could help them uncover latent talent within the organisation.

Fast-tracking talent by training from within

Fujitsu started using WYWM for external recruitment in early 2022. After some initial success, Vicky and her team began to wonder whether WYWM's SaaS platform, Potential, could help them with internal hires as well.

"We've recognised that aptitude and cultural fit are way more important than a tick box of skills or experiences people have," Vicky said. "The Potential platform is a powerful way to pinpoint the hidden potential within our business."

Potential is an AI-powered tool that uses aptitude, psychometric, and cultural assessments to build a picture of your workforce's skills and uncover hidden potential. It then delivers training programs to upskill selected talent with a view to deploy them into new in-demand roles.

Dubbed internally as "Unlocking Your Potential", the tool is offered through Fujitsu's Skills for Life portal. So far, 216 people have completed an assessment, and the feedback from the business has been overwhelmingly positive.

"From a standing start in April 2022, we've had some pretty impressive figures," Vicky said.

Since using the Potential platform, internal hires and promotions at Fujitsu have risen from 24% to 36%, an increase of 12% in just seven months.

"Although it was a slow start, we're getting to the point where the mechanism is kicking in and we're making headway."

Finding passion, purpose and potential

As well as helping to solve the digital skills crisis, Potential is supporting Fujitsu's broader goal of becoming a learning organisation and a more fulfilling place to work.

"We talk a lot about ikigai at Fujitsu, the sweet spot between work, skills, passion and purpose," Vicky said.

"We want to help people find their ikigai. We want to help them unlock their potential, find their next role, and guide them along that pathway. And that's what WithYouWithMe is helping us do."

Uncover your hidden talent with Potential

Fujitsu is well on its way to achieving its goal of 50% internal hires, but that's not the only benefit to the business.

By using Potential, Fujitsu has also enjoyed:

- **Faster deployment:** individuals can be job-ready across a broad range of key digital roles in around 150 hours.
- **Reduced attrition:** creating a culture of continuous learning and giving the ability to move and progress is one of the most important aspects of workforce retention today.
- **Minimal workload interruptions:** Training works with employees' workloads. Choose from full-time, boot camp, self-paced and power-hour models.
- **Better team harmony:** The platform doesn't just match individuals to roles. Our unique assessment also helps you build a balanced team that fits the culture of your organisation.

Plus, they get the satisfying feeling of knowing they're doing good. For every purchase of a Potential licence, WithYouWithMe is able to train 10 individuals from diverse talent pools for free.

"We've recognised that aptitude and cultural fit are way more important than a tick box of skills or experiences people have. WithYouWithMe's Potential platform is a powerful way to pinpoint the hidden potential within our business."

Vicky Gale
Head of Workforce Management
Fujitsu Australia and New Zealand

Unlocking cyber capability for the digital age

by Sally Walker

The importance of technical expertise and collaboration across national security sectors

Lesson one from Bletchley – to protect tech well, someone needs to know more about how to break it than the adversary does, whoever they might be.

A digitally enabled society has an ever increasing vulnerability landscape. The same applies to the whole of government, across defence. The technical insight needed to understand this vast array of tech controlled systems and capabilities is much broader than comms and codes. The internet of things, industrial control systems, navigation systems, weapons systems, naval fleets, nuclear centrifuges, energy provision. Systems and capabilities that need to be protected from the moment they are an idea in someone's mind, to the day the blueprints are produced; and on throughout their working life.

There were very few in the Sigint world whose expertise went beyond comms and codes. Looking a little broader, however, there are some friends with the insights required, or contacts to those who might know – in industry. In research and academia. In law enforcement. In the army, the Royal navy, the Royal Air Force. Across our international partners.

Maybe we needed a different answer...

Sally Walker delivered a keynote presentation at the Australian Cyber Conference in Canberra urging government and industry to leverage diverse perspectives and new ideas to support Australia's growing cyber ecosystem. Image: AISA/Magnetic shots

Sally Walker, former Cyber Director of GCHQ recently spent time in Australia meeting with key leaders in the cyber sector and sharing her unique insight into how industry, business and government can unlock strategic resilience by taking an innovative approach to building cyber capabilities.

In this article for Solve, Sally shares some key lessons from her time at GCHQ building the UK's Cyber Force – and the vast impact this program had on the nation's cyber resilience.

Government

Industry

Defence and National Security
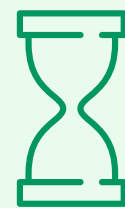
Academia and research

Why a cyber force?

The average cost of a major data breach in 2020 was put at
3.86 million USD.

By the close of 2021, a Ransomware attack will be projected to have taken place every
11 seconds

According to Cybersecurity Ventures, cybercrime is set to cost the world
10.5 trillion USD
by 2025.

These are challenges of confidentiality and availability of information. They are comms and codes challenges – encryption and decryption, take it and break it.

The third pillar of information assurance – information integrity - is more than a comms and codes challenge. It needs an understanding of what good looks like in operational systems and digitally connected capabilities. It needs a person who understands the operating manual, in order to identify any malfunction.

Things can and do go wrong. From pranksters to criminals, nation states to rogue employees, the threat continues to evolve, to exploit the challenges of the boundary between virtual and physical identity, and defeating the integrity of command and control.

For example, in 2015 Volkswagen admitted that 11 million of its vehicles were equipped with software used to cheat on emissions tests, by modifying engine performance. In brief, the engines could sense test scenarios by monitoring speed, engine operation, air pressure and even the position of the steering wheel. When the cars were operating under controlled laboratory conditions the engine ran below normal power and performance. Once on the road, the engines switched out of this test

mode. The result? The engines emitted nitrogen oxide pollutants up to 40 times above what is allowed in the US.

Around 5 years earlier, a nation state cyber capability called Stuxnet was identified as having modified the performance of Iranian nuclear centrifuges, reducing their spin speed to degrade the enrichment of Uranium. Stuxnet targeted a particular model of Programmable Logic Controller (PLC) made by Siemens. These are small embedded industrial control systems that run all sorts of automated processes: on factory floors, in chemical plants, in oil refineries, at pipelines--and, yes, in nuclear power plants.

These are just two examples of how our digital dependence can be exploited; both designed to exploit the interface between human mind, seeing data it expects and drawing reasonable conclusions or reinforcing decisions, and a technical system, doing something unexpected, something outside the design parameters.

Integrity and identity are fundamentally human questions – whether communication or command and control, eventually there is a human brain driving the system.

Who is it?

Building the national cyber force

The UK determined that a cyber force was part of the solution to getting across this diverse and diffuse landscape. Not a fourth service, or a military solution, or an expansion of intelligence operations. A new construct of human insights and technical solutions, offering an ecosystem to as many disciplines as possible, to ensure shared understanding of the challenge, and rapid evolution of capability. With space to grow the new talent required.

- a collection of brainpower. Government, industry, defence and national security, academia and research.
- a team of individuals, bringing their own experience, expertise and insight to wicked problems.
- a system to explore the challenges arising from remote command and control of IT systems, individual devices, industrial control systems, any aspect of the tech ecosystem.
- a way of thinking.

With AUKUS dominating headlines, Sally Walker's visit to Australia offered a timely opportunity for her to meet some of the country's brightest minds including Boeing Australia President Maria Fernandez.

The national cyber force is now a key part of the new government and defence ecosystem

* To increase the benefit from tech to society; the national cyber force there to inform the development of technology that we can trust

* To reduce physical harm – saving lives by controlling the operating environment of those in difficult and dangerous places

* To reduce the harm from hostile actors by reducing their capability, reach and influence

* To reduce the prospect of conflict, through investment in deterrence and national cyber competence.

The national cyber force required significant attention to the fundamentals of the organisation, from budget to legal authorities, from governance structures and oversight to physical location and technical capability, but first and foremost, the national cyber force was achieved by building a brilliant team of people with a vast array of skills.

As we build a safer, ever more connected digital society, we need to put people, and trust, at the heart of the national cyber force, allowing everyone who wants to, to contribute to the best of their potential. This approach balances curiosity about the future with expertise from the past, making the case for change in the big data ecosystem.

The national cyber force was designed to be a key lever of cyber power. But part of its superpower was its people, culture and new thinking. Those are the lessons that need to be extracted and applied as national cyber competence continues to develop.

From National Cyber Force to National Cyber Competence
Bringing people to the forefront

Written by
Sally Walker
Advisor, WithYouWithMe
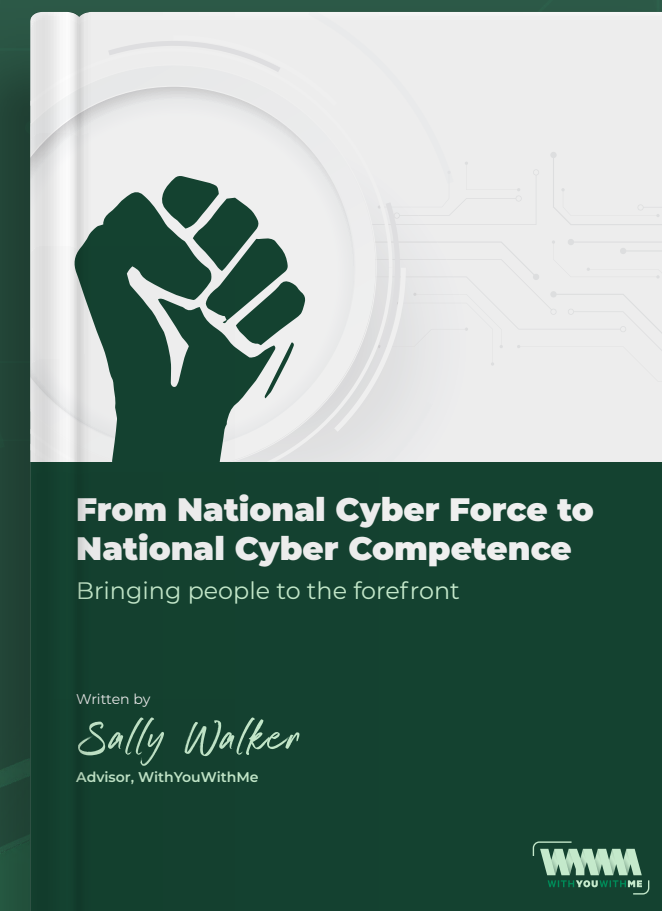
Finding flexibility in new surroundings

Australian Army Combat Medic Private Gabrielle Young, from 3rd Health Battalion, Keswick Barracks, SA. Photo: Leading Aircraftman Sam Price

In 2020, Private Gabrielle Young moved to Adelaide and wanted to return to active service on a flexible arrangement but didn't know how.

Having originally joined the Army Reserves in 2015 as a combat medical attendant in Canberra, Private Young enjoyed being able to help her local community – particularly providing support during the 2017 floods in rural NSW.

"It was really nice to help out and be part of that community spirit," Private Young said.

"It's why I joined the Army Reserves."

However, because of the demands of balancing her university degree and being a single mother, Private Young needed to take a step back.

She transferred to SERCAT 2 with the intention of returning to active service when the time was right.

In a new city and with no local Army connections, Private Young signed up to OneArmy.Potential last year.

From there she reached out to her local contingent workforce management cell to see how she could return to service.

She received a phone call from Major Paul Wyatt, who was able to connect her with employment opportunities at 3rd Health Battalion.

Private Young resumed serving as a combat medical assistant and has been enjoying the experiences and skills she has learnt at her unit and on weekend exercises.

Private Young has been able to balance her lifestyle by serving on Tuesday nights and one Saturday a month. She has still been able to continue her full-time work as a management consultant and spend time with her daughter, Ava.

"It's busy but manageable because of the flexibility," Private Young said.

"Army is flexible as to when I do or don't parade."

ServeOn is an Army initiative that lets you serve on your own terms.

This story has been reproduced with approval from the Australian Government, Department of Defence.

> ServeOn is an initiative by the Australian Army to re-engage with the workforce. WYWM is proud to be a primary technology partner of the ServeOn initiative.

Connecting the dots

Why data-driven personalised management is the next frontier in accelerating productivity

The traditional view of workplace productivity is that in-person equals performance. A sudden shift to remote working challenged this assumption and now that flexible working models have been normalised, the traditional one-size-fits-all approaches to managing people and maintaining productivity are no longer effective.

So how can leaders get the best from their people while keeping them engaged, satisfied and thriving?

The answer lies in workforce data.

Data can tell us almost everything we need to know about how to enable workforce productivity, how to adjust management based on the environment and what individuals need to thrive. We are fortunate to have an abundance of it. However, knowing what data to draw from and how to interpret it is the difference between drowning in data and using it to your advantage.

What data can we draw on to better understand our employees?

From psychometric tests to mapping skill-based competencies, there is an abundance of options, but here are the ones we use and recommend.

1. **Psychometric testing: The Big 5 and DISC**
2. **Aptitude testing**
3. **Archetypes**
4. **Learning styles**
5. **Skills mapping**

When you combine these data points, you can start to build a complete picture of your individual employees and broader team or workforce – pinpointing skills and abilities, learning styles, personality types, and communication preferences.

Once you have a clear profile, managers essentially have a blueprint for the best way to connect, motivate and inspire individuals to perform to their potential. In the following pages, we've presented a case study to show you how this data comes together and insights into how you might adapt management styles based on individual preferences to increase productivity and engagement in remote and hybrid environments.

Case study

Jason Chen

Position:
* Software Engineer
* Full-time remote employee
* Financial Services

Archetype:
* Doer

When managing a Doer like Jason, it's important to help them understand that others may need to talk things out to understand the goals the team is working towards or spend more time on the journey to find a solution.

Doers won't shy away from longer or more difficult solutions if they're able to get a sense of progression and achievement. They appreciate clear goals, outcomes, checklists, targets and structure so they know exactly what they're working toward for a sense of achievement.

Jason's results confirm that he typically requires low supervision and is well-suited to remote work environments. However, it's still important to have clearly defined KPIs and systems that allow tasks to be tracked.

DOER

Jason's Big 5 profile

Conscientiousness - 97%
Those with high conscientiousness are a good fit for remote work as they are motivated to see tasks done to completion without constant supervision. That said, staying across their key areas of focus is important as they tend to be very task-focused.

Conscientious employees like Jason may also have a tendency to overwork, so encourage them to maintain a healthy work-life balance by taking breaks, disconnecting from work after hours, and setting clear boundaries between work and personal life. While working remotely may be perceived as enabling work-life balance, it may be important to remind conscientious employees to switch off after hours to avoid burnout.

Conscientious employees are often driven by personal and professional growth, so providing them with remote professional development opportunities such as virtual training, online courses, or virtual conferences, will help them feel engaged and motivated.

Neuroticism - 12%
Transparency is important for those with high neuroticism, so regular check-ins and information-sharing sessions are crucial to ensure they're not excluded from information shared in the office. Jason's scores also reveal a high level of anxiety, making it important for his managers to regularly check in to proactively manage workload-associated stress.

Neurotic employees respond favourably to feedback on their work and acknowledgement of their accomplishments. When remote, use virtual recognition platforms or video conferencing for team meetings.
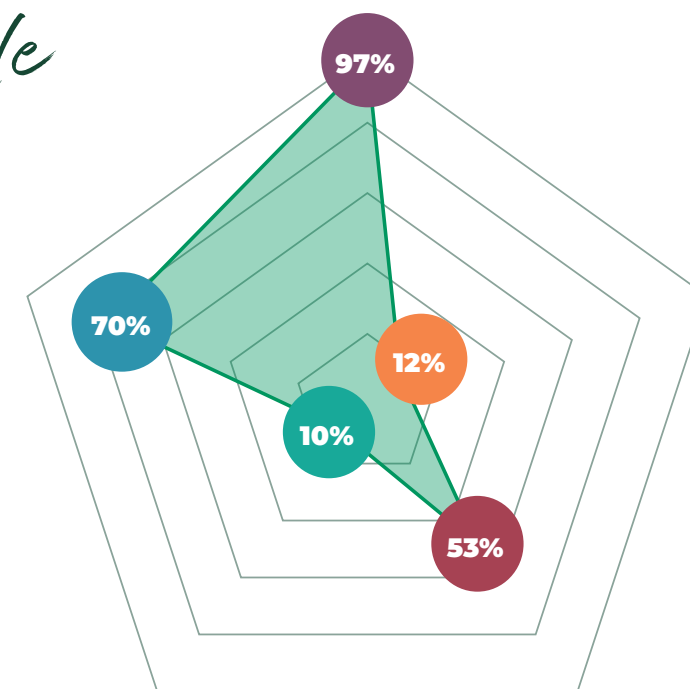
Extraversion - 53%
An extraversion score of 53% makes this individual an ideal candidate for hybrid work as they have the ability to engage and collaborate with colleagues and also recharge and focus when they're working remotely.

Agreeableness - 10%
Low scores on agreeableness and low trust levels are important for a manager to be aware of. Transparency is key to getting buy-in and alignment with this individual and they need to understand and trust the decision-making process behind the request. Individuals with low agreeableness tend to work best independently. While they may not seek out feedback, having regular discussions on their performance can help to build trust and improve their work output.

Openness - 70%
With a high level of openness, this person is capable of accepting new ways of working and redefining traditional approaches. If flexible working is important to this individual, the data suggests they are capable of adjusting their own behaviours and expectations to make it work.

Jason's DISC Type
C-Style

Cs are well-suited to remote environments as they work well autonomously. However, they still like to play an active role in a team - so facilitating virtual team meetings is important.

A lack of information, unclear roles, and little or no planning period will cause Cs to withdraw and shut down - so managers need to provide clear guidance on what's expected in a remote environment.

Flexibility is crucial for Cs, who like to be in charge of their work life. If kept to a regimented schedule, they will quickly lose momentum. To get the most out of Cs, managers should be as flexible as possible with timings and schedules.
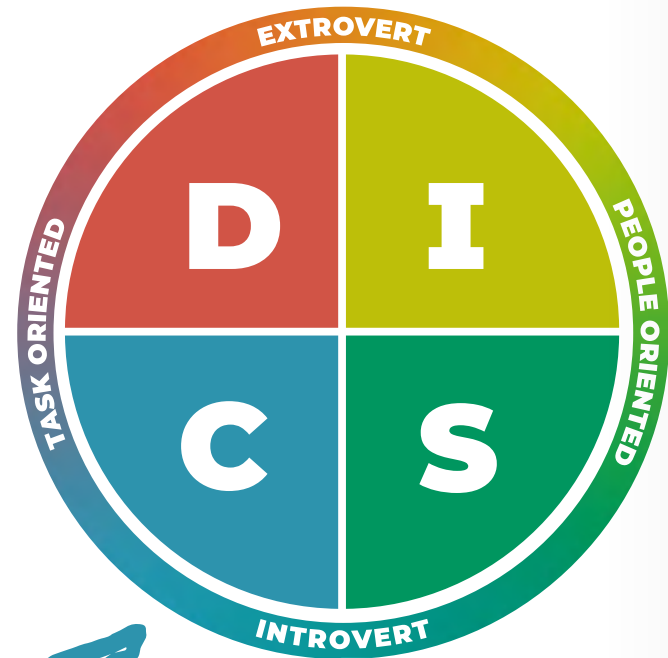
Skills mapping
Current vs future

SFIA defines the requirements for every role in your organisation by a globally standardised scoring system to ensure you maintain a fair and consistent measure of skills and competencies within your workforce.

By mapping Jason's core skills and competencies against a consistent framework, you can clearly understand whether a performance issue is a result of environmental challenges or a skills gap. This empowers managers to adopt a targeted approach to addressing the problem.

In his current role as a Software Engineer, Jason has these skills:

To move into a role in the next level up, as a Senior Software Engineer, Jason would need to add these skills:

Skill	Current	Future	Skill
Methods and tools	Level 4	Level 5	Methods and tools
Programming/software development	Level 4	Level 5	Programming/software development
Release and deployment	Level 4	Level 5	Release and deployment
Software configuration	Level 4	Level 5	Software configuration
Software design	Level 3	Level 4	Software design
Systems design	Level 4	Level 5	Systems design
Systems integration and build	Level 4	Level 5	Systems integration and build
Testing	Level 3	Level 4	Testing
		+ Level 4	Specialist advice
		+ Level 5	Emerging technology monitoring

Level 1 Follow	Level 2 Assist	Level 3 Apply	Level 4 Enable	Level 5 Ensure, advise	Level 6 Initiate, influence	Level 7 Strategise, inspire, mobilise

✳ Levels are based on SFIA mapping and specify the level of skill and depth of knowledge required.

Click here to read the full report on unlocking the potential of your remote workforce

Unlocking the potential of your remote workforce

Why data-driven personalised management is the next frontier in accelerating productivity

Explore
Social impact at scale

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CASE STUDY

Innovative learning insights set to transform how US students study for GED®

More than 700,000 students who take the GED® test every year will soon have access to powerful insights that will help them be successful, thanks to a new initiative aimed at improving student learning outcomes.

GED Testing Service, jointly owned by Pearson and the American Council on Education, which operates the GED® Testing Program, has partnered with WithYouWithMe, a social impact tech company to provide students with free access to its world-leading learning preference assessment.

The partnership aims to support learners by providing them insights into their unique personal learning style, to select curated learning materials that will help them study for the exam.

WYWM CEO Tom Larter said understanding learning preference provides individuals with competitive advantage not just for the GED – but for long-term education and employment opportunities.

"All Americans should have the opportunity to realize their potential and we're proud to provide our learning preference assessment and other resources to GED® learners, to help them gain the skills and confidence they need to succeed," said Mr. Larter.

Each student has a unique way of processing, internalizing, and remembering information. Some individuals learn best through visual aids such as diagrams, while others may prefer auditory cues like lectures, or learn best through hands-on experiences.

By identifying their preferred learning preference, individuals can tailor their study habits and strategies to be more effective and efficient.

By increasing students' chances of passing the GED® exam, this can help level up the workforce with greater diversity and equality by opening exciting new career paths that individuals may never have thought possible.

Vicki Greene, President, GED Testing Service and SVP Workforce Skills, said that "the learning preference insights will equip learners with important information to not only support their exam preparations, but also broader life and career choices. We're that confident providing them with insight into their learning style will set them up for success."

Each year, more than 700,000 Americans start their GED journey, whether it's to go to college, prepare for a new job or simply to achieve this milestone. It's incredibly important to provide these learners with a world-class service and positive learning environment to help them thrive.

GED Testing Service is also partnering with WithYouWithMe to launch Tech Apprentice Program which will support 300 GED® students from diverse backgrounds into new tech careers.

Under the Tech Apprentice Program, students will have the opportunity to complete WithYouWithMe's broader testing program to identify those with a high propensity to excel at tech careers. They'll then have access to free accredited training to upskill them into high demand tech roles and we'll help them find roles at leading companies in the United States."

The GED learning preference assessment is currently in development and is expected to launch by July 2023. For more information about the partnership between WithYouWithMe and GED Testing Service, please visit withyouwithme.com and GED.com

About GED Testing Service

The GED test has opened doors to better jobs and college programs for more than 20 million graduates since 1942. The GED test is accepted by virtually all U.S. colleges and employers. As the creator of the one official GED test, GED Testing Service has a responsibility to ensure that the program continues to be a reliable and valuable pathway to a better life for the millions of adults without a high school diploma. GED Testing Service is a joint venture between the American Council on Education and Pearson.

GED® Testing Service LLC | GED.com

USER STORY

PNG expands whole-of-Government cyber capability with first-of-its-kind training event

A two-day training event run by the PNG's National Cyber Security Centre (NCSC) saw representatives from its partner WithYouWithMe travel to Port Moresby to facilitate critical cyber security training for Government and State-Owned Enterprise employees. The event was coordinated through the NCSC and PNG's Department of Information and Communications Technology (DICT).

As part of an ongoing program to expand cyber capabilities in the region, the NCSC invited WYWM to deliver in-person training to upskill employees in cyber security and facilitate networking across digital teams from various government departments.

The two-day crash course involved four 'power hour' sessions honing in on focus areas including cyber awareness, phishing, bug detection and digital project management. Participants were provided with an open forum in which to ask questions and build relationships to support their continued learning.

Whilst the event was available online, hosting in-person was the key to a huge jump in course completion rates with 82 participants finishing their training programs armed with improved skills to combat evolving cyber threats.

Training sessions focused on developing key cyber skills including recognising ransomware, understanding the role of individuals in cyber security and identifying common phishing tactics.

Tuteveta Memafu recently joined DICT and was excited to expand his cyber security knowledge as he has big ideas for facilitating future programs that encourage people in regional communities to learn and engage in IT.

The event also allowed many to surpass common barriers to engaging in digital training including access to computers at home and consistent, high-speed internet connection.

DICT Deputy Secretary Russell Woruba said that cyber security skills are no longer optional but should be key core skills that all Government employees should have.

"DICT appreciates WYWM as its partner in delivering this training and looks forward to more such face-to-face training in the future," said Deputy Secretary Woruba.

WYWM Technical Training Lead Nathan Gonzales expressed gratitude to the PNG DICT for the event and for their support in facilitating training programs.

WithYouWithMe trainers were able to connect directly with participants and were on-hand to answer questions and encourage group discussions.

Javiera Soto, WYWM Regional Vice President and Country Manager APAC, said developing grassroot cyber capabilities through programs such as this is key to ensuring both national and regional resiliency.

"Expanding cyber capabilities across the Pacific is critical in driving co-ordinated and effective responses to cyber-attacks."

"The success of this program demonstrates the value of delivering short but comprehensive cyber training programs to equip individuals with the core skills needed to understand and combat malicious cyber threats."

> *"This event was an unforgettable experience. We made many new friends and valuable connections during our time in Port Moresby. I was honoured to work alongside the NCSC on this event and play a small role in driving their wider digital transformation.*
>
> *Russell Woruba*
> DICT Deputy Secretary

The event, hosted at the Stanley Hotel, sought to create a collaborative learning environment where participants could ask questions, connect with trainers and learn from one another.

ANNOUNCEMENT
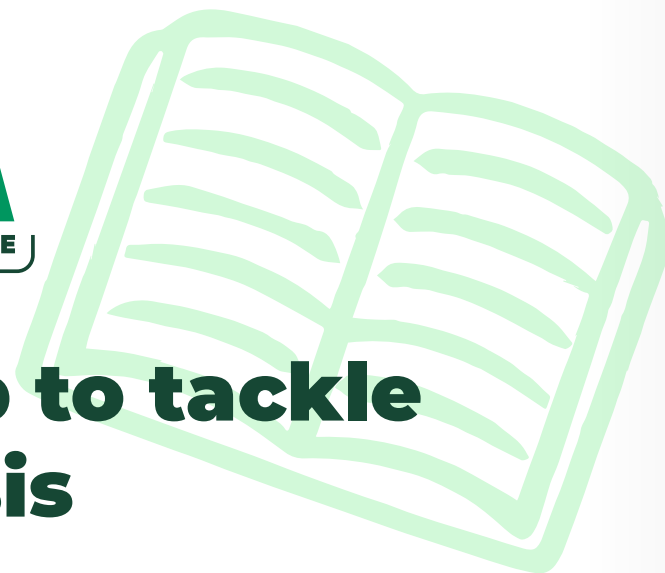
ACU partnership to tackle digital skills crisis

WithYouWithMe is partnering with Australian Catholic University (ACU) to uncover insight into Australia's digital workforce and the life challenges faced by diverse community groups across the country, in a bid to establish new pathways into meaningful employment in the technology sector.

The organisations have signed a two-year Memorandum of Understanding (MOU) that aims to achieve two major outcomes: the recognition of prior learning of WYWM's training data and cybersecurity training for ACU courses, and a joint research initiative aimed at equipping the Australian Government with the evidence required to take national action to help solve the country's digital skills crisis.

The research will focus on improving aptitude tests that can predict job success and demonstrate the benefits of using psychometric testing and skills-based hiring rather than assessing qualifications via a CV.

The partnership follows the Australian Government's announcement of its commitment to creating 1.2 million tech jobs by 2030.

ACU's collaboration with WYWM hopes to make tech jobs more accessible to groups of people who are often overlooked by employers, including military veterans and their families, neurodivergent people, refugees, members of Indigenous communities, and youth.

Through the partnership, individuals who have completed WYWM's industry accredited training programs can access direct pathways into select ACU courses, with recognition of prior learning to help kick-start the next stage of their education.

WYWM Social Value Partner Cia Kouparitsas said: "Contrary to common belief, proficiency in the digital skills that will fuel our economy – for positions like cyber, analytics and JavaScript – can come from a diverse range of study, prior experience, training courses, micro-credentials and learning avenues.

These jobs skills are critical to every major industry in the Australian economy. Current employment methods – which typically assess individuals on CVs and university degrees alone – are not keeping pace with society's needs and are not fit for purpose in the tech sector.

Cia Kouparitsas
WYWM Social Value Partner

"Together with ACU, we look forward to creating new paths of entry for individuals from all backgrounds to access world-class training and education opportunities, and to break down the barriers to employment by driving a national conversation around prioritising an individual's potential over their experience."

ACU Deputy Vice-Chancellor (Research and Enterprise) Professor Abid Khan said the university looked forward to working with WYWM to solve one of the country's more complex employment problems.

"ACU and WithYouWithMe are aligned in their goals for social impact, digital career pathways, and impactful research outcomes," Professor Abid said.

Partnering with industry to solve complex problems and enable positive social impact is something ACU is deeply committed to. Through our partnership with WYWM, we look forward to providing insight and direction into the issue of digital literacy and contribute to a positive outcome for the Australian economy and workforce.

Professor Abid Khan
ACU Deputy Vice-Chancellor

ACU is a publicly funded and world-ranked university. With over 32,000 enrolled students on seven campuses in Australia, and one in Rome, the university produces more nurses, allied health workers, and teachers than any other university in Australia. ACU graduates work in hospitals, schools and businesses across all Australia's states as well as regional and rural locations. The university is ranked in the top 50 universities in the world for education, nursing and sport science and is a leading research institution in areas aligned with its mission and tradition in Catholic education.

ANNOUNCEMENT
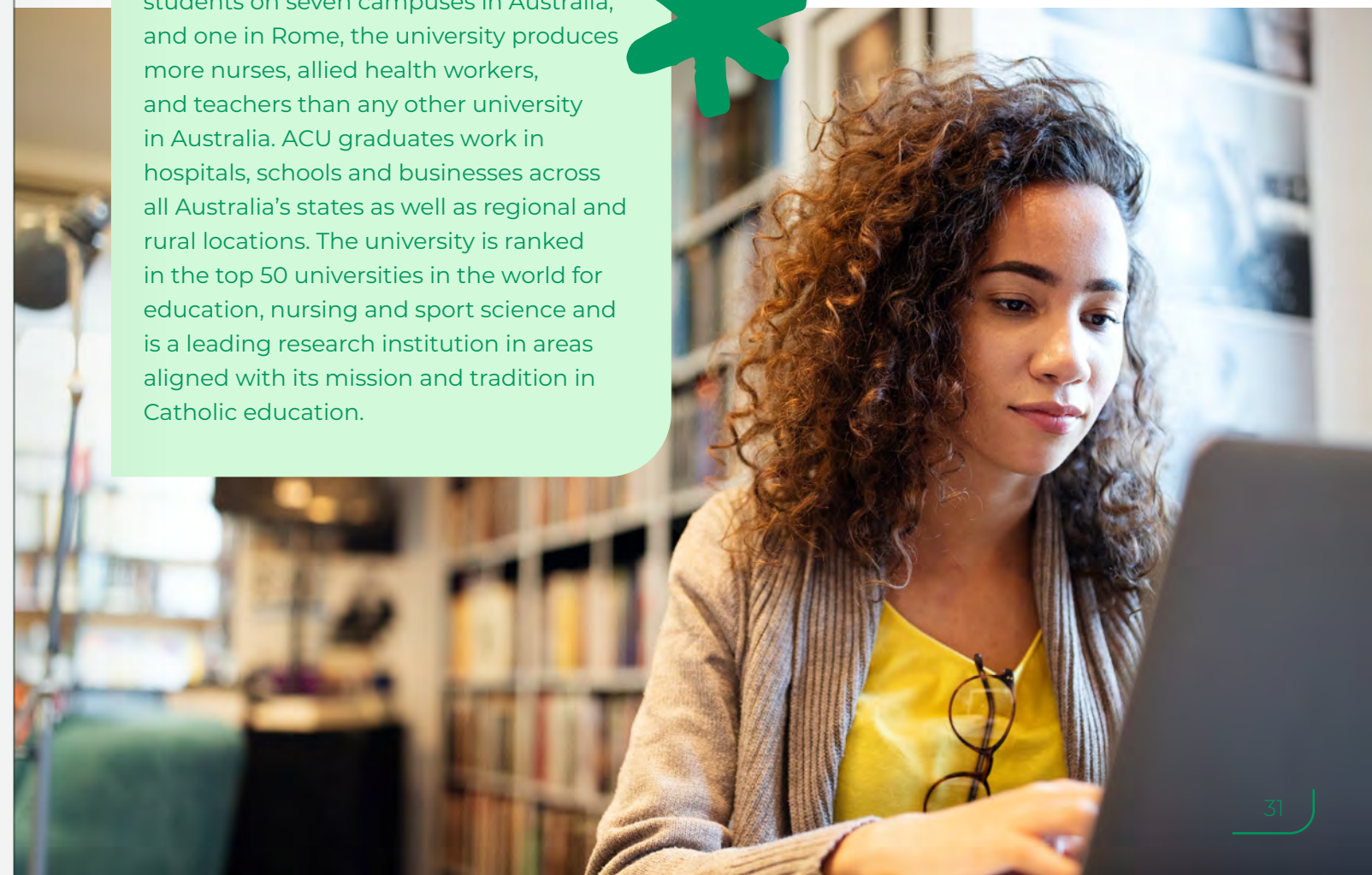
New partnership commits new career pathways for 100 Indigenous youth in Canada

A new multi-year Indigenous upskilling program is set to guide 100 First Nations individuals into high-demand digital roles, leveraging innovative social impact technologies and targeted IT training.

Thanks to a new partnership between the Indigenous Friends Association (IFA) and social impact SaaS company WithYouWithMe, the program will connect youth from the IFA's IndigiTECH Mentorship Program with prospective employers via WYWM's Potential platform and provide them with the training required to succeed in digital careers.

In Canada today, Indigenous Peoples remain one of the most underemployed and under-resourced populations – a challenge IFA and WYWM are committed to addressing.

Over the next 10 years, it's estimated more than 750,000 Indigenous youth will advance through the education system and into early employment as the demand for digital skills continues to grow. IFA and WYWM aim to utilise this opportunity to support Indigenous youth into the technology sector by equipping them with skills in high demand areas.

WithYouWithMe's Jari Jewitt, an Anishinaabe and member of Nipissing First Nation, says programs like this are key to effecting positive change for the First Nations community across the Canadian employment landscape.

"The launch of this program is set to play a small but important role in addressing the longstanding and systemic disadvantage faced by Indigenous and First Nations peoples in Canada."

"As someone who's been through WYWM's Indigenous program, it's incredibly rewarding to be enabling young people with the same opportunity I had to discover my true potential and find a meaningful career that I'm passionate about."

"Before I found WYWM, I didn't think there were pathways for people like me – formerly a kindergarten teacher – to break into lucrative tech careers. After completing my training, however, I landed my first role as a Data Analyst in the federal government and haven't looked back. I see this program as a great opportunity for me to return the favor to Indigenous Peoples who are just starting out," said Jewitt.

The program recently co-hosted its first Indigenous youth 'Career Accelerator' event welcoming a cohort of 25 Indigenous students into its employment program. Plans are well underway for a second Accelerator in early Summer.

Founded in 2015, the Indigenous Friends Association is a proudly Indigenous-led not-for-profit that helps Indigenous youth prepare for career opportunities in digital spaces. The IndigiTECH Mentorship Program is a three-phase, eight-month program which includes a 12-week paid internship, training programs, career services and ongoing support.

IFA's Program Coordinator Katelyn Bartlett said the IndigiTECH Mentorship Program works to create diverse and inclusive virtual learning spaces which work to honor connectedness, belonging and mutual support so that we are all valued and appreciated.

WYWM's Indigenous Program is designed to address the underemployment of Indigenous People in Canada, Australia and the US by empowering them with the necessary skills to secure meaningful and fulfilling careers in technology. The program seeks to ensure every participant has access to free education, training, and job placement support, regardless of their level of experience.

The company's recently released Reconciliation Action Plan sets out measurable tasks to ensure it is actively contributing to reconciliation.

"WithYouWithMe recognizes the importance of understanding and respecting Indigenous cultures, and we strive to incorporate these values into our organization," says Caleb Walker, WYWM's Senior Vice President of Strategic Pursuits. "Indigenous People have the talent, skills, and drive to excel in the tech industry, and through partnerships like IFA, we are committed to creating a more inclusive and diverse workplace."

Image: IFA

"We believe in fostering impactful learning communities where everyone can access the resources and opportunities needed to thrive throughout our program, honoring each participant's unique journey into both equitable and sustainable virtual careers and internship opportunities."

Katelyn Bartlett
IFA Program Coordinator

A new partnership between Indigenous Friends Association and WYWM will provide Indigenous youth in Canada with free tech training and connect them to prospective employers.

MONASH University | WITH YOU WITH ME

Monash University defines the modern IT team with diversity

Universities are society's melding pot, where education, passion and potential collide. It's often here that world-changing ideas are nurtured, researched and realised – and while it's the students many focus on, a university's culture is ultimately driven by the staff.

At Australia's Monash University, a global leader in research and education, efforts to actively embrace diversity, equity and inclusion are constantly growing through an intersectional, whole-of-institution approach.

One of the many small projects fuelling this larger goal, was sparked when leaders in the university's Cyber Risk and Resilience team approached WithYouWithMe with a desire to fill digital skills gaps with diverse candidates from underrepresented communities.

They saw this as an opportunity to strengthen both their team as well as the broader IT workforce, with a more cohesive culture that benefited from unique skills, ideas and viewpoints, while also offering opportunities to those who had been hindered by traditional barriers to employment.

Finding the gaps

The first step to creating this diverse digital workforce was an iterative process to identify the true skills gaps existing within the cyber and IT teams. Working alongside WYWM, the team were able to identify several areas where opportunities could be created spanning cyber security, campus operations support, digital transformation, technology services and data engineering.

Once the gaps were identified, requirements of the roles were mapped against the globally recognised SFIA framework to define the competency criteria candidates would need to meet. WYWM also used its Potential platform to facilitate psychometric testing of existing team members, informing an accurate benchmark for skills and aptitude within the workforce.

Upon the completion of this process, 5 clear roles were identified across the team.

## Rapidly building a diverse talent pool

With the roles and requirements defined, WYWM and Monash University launched a Job Accelerator event where relevant candidates from WYWM's diverse talent pools could explore the careers on offer, understand their aptitude for roles, see the type of training they would be provided, ask questions and engage with the team's leadership.

Willing candidates from the Job Accelerator participated in culture fit interviews, ensuring the right people and personalities would be placed into the roles. Those who were successful quickly began their digital training.

Ensuring job-readiness in a matter of months

WYWM delivered customised training programs to selected candidates, with all candidates delivering final Capstone presentations to Monash University as practical demonstration of their newfound competency.

Within 6 months of the Job Accelerator event, WYWM had located, trained and placed candidates into 4 out of 5 available roles, all of whom have since successfully integrated into the Monash University's IT team. The final role is set to be filled in early 2023.
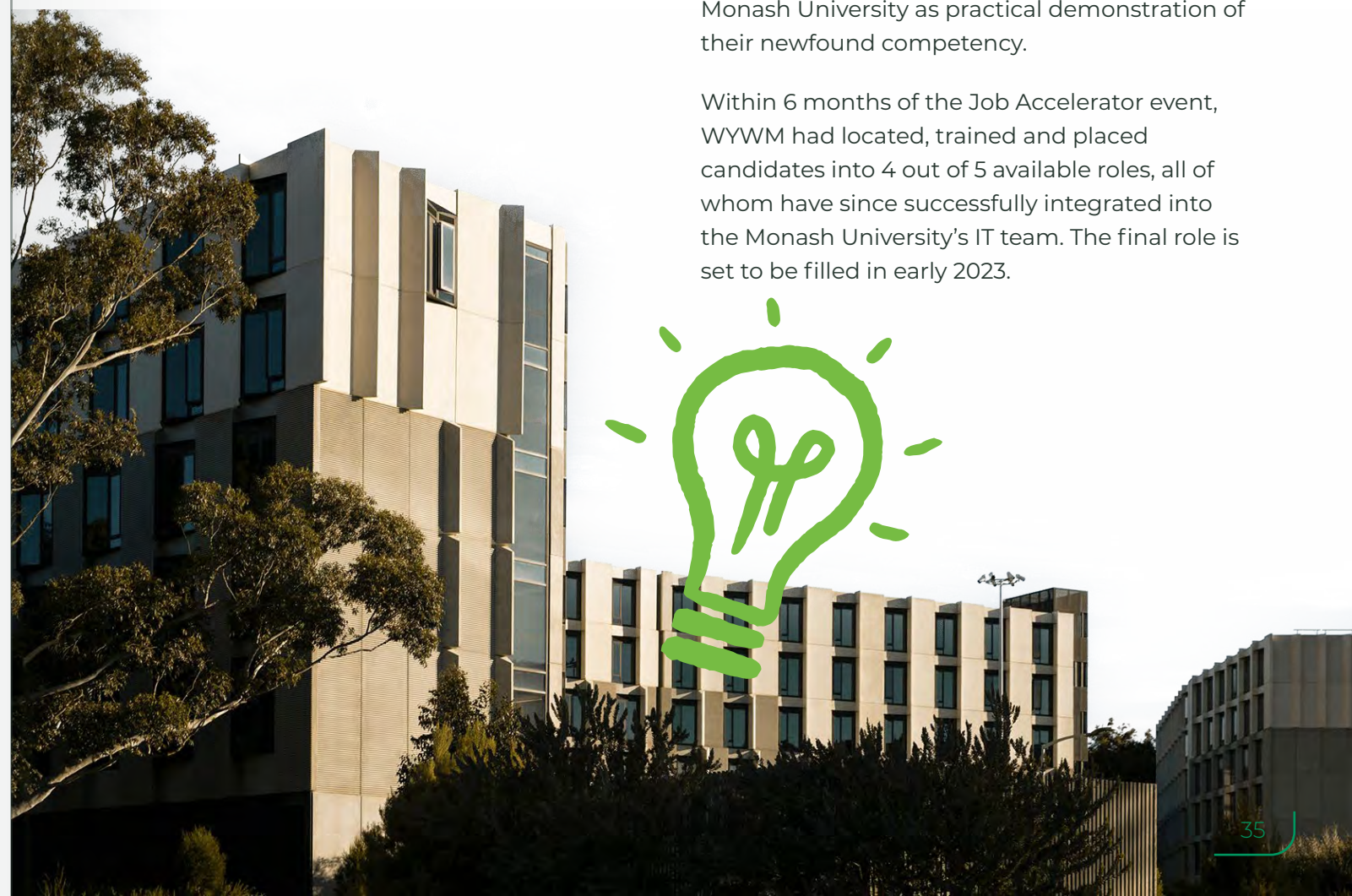
Impactful stories of success

For the candidates who've joined Monash University, securing a role with one of the world's leading education and research institutions has already had a profound impact on both their careers and their lives.

Meet Sharon

"I was diagnosed recently with ADHD which helped me to understand some of the challenges I've faced through my career. I had always wanted to get into tech but as a single parent I didn't have the flexibility to be able to attend formal classes at TAFE or uni. And then I came across WithYouWithMe.

All of the things that had previously held me back – like resumes and cover letters – weren't needed. The team was warm and genuinely helpful. The aptitude and skills assessments were spot on and helped match me to a great entry-level Service Desk Analyst role.

After attending a Job Accelerator event for Monash University, I was able to find an even better opportunity and I still can't believe I landed my dream job – an Associate Analyst (Operations Support) at Monash University.

This process has changed my life completely. I gained training, support, encouragement and a sense of value and community. I was able to pivot into tech. I would never have been able to do this without the free training and flexibility provided by WYWM in their training and Monash University in their inclusive approach to employment."

Continued impact

Following the success of Monash University engaging WYWM to find, train and hire diverse talent for their IT teams, the university is already looking to expand the number of roles available and broaden their impact on the communities WYWM supports.

"Monash University is excited to welcome our first round of individuals from the WYWM program to our IT team – these are unique, talented individuals whose value to our team is instantly recognisable. We have had nothing but positive feedback from the individuals joining the team as well as the hiring managers. We're committed to continue the partnership with WYWM and spruik the benefits of focusing on people's skills and potential over experience, making jobs more accessible to those that are typically underrepresented in the IT sector."

Dan Maslin
Group Chief Information Security Officer
Monash University

Human faces of potential over experience

At WithYouWithMe, we're working to solve the digital skills crisis by finding and upskilling talent that lies dormant in underserved and overlooked communities.

We, and our global network of like-minded employers, know that life experience is every bit as valuable as work experience. Who we are and what we're capable of can't be communicated in a CV.

The proof of our model is the success of our people whose potential has enabled them to gain valuable, industry-recognised skills and secure high demand digital careers.

Osagie Abifade
Network Engineer and Cloud Architect

"I'm a veteran of His Majesty's forces. I served in the Royal Electrical and Mechanical Engineers Corp of the British Army as a Soldier and a Mechanical Engineer. After about 10 years of service, I transitioned onto the civilian world and embarked on a journey to gain employment within the civilian sector or private sector, and I quickly realised it was hard to translate the skills I had gained and honed while serving in the military onto a piece of paper for my CV.

Finding WithYouWithMe has since given me the opportunity to be part of a community of people that understand and value the skills that veterans bring to the table such as strong leadership capabilities, discipline, integrity, selfless commitment, trust, people management – just to name a few, and how these skills can be beneficial and applied to large organisations.

The experience we gain in military service are not of a kind that can be taught in schools, colleges or any educational institution."

Jari Jewett
Data Analyst

"I had always longed for a job I was passionate about but didn't know how I could possibly change careers and certainly didn't think I could break into a lucrative tech career.

Then I came across this program and that all changed. I completed free online training and very quickly received a call about a role. I interviewed and landed my first job in tech, working as a Data Analyst in the federal government.

That was almost two years ago – and I've never been more motivated or fulfilled. I feel like I have been given a new start to my life. I wake up in the morning and I'm excited to start my work day.

This program literally changed my life, and it has the potential to change hundreds more lives for people from diverse backgrounds who haven't previously been afforded the opportunity to break into the tech sector."

Rebecca Rolo
Technical Analyst

"Before WYWM I had been trying out many different types of jobs, the last being in Early Childhood Education. My sister-in-law recommended I sign up for Potential as she knew I was a military spouse and that I had trouble settling into a job after having to move.

I took the Service Desk Management pipeline for a role I was offered as a Technical Analyst for the federal government, as well as a couple of other courses including Linux and SQL.

It took a few months to complete all the courses, with some being easier than others. I found SQL a bit more challenging as it was a completely new concept for me, but I still enjoyed learning all about it.

The best thing about my new career is I feel as though I have unlimited room for growth that can set me down a path that interests me within tech. I constantly have opportunities to volunteer myself for things I've never done before but am willing to try."

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