

# Workforce Australia Guidelines

## Part B: Employability Skills Training

### Disclaimer

This Guideline is not a stand-alone document and does not contain the entirety of Provider obligations. It must be read in conjunction with Workforce Australia - Employability Skills Training Deed 2022-2027 (the **Deed**), including any relevant Guidelines and reference material issued by the Department of Employment and Workplace Relations under or in connection with the Deed.

This Guideline is not legal advice and the Commonwealth accepts no liability for any action purportedly taken in reliance upon it and assumes no responsibility for the delivery of the Services. This Guideline does not reduce the obligation of Providers to comply with their relevant legal obligations and, to the extent that this Guideline is inconsistent with obligations under the Privacy Act, Social Security Law, WHS Laws or any other legislation or laws relevant to the respective jurisdictions in which Providers operate, the relevant legislation or laws will prevail.

### Version History

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In this version of the Guideline, the Employability Skills Training Courses Chapter has been amended to reflect that Providers must end all Referrals by entering a result of 'Created in Error' instead of 'Did Not Start' when cancelling a Course.

A full version history of this Guideline can be found on the [Archived Guidelines page on the Provider Portal](#).

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# Guideline Interpretation and Glossary

## Reading Notes

In this Guideline, 'must' means that compliance is mandatory and 'should' means that compliance represents best practice for Providers.

While reading this document, please note the following Icons and their meaning:



This icon represents 'System Steps' – information contained under this dot point will relate to usage of the Department's IT Systems.



This icon represents 'Work, Health and Safety Steps' – information contained under this dot point will relate to matters of Work, Health and Safety.



This icon represents 'Documentary Evidence' – information contained under this dot point will relate to matters of documentary evidence.

## Glossary

All capitalised terms in this Guideline have the same meaning as in the Deed unless otherwise defined below.

**'All Ages Course'** means a Course provided to EST Participants aged 15 years and older in accordance with any Guidelines.

**'Broker'** means a third-party organisation that assists a Host Organisation to arrange a Placement.

**'End Date'** means the end date of a Course recorded in the Department's IT Systems.

**'Key Contacts Protocol'** means the protocol that identifies the key Departmental and Provider contacts and sets out the contact channels for a range of matters.

**'Mandatory 4 Month Activity Requirement'** means a requirement to undertake a mandatory activity at the start of a Workforce Australia Services Online Participant's fourth month in service.

**'Mutual Obligation Requirement'** means any activity test, participation requirement or other requirement that a Participant must meet in order to receive an Income Support Payment, including a requirement that, if not complied with, would be:

- (a) a Mutual Obligation Failure;
- (b) a Work Refusal Failure;
- (c) an Unemployment Failure; or
- (d) a failure to meet a Reconnection Requirement,

under the Social Security Law.

**'Points Based Activation System'** means the system which allows Participants to meet their Mutual Obligation Requirements by undertaking sufficient tasks and activities to meet a monthly points target.

**'Social Security Law'** means the *Social Security Act 1991* (Cth) and the *Social Security (Administration) Act 1999* (Cth), and includes all relevant subordinate legislation and instruments, and the Guide to Social Security Law.

**‘Work for the Dole’** means the Commonwealth program of that name designed to help participants gain the skills, experience and confidence that they need to move to work as soon as possible, while at the same time, making a positive contribution to their local community.

**‘Service Offer Commitment’** means a commitment the Provider made in its response to the request for proposal for the Deed, as recorded by the Department in the Department’s IT Systems.

**‘Start Date’** means the start date of a Course recorded in the Department’s IT Systems.

**‘Supervisor App’** means the mobile application which allows Supervisors listed in the Department’s IT Systems to record the daily attendance of Participants at a Course.

**‘Targeted Compliance Framework’ or ‘TCF’** means the legislative framework designed to ensure that only those job seekers who persistently commit Mutual Obligation Failures without a valid reason or reasonable excuse incur financial penalties while providing protections for the most vulnerable. It is designed to encourage job seekers to engage with their employment services provider, take personal responsibility for managing and meeting their Mutual Obligation Requirements, actively look for work and improve their employment prospects. The TCF comprises three zones: the green zone, the warning zone and the penalty zone.

**‘Workforce Australia Online’** means services provided by the Department through a digital employment services platform and the Digital Services Contact Centre.

# Chapter 1. Employability Skills Training Courses

## Supporting Documents for this Chapter:

- [Rolling Intake Request Form](#)
- [Hybrid Delivery Request Form](#)
- [Contacting the Digital Services Contact Centre](#)
- [Course Management Instructions](#)
- [Workforce Australia Online for Individuals Activity Booking Workflow](#)
- [Supervisor App Instructions](#)

## 1.1. Chapter Overview

Employability Skills Training (EST) is a complementary program administered by the Department which enhances the work readiness of EST Participants.

EST provides intensive pre-Employment training through 2 different blocks of targeted training. Participants can undertake one or both blocks in any order.

## 1.2. Eligibility

An Eligible EST Participant must be aged 15 years and over, and meet one of the following conditions:

- be participating in Workforce Australia Online, Workforce Australia Services or Yarrabah Employment Services, and either in receipt of:
  - income support payments that are subject to Mutual Obligation Requirements, or
  - Disability Support Pension and has compulsory participation requirements
- be participating in Transition to Work (TtW) Services
- be participating in Disability Employment Services (DES) in the employment assistance phase.

There is no limit in the number of times a Participant can undertake EST if the Provider considers that the Participant would benefit.

### 1.2.1. Participation Requirements

Workforce Australia Services Online Participants with Mutual Obligation Requirements have a Mandatory 4 Month Activity Requirement. At the start of their fourth month in service, Participants must undertake EST as their mandatory activity if they are not working or studying, or have not participated in or been referred to a suitable activity. The Targeted Compliance Framework (TCF) will apply for non-attendance at EST in these circumstances.

If a Workforce Australia Services Online Participant undertakes EST at any other time, EST will be a voluntary activity and the TCF will not apply for non-attendance at EST.

EST is always a voluntary activity for Participants who are in Workforce Australia Services, Yarrabah Employment Services, TtW or DES, and the TCF does not apply for non-attendance at EST.

Participants in Workforce Australia Online, Workforce Australia Services and Yarrabah Employment Services, with the exception of Disability Support Pension recipients, gain points under the Points

Based Activation System (PBAS) through participation in EST regardless of whether it is a voluntary or mandatory activity. The TCF will apply if Participants fail to meet their points requirement.

### 1.3. Training Block 1 Requirements

Training Block 1 Courses help EST Participants develop job search and workplace skills.

After participating in a Training Block 1 Course, EST Participants should be able to demonstrate the following Learning Outcomes:

- Use a variety of techniques and strategies to seek and apply for work
- Identify opportunities in the local labour market
- Understand Employer expectations
- Prepare a résumé
- Prepare a job application, including preparing a cover letter, addressing selection criteria, and preparing video applications, as relevant, to entry-level opportunities in the local labour market
- Complete an online psychometric and aptitude screening test
- Prepare for an in person and virtual job interview
- Manage their digital footprint
- Apply conventions of online etiquette
- Apply the 10 skill areas described in the [Core Skills for Work Developmental Framework](#) to the workplace.

Training Block 1 Courses may offer Industry Awareness Experiences and accredited training to support the Learning Outcomes.

Training Block 1 Courses must be delivered as either Youth Courses or 25 Plus Courses unless the Department provides written approval for the delivery of an All Ages Course.

All Ages Courses will be considered in limited circumstances, for example, in a location where there is insufficient demand to make offering separate Youth Courses and 25 Plus Courses feasible.

Providers wishing to create an All Ages Course must submit a written request to the Department in accordance with the Key Contacts Protocol.



Providers must retain the Department's written approval to create All Ages Courses.

(Deed Reference(s): Clause 82.1, 95.2)

### 1.4. Training Block 2 Requirements

Training Block 2 Courses help EST Participants understand industries that are in demand or have emerging opportunities in their local labour market.

After participating in a Training Block 2 Course, EST Participants should be able to demonstrate the following Learning Outcomes:

- Use the most suitable techniques and strategies to seek and apply for work in the industries covered
- Understand the duties, requirements, career prospects and Employer expectations of the industries covered

- Tailor a résumé to the industries covered
- Tailor a job application to the industries covered, including preparing a cover letter, addressing selection criteria, and preparing video applications, as relevant, to the industries covered
- Complete an online psychometric and/or aptitude screening test, as relevant, to the industries covered
- Prepare for an in person and virtual job interview for the industries covered
- Use technology relevant to entry-level Employment opportunities in the industries covered

Training Block 2 Courses must offer Industry Awareness Experiences relating to the industries covered to support the Learning Outcomes.

Training Block 2 Courses can be delivered as All Ages Courses, Youth Courses, or 25 Plus Courses.

There are 2 types of Training Block 2 Courses:

- Generalist Courses
- Specialist Courses.

Providers contracted to deliver Training Block 2 Courses must offer both types of Courses.

(Deed Reference(s): Clauses 82.1, 82.2, 95.2)

#### 1.4.1. Generalist Course Requirements

Generalist Courses give EST Participants a taste of a few different industries to help them decide whether an industry is right for them. The industries must have entry-level Employment opportunities in the local labour market.

Upon successful completion of a Generalist Course, EST Participants should also be able to demonstrate the following Learning Outcome:

- Understand their interest in and aptitude for the industries covered.

Generalist Courses may offer accredited training to support the Learning Outcomes.

(Deed Reference(s): Clause 82.1)

#### 1.4.2. Specialist Course Requirements

Specialist Courses focus on a single industry to help EST Participants build industry specific skills and provide a pathway for EST Participants to entry-level Employment opportunities in the industry or a formal training program.

Upon successful completion of a Specialist Course, EST Participants should also be able to demonstrate the following Learning Outcome:

- Be equipped for entry-level Employment opportunities in the industry covered.

Specialist Courses should offer accredited training to support the Learning Outcomes.

**Example:** A hospitality Specialist Course could offer the unit Provide Responsible Service of Alcohol, or a construction Specialist Course could offer the unit Prepare to Work Safely in the Construction Industry.

(Deed Reference(s): Clauses 82.1, 95.2)

## 1.5. Accredited Training

The offering of accredited training must not disadvantage a Participant under the National Training Entitlement, which enables all working age Australians without a Certificate III or higher qualification to access a government subsidised training place.

Accredited training must be delivered by a Registered Training Organisation (RTO) approved to deliver the unit of competency as specified at [training.gov.au](https://training.gov.au). Subject to this requirement, Providers may deliver the accredited training, or arrange for the accredited training to be delivered.

Providers must provide a statement of attainment to EST Participants who complete a unit of competency.



Providers must retain copies of EST Participants' statements of attainment.



Providers must retain evidence of providing statements of attainment to EST Participants who complete a unit of competency.

(Deed Reference(s): Clauses 82.1, 82.7, 82.8, 82.10)

## 1.6. Industry Awareness Experiences

Industry Awareness Experiences aim to:

- provide EST Participants with insight into the tasks and duties of an industry
- highlight the expectations of working in an industry
- expose EST Participants to a work-like environment in a practical way
- connect EST Participants with Employers in industries that are in demand or have emerging opportunities in the local labour market.

Examples of Industry Awareness Experiences include guided tours of workplaces arranged with an Employer and Inbound Employer Visits.



Providers must use a Competent Person to undertake Risk Assessments before an EST Participant starts in a Specified Industry Awareness Experience.

(Deed Reference(s): Clauses 80.2, 101.1, 101.2, 101.3)

## 1.7. Course Requirements

Providers must continuously seek to improve Courses, including by:

- conducting quality assurance activities on Courses
- regularly monitoring and reviewing the:
  - content and effectiveness of Courses, including the extent to which Courses are supporting EST Participants to achieve the Learning Outcomes
  - delivery of Courses, including the effectiveness of Facilitators and equipment
  - for Training Block 2 Generalist Courses and Specialist Courses, ensuring that the industries covered are in demand or have emerging opportunities in their local labour market
- working collaboratively with key stakeholders to tailor Courses.



Participants must not be charged for any part of a Course.

### 1.7.1. Course Outline

Providers must develop Course outlines for all Courses that describe the:

- Learning Outcomes
- teaching strategies that will be used to achieve the Learning Outcomes.

The Course outline must be in accordance with the Service Delivery Plan and Service Offer Commitments.

Providers that are not RTOs must ensure all Course outlines, including any major updates, are endorsed by an RTO that the Provider has partnered with, to ensure Courses will be of suitable quality before they are delivered to EST Participants.

Providers must submit evidence of an RTO's endorsement of a Course outline to the Department, in accordance with the Key Contacts Protocol, before the Course is delivered to EST Participants. The Department will review the RTO's endorsement and advise the Provider if the evidence provided is adequate.



Providers must retain the content outline for all Courses.



Providers that are not RTOs must retain evidence of an RTO's endorsement of each Course outline. Records must include the:

- Course outline that was endorsed
- name of the RTO that provided the endorsement
- name and position of the RTO staff member that confirmed the endorsement
- date of the endorsement.

(Deed Reference(s): Clauses 82.1, 82.3, 82.6, 88.1, 88.2, 88.3)

## Industry Endorsement of Training Block 2 Specialist Courses

Providers must consult with industry and Employers in the design and development of Specialist Course outlines. Specialist Course outlines, including any major updates, must be endorsed by a relevant industry association to:

- ensure the training is suitably tailored to, and valued by, Employers in the industry
- make EST Participants more competitive for entry-level Employment opportunities in the industry.

Providers must submit the following to the Department, in accordance with the Key Contacts Protocol, before a Specialist Course covering a particular industry is delivered to EST Participants:

- Records describing the consultation process in the design and development of a Specialist Course outline
- evidence of a relevant industry association's endorsement of a Specialist Course outline to the Department.

The Department will review the consultation process and industry association's endorsement and advise the Provider if the evidence provided is adequate.



Providers must retain the following:

- Records describing the consultation process in the design and development of Specialist Courses
- evidence of a relevant industry association's endorsement of each Specialist Course outline. The evidence must include the:
  - Course outline that was endorsed
  - name of the industry association that provided the endorsement
  - name and position of the industry association member that confirmed the endorsement
  - date of the endorsement.

If a Provider has a reasonable justification for not being able to obtain endorsement from a relevant industry association, the Department will accept endorsement from a relevant and appropriate Employer.

### 1.7.2. Course Schedule

Courses must be scheduled for a total of 75 hours, excluding breaks.

Courses must be scheduled for either:

- 25 hours per week over 3 consecutive weeks, or
- 15 hours per week over 5 consecutive weeks.

Courses must not be scheduled on a public holiday and must not be scheduled for more than 8 hours per day.

Each Course must only have one Start Date. EST Participants Referred to Courses with different Start Dates cannot be 'rolled' together for Course delivery without prior written approval from the Department.

Rolling intake Courses will be considered for Training Block 1 Courses and Training Block 2 Generalist Courses in limited circumstances, for example, in a location where there is insufficient demand to offer non-rolling intake Courses.

Providers must seek approval from the Department before creating rolling intake Courses by completing the [Rolling Intake Request Form](#) and submitting it to the Department in accordance with the Key Contacts Protocol. The Department will assess whether the Course content is based on discrete learning modules or built upon previous modules, and whether the Provider has strategies to:

- manage the changing group dynamics
- manage the different levels of knowledge and skills of EST Participants, and
- keep all EST Participants engaged.



Providers must retain the Department's written approval to create rolling intake Courses.



Providers must create and retain Records of the Courses IDs that used a rolling intake.

(Deed Reference(s): Clause 87.2)

### 1.7.3. Delivery Mode

Courses must be delivered in person unless otherwise approved by the Department.

Online delivery, as part of a hybrid or online Course, will be considered in limited circumstances, for example, where:

- there are state or territory public health orders or directions
- Prospective EST Participants have transportation barriers that make it difficult to travel to the location of the Course
- Prospective EST Participants have health conditions that make it difficult to participate in person.

Hybrid Courses are Courses that either:

- comprise both an in person and online component
- offer in person or online delivery to a Participant depending on the Participant's circumstances.

Online Courses are Courses that are delivered exclusively online to all Participants.

Providers must seek approval from the Department for online delivery, unless otherwise directed by the Department, by completing the [Hybrid Delivery Request Form](#) and submitting it to the Department in accordance with the Key Contacts Protocol. The Department will assess whether the Provider has strategies to:

- allow the Facilitator to monitor participation regularly and actively
- keep all EST Participants engaged
- foster a positive peer group dynamic
- provide IT support to EST Participants.

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Providers delivering hybrid or online Courses must:

- issue information on ergonomic setup and wellbeing to the Participant before starting online delivery
- provide information on wellbeing and links to supports if needed, using resources available from Safe Work Australia.



Providers must retain the Department's written approval for online delivery, unless otherwise directed by the Department.



Providers must create and retain Records of EST Participants who participate in any component of a Course online. Records must include the:

- Course ID and name
- EST Participant's Job Seeker ID and name
- reason the EST Participant cannot participate in person
- name of the person creating the Record.



For EST Participants who participate in any component of a Course online, Providers must retain the EST Participant's confirmation that they have received, read and understood the information on ergonomic setup and wellbeing issued by the Provider.

(Deed Reference(s): Clause 85.2, 89)

### 1.7.4. Pre-Commencement Engagement

Providers must make efforts to engage with Prospective EST Participants before the Course Start Date to support Commencements and attendance. Table 1-A describes different scenarios and the subsequent action a Provider must take as part of its pre-Commencement engagement.

If the Provider finds a Prospective EST Participant not Suitable and the Referring Provider has paid the EST Charge for the Prospective EST Participant, the Provider must refund the EST Charge to the Referring Provider in a timely manner.

**Table 1-A: Pre-Commencement Engagement**

Scenario	Action
<b>The Provider has reason to believe the Prospective EST Participant would not be able to participate in a Course.</b>	<p>Discuss the reason with the Prospective EST Participant and Referring Provider, as relevant, to determine whether any issues can be addressed so that the Prospective EST Participant can participate in the Course. If the issues cannot be addressed, the Provider must end the Referral in accordance with the <a href="#">Course Management Instructions and notify the Referring Provider, as relevant</a>.</p> <p>If the Prospective EST Participant is a Workforce Australia Services Online Participant and the Provider has reason to believe that Workforce Australia Online is not suitable for the Prospective EST Participant, the Provider must discuss this with the EST Participant and inform the EST Participant that they can contact the DSCC to discuss alternative servicing options. The Provider must notify the DSCC in accordance with the <a href="#">Contacting the DSCC Supporting Document</a>.</p>
<b>The Prospective EST Participant is unable to participate in a Course in person. For example, the Prospective EST Participant must travel more than 90 minutes each way to attend the Course in person.</b>	<p>If the Provider does not have approval to deliver Courses online, and there is sufficient time before the Course start date, the Provider may seek approval from the Department for online delivery.</p> <p>If the Provider has approval to deliver Courses online, assess whether the Prospective EST Participant has the capability and technology to participate in the Course online.</p> <p>If the Prospective EST Participant has the capability and technology to participate in the Course online, and:</p> <ul style="list-style-type: none"><li>the Prospective EST Participant is a Workforce Australia Services Online Participant, advise the Prospective EST Participant that the Course will be delivered to them online, and support them to participate online</li><li>the Prospective EST Participant has a Referring Provider, discuss the option of delivering the Course online with the Referring Provider before advising the Prospective EST Participant that the Course will be delivered to them online, and support them to participate online.</li></ul>

Scenario	Action
	<p>If the Prospective EST Participant does not have the capability and technology to participate in the Course online, or if the Provider does not have approval to deliver Courses online, the Provider must end the Referral in accordance with the <a href="#">Course Management Instructions, and notify the Referring Provider, as relevant</a>.</p>
<p><b>The Prospective EST Participant is Referred to an online Course but does not have the capability and technology to participate online.</b></p>	<p>If the Provider has in person Course options, assess whether the Prospective EST Participant is able to participate in a Course in person.</p> <p>If the Prospective EST Participant is able to participate in a Course in person, advise the Prospective EST Participant of in person Course options.</p> <p>If the Prospective EST Participant:</p> <ul style="list-style-type: none"> <li>• is a Workforce Australia Services Online Participant, the Provider must end the Referral in accordance with the <a href="#">Course Management Instructions</a> and advise the Prospective EST Participant to self-Refer to an in person Course through the Department's website</li> <li>• has a Referring Provider, discuss the option of changing the Referral with the Referring Provider.</li> </ul> <p>If the Prospective EST Participant is not able to participate in a Course in person, or if the Provider does not have in person Course options, the Provider must end the Referral in accordance with the <a href="#">Course Management Instructions, and notify the Referring Provider, as relevant</a>.</p>
<p><b>There is a more suitable Course available for the Prospective EST Participant. For example, if the Prospective EST Participant is Referred to a Training Block 1 Course but has had an extensive and successful Employment history, the Provider may determine that Training Block 2 would be more suitable.</b></p>	<p>Inform the Prospective EST Participant of alternative Course options. If the Prospective EST Participant is interested in participating in a different Course, and:</p> <ul style="list-style-type: none"> <li>• the Prospective EST Participant is a Workforce Australia Services Online Participant, the Provider must end the Referral in accordance with the <a href="#">Course Management Instructions</a> and advise the Prospective EST Participant to self-Refer to the alternative Course through the Department's website</li> <li>• the Prospective EST Participant has a Referring Provider, discuss the option of changing the Referral with the Referring Provider, noting that Referring Providers are required to confirm that the Course is suitable as part of the Referral process.</li> </ul>

Scenario	Action
<b>The Course prerequisites have not been met, for example, police checks, or personal protective equipment.</b>	<p>Advise the Prospective EST Participant that the Course prerequisites must be met to Commence in the Course, and to seek support from the DSCC or Referring Provider to meet the Course prerequisites if required.</p> <p>If the Course prerequisites cannot be met, the Prospective EST Participant cannot Commence in the Course. Providers must end the Referral in accordance with the <a href="#">Course Management Instructions, and notify the Referring Provider, as relevant.</a></p> <p>The Provider should determine if there is a more suitable Course available.</p>

(Deed Reference(s): Clause 85.1)

### 1.7.5. Initial Assessment

Course content must be tailored to meet the needs of individual EST Participants.

Providers must work with EST Participants to complete an initial assessment when they Commence a Course to inform how the Course content will be tailored.

The initial assessment must document:

- the EST Participant's Job Seeker ID and name
- the Course ID and name
- the EST Participant's level of digital literacy
- the EST Participant's strengths and experience
- the EST Participant's Employment and other goals
- the EST Participant's main barriers to securing Employment
- how the Course will be tailored to meet the needs of the EST Participant.



Providers must retain a copy of the initial assessment for each EST Participant.

### 1.7.6. Résumé Update

As part of Providers supporting EST Participants to achieve the Learning Outcome of preparing a résumé and/or tailoring a résumé to specific industries, Providers must work with the EST Participant to develop an updated résumé.

The résumé must:

- include the EST Participant's identified skills and experience
- be professionally presented
- not contain spelling or grammatical errors.

For Generalist Courses, the résumé must be tailored to at least one of the industries covered. For Specialist Courses, the résumé must be tailored to the industry covered.



Providers must retain a copy of the updated résumé for each EST Participant. If an updated résumé cannot be developed due to insufficient attendance by the EST Participant, the Provider must retain Records of the reason why an updated résumé was not developed.

### 1.7.7. Final Assessment

Providers must work with the EST Participant to complete a final Assessment to support the EST Participant on their Employment pathway.

Providers should assess the progress and performance of EST Participants throughout the Course. The Assessment must be updated to reflect the EST Participant's goals and skills at the end of the Course.

The Assessment must:

- include the initial assessment and document the progress the EST Participant has made against it
- include the EST Participant's updated résumé that was developed in the Course
- document how the EST Participant performs against each of the Learning Outcomes of the Course
- document any units of competency completed by the EST Participant
- document industries and/or occupations that may be suitable for the EST Participant, taking into account the EST Participant's goals, skills and the local labour market
- recommend the next steps the EST Participant should take to pursue Employment and/or training opportunities based on the EST Participant's goals, skills and the local labour market
- document the date the Assessment was finalised.

If the Provider is unable to complete a comprehensive Assessment due to insufficient attendance by the EST Participant, the Provider must complete the Assessment to the best of its ability.

If the EST Participant is a Workforce Australia Services Online Participant and the Provider has reason to believe that Workforce Australia Online is not suitable for the EST Participant, the Provider must discuss this with the EST Participant and inform the EST Participant that they can contact the DSCC to discuss alternative servicing options.

Providers must provide each EST Participant with their final Assessment. If the EST Participant was Referred by a Referring Provider, Providers must also provide the Referring Provider with the final Assessment. In each case the Provider should provide the final Assessment within 5 Business Days of the EST Participant Exiting the Course, and must provide the final Assessment within 5 Business Days of the Course End Date.



Providers must retain a copy of the final Assessment for each EST Participant.



Where an Assessment is not comprehensive, the Provider must retain Records of the reason why the Assessment was lacking in detail.



Providers must retain evidence of providing final Assessments to EST Participants and, where relevant, Referring Providers.

(Deed Reference(s): Clause 87.5, 93)

## 1.8. Course Management

### 1.8.1. Course Creation

Providers must create each Course in the Department's IT Systems to facilitate Referrals of Eligible EST Participants and Payments.

Providers should create Courses no later than 2 weeks before the Course Start Date to allow sufficient time to receive Referrals, unless there are exceptional circumstances.

EST Providers must ensure the location of the EST Course is within a contracted Employment Region.

EST Providers must not solicit referrals of individuals residing in an Employment Region that the EST Provider is not contracted to deliver Services.



Providers must create Courses in the Department's IT Systems in accordance with the [Course Management Instructions](#).



Course names and descriptions are the primary way for Providers to market their Services to Eligible EST Participants, so Course names and descriptions must be accurate, informative and engaging. Providers should refer to the Workforce Australia Online for Individuals Activity Booking Workflow to better target Course names and descriptions.

(Deed Reference(s): Clause 61.2, 87.4)

### 1.8.2. Course Changes

Course details must be accurate at the time of Course creation, but the Department recognises that changes can occur. The Department's IT Systems allow Providers to make some changes to Course details after the Course has been created, however some changes will require the Course to be withdrawn and a new Course created. The [Course Management Instructions](#) detail the changes that can be made to a created Course and the changes that require a Course to be withdrawn and a new Course to be created.

Providers must consider the impacts of proposed changes on Participants. The Department recommends changes be made no later than one week before the Course Start Date to allow sufficient time for Prospective EST Participants to be notified and take any necessary action.

Any changes must be reflected in updated Course details.



Providers must update the Department's IT Systems to reflect any changes to Course details in accordance with the [Course Management Instructions](#).

Providers must notify Participants and Referring Providers of any changes to the Course schedule, location, delivery mode, Learning Outcomes, and changes to whether it is a Youth Course, 25 Plus Course or All Ages Course. If there are changes to the Course schedule and there are Participants from Workforce Australia Online, Providers must also notify the DSCC in accordance with the [Contacting the DSCC Supporting Document](#). If the changes result in the Course no longer being Suitable for the Prospective EST Participant, the Provider must take the relevant actions in [Table 1-A: Pre-Commencement Engagement](#).



### 1.8.3. Course Cancellations

Providers may cancel a Course at any time if the Course has no Prospective EST Participants.

The Provider may cancel a Course with Prospective EST Participants but no EST Participants, but Providers must consider the impacts of cancelling the Course on Prospective EST Participants. The Department recommends cancellations be made no later than one week before the Course Start Date to allow sufficient time for Prospective EST Participants to be notified and take any necessary action.

Providers must not cancel a Course with EST Participants.



When cancelling a Course, the Provider must:

- end all Referrals by entering a result of 'Created in Error',
- suspend or close the Course in the Department's IT Systems and
- notify the Prospective EST Participants and Referring Providers, as relevant, of the cancellation

in accordance with the [Course Management Instructions](#).

If a Referring Provider has paid the EST Charge for a Course that is being cancelled, the Provider must refund the EST Charge to the Referring Provider in a timely manner.

(Deed Reference(s): Clause 87.1)

### 1.8.4. Referrals

Workforce Australia Services Online Participants generally self-Refer to a Course through the Department's website. The DSCC can also Refer a Workforce Australia Services Online Participant to a Course if required. All other Eligible EST Participants must be Referred by their Referring Provider.

Referrals of Workforce Australia Services Online Participants, Workforce Australia Services Participants and Yarrabah Employment Services Participants must be made through the Department's IT Systems. Referrals of TtW Participants and DES Participants are offline and require TtW Providers and DES Providers to contact the Provider directly.

Providers must monitor Referrals to Courses to determine if there are sufficient Referrals to deliver the Course, or whether to cancel the Course. Providers will generally have discretion over the feasibility of delivering the Course, but the Department may direct a Provider to make a Course available.

(Deed Reference(s): Clauses 84.1, 87.3)

### Funding Source

The participation of Workforce Australia Services Online Participants and Yarrabah Employment Services Participants in EST is fully funded by the Department.

The participation of Workforce Australia Services Participants and TtW Participants in Training Block 1 is fully funded by the Referring Provider, but the participation of Workforce Australia Services Participants and TtW Participants in Training Block 2 is partially funded by the Department.

The participation of DES Participants in both Training Block 1 and Training Block 2 is fully funded by the DES Provider.

## EST Charge

Providers have discretion over whether to charge the Referring Provider (excluding Yarrabah Employment Services Providers) the applicable EST Charge if the Provider accepts a Referral for a Prospective EST Participant. Providers can charge the Referring Provider (excluding Yarrabah Employment Services Providers) an amount up to, but not more than, the applicable EST Charge. Providers must make their own arrangements with Referring Providers to facilitate payment.

The EST Charge must be refunded to the Referring Provider in a timely manner if a Course is cancelled, or if a Provider finds a Prospective EST Participant not Suitable in its pre-Commencement engagement. Providers have discretion over whether there are any other circumstances that the EST Charge is refundable if the Prospective EST Participant does not Commence a Course.

If the Referring Provider does not pay the EST Charge for a Prospective EST Participant before the Course Start Date, the Provider can end the Prospective EST Participant's Referral to the Course. If the Provider ends the Prospective EST Participant's Referral to the Course, the Provider must notify the Prospective EST Participant and Referring Provider.

(Deed Reference(s): Clause 84.4)

## Referral Cap

Because the participation of Workforce Australia Services Participants, Yarrabah Employment Services Participants and TtW Participants is partially or fully funded by the Department, Workforce Australia Employment Services Providers, Yarrabah Employment Services Participants and TtW Providers are subject to a referral cap. The referral cap does not apply to DES Participants.

The referral cap requires that no more than 50 per cent of Referrals by a Workforce Australia Employment Services Provider or TtW Provider which resulted in the Commencement of a Participant, is to one or more Providers who are its Own Organisation, a Related Entity or a Subcontractor.

The referral cap applies at Employment Region level.

The referral cap will not apply if all Providers in an Employment Region are Own Organisations, Related Entities or Subcontractors of the Workforce Australia Employment Services Provider or TtW Provider.

The referral cap does not apply to Training Block 1 courses as they are not subsidised by the Department.

### 1.8.5. Participant Attendance

Providers must record the daily attendance or non-attendance of Participants on the same day as the expected attendance.

For Workforce Australia Services Online Participants, Workforce Australia Services Participants and Yarrabah Employment Services Participants, Providers must record the daily attendance or non-

attendance using the Department's Supervisor App in accordance with the [Supervisor App Instructions](#).



For TtW Participants and DES Participants, or if the Provider is unable to use the Department's Supervisor App due to technical issues, the Provider must document each Participant's attendance or non-attendance by an alternative method. Providers must retain Records of the attendance or non-attendance of Participants if the Provider is unable to use the Department's Supervisor App. Records must include the:

- Course ID and name
- Participant's Job Seeker ID and name
- date of the expected attendance
- Participant's attendance or non-attendance, and
- user ID and name of the person creating the Record.

If the Provider is unable to record a Workforce Australia Services Online Participant's, Workforce Australia Services Participant's or Yarrabah Employment Services Participant's first day of attendance using the Department's Supervisor App due to technical issues, the Provider must manually Commence the Prospective EST Participant in the Department's IT Systems.



To manually Commence a Prospective EST Participant in the Department's IT Systems, Providers must confirm the Referral and enter the first date the EST Participant attended the Course in accordance with the [Course Management Instructions](#).

If a Prospective EST Participant does not attend the Course within 7 Business Days of the Course Start Date (including the Course Start Date), the Provider must end the Prospective EST Participant's Referral to the Course, and notify the Prospective EST Participant and the Referring Provider, as relevant.



For a Workforce Australia Services Online Participant, Workforce Australia Services Participant or Yarrabah Employment Services Participant who does not attend a Course within 7 Business Days of the Course Start Date (including the Course Start Date), Providers must end their Referral by updating the status to 'Did not start' in the Department's IT Systems in accordance with the [Course Management Instructions](#).

Providers must provide the daily QR code(s) generated by the Department's IT Systems to EST Participants in attendance to self-report attendance. There is one QR code if the Course session is scheduled for 4 hours or less that day, and there are 2 QR codes if the Course session is scheduled for more than 4 hours that day.

Providers are encouraged to remind EST Participants to contact the DSCC or Referring Provider to give prior notice if they are unable to attend any scheduled Course days. If the DSCC or Referring Provider is satisfied that the EST Participant has an acceptable reason for not attending a scheduled Course day, the DSCC or Referring Provider can update the requirement to 'No Longer Required'.

Providers are also encouraged to remind EST Participants to contact the DSCC or Referring Provider on the day of any unplanned non-attendance at a Course. If the DSCC or Referring Provider is satisfied that the EST Participant had a valid reason for not attending a scheduled Course day, the DSCC or Referring Provider can update the attendance result from 'Did Not Attend' to 'Did Not Attend (Valid Reason)'.

(Deed Reference(s): Clauses 85.2, 86, 103.1, 103.5)

### 1.8.6. Exiting Participants and Ending Referrals

The Provider, DSCC, Referring Provider or EST Participant may seek the EST Participant's Exit from a Course before the Course End Date.

If an Exit is requested, the Provider should discuss the reason for the Exit to determine whether any issues can be addressed so that the EST Participant can continue their participation in the Course.

If an Exit is requested by a Workforce Australia Services Online Participant for a reason other than finding Employment, the Provider must advise the EST Participant to discuss the reason for the Exit with the DSCC, and the DSCC will end the Referral as required. The Provider must not end an EST Participant's Referral for Workforce Australia Services Online Participant requested Exits for a reason other than finding Employment.

For EST Participants with a Referring Provider, the Provider must not end Referrals for EST Participant requested Exits before discussing the requested Exit with the Referring Provider.

For EST Participants who do not Exit the Course before the Course End Date, the Provider must end the EST Participant's Referral in the Department's IT Systems within 5 Business Days of the Course End Date if the Referral was made through the Department's IT Systems.



For Workforce Australia Services Online Participants, Workforce Australia Services Participants and Yarrabah Employment Services Participants, Providers must end their Referrals in the Department's IT Systems in accordance with the [Course Management Instructions](#).

(Deed Reference(s): Clauses 92, 93)

## 1.9. Payments

### 1.9.1. EST Commencement Payment

The Department automatically pays Providers the applicable EST Commencement Payment when:

- a Workforce Australia Services Online Participant or Yarrabah Employment Services Participant Commences a Course, or
- a Workforce Australia Services Participant Commences a Training Block 2 Course.



To claim EST Commencement Payments that are not automatically processed, Providers must create a Payment in the Department's IT Systems in accordance with the [Course Management Instructions](#).

### 1.9.2. EST Final Payment

The Department automatically pays Providers an EST Final Payment when the:

- Provider ends the Referral in the Department's IT Systems
- EST Participant has either:
  - attended at least 80% of the total hours of the Course as recorded in the Department's IT Systems, noting that the hours where an EST Participant was no longer required to attend and/or did not attend but had a valid reason are counted towards attendance

- unless otherwise Notified by the Department, met the alternative measure for Course Completion by Exiting the Course due to finding Employment, which must be recorded in the Department's IT Systems.



For EST Participants Exiting the Course due to finding Employment, the Provider must document the information advised by the Participant about their Employment in the Department's IT Systems in accordance with the [Course Management Instructions](#).

To be eligible for the Final Payment, Providers must have:

- delivered the Course to the EST Participant in accordance with the Deed and Guideline, including the requirements for an initial assessment, updated résumé and a final Assessment.
- met the requirements for recording daily attendance and non-attendance for the EST Participant.



To claim EST Final Payments that are not automatically processed, Providers must create a Payment in the Department's IT Systems in accordance with the [Course Management Instructions](#).

The Department monitors the claiming of EST Final Payments for EST Participants who Exit a Course due to finding Employment against income declaration data. If the Department determines that a Provider has claimed an EST Final Payment in circumstances where the relevant EST Participant has Exited a Course but it was not due to finding Employment, the Department may at its discretion Notify the Provider that Exiting a Course due to finding Employment will no longer be available to the Provider as an alternative measure for Course Completion. Where this occurs, the Provider is not eligible for any further EST Final Payments in relation to EST Participants Exiting a Course due to finding Employment.

### **1.9.3. Ineligible Payments**

If Providers are paid a Payment for which they have not met the Deed and Guideline requirements, the Provider must Notify the Department, in accordance with the Key Contacts Protocol, to initiate a recovery.

(Deed Reference(s): Clause 18)

## Chapter 2. Reserved

# Chapter 3. Overarching Requirements

## Supporting Documents for this Chapter:

- [Competent Person Register Template](#)
- [Workforce Australia Services Online Participant Information Request Form](#)
- [WHS Employment Assistance Program Incident Report](#)
- [Public and Products Liability Incident Report](#)
- [WHS Incidents and Insurance Readers' Guide – Providers](#)

### 3.1. Chapter Overview

This chapter sets out the overarching and minimum requirements of Providers for the delivery of the Services.

### 3.2. Engaging with Host Organisations

Providers should seek to engage with a range of Employers to host Industry Awareness Experiences for Participants.

A Host Organisation can host more than one Industry Awareness Experience and/or other activity (such as Work for the Dole) concurrently, subject to the requirements for each activity being met.

#### 3.2.1. Host Organisation Prohibitions

Providers must consider the nature of the work conducted by an organisation when assessing its suitability as a Host Organisation.

Providers must not arrange Specified Industry Awareness Experiences hosted by a Host Organisation that:

- has engaged in any illegal operations or promotes or condones any form of unlawful conduct
- promotes or condones any form of discrimination, including on the grounds of race, ethnic group, language, sex, religion or disability
- promotes or condones any form of violence, self-harm or suicide
- has been, or is, associated with the sex industry
- promotes or condones gambling that the Department deems inappropriate
- provides any other service or conducts themselves in a manner that is likely to bring the Eligible Placement Participant, the Provider or the Department into disrepute.

If a Provider suspects or becomes aware that a Host Organisation has engaged in any conduct described in the list above, the Provider must:

- ensure that no Participant starts or continues to participate in the Specified Industry Awareness Experience that the Host Organisation hosts
- Notify the Department immediately and provide information as requested by the Department
- if requested by the Department, cease or vary the Industry Awareness Experience.

Where the Department determines that a Host Organisation has engaged in any conduct described above, the Department may give a direction to the Provider that the Provider must not arrange,

and/or must not Refer any Participants to, Specified Industry Awareness Experiences hosted by that Host Organisation. If the Department gives such a direction, the Provider must immediately comply with the direction.

(Deed Reference(s): Clauses 95.4, 98)

### **3.3. Managing Participation in the Services**

#### **3.3.1. Transport**

Participants will generally be expected to source their own transport to and from a Course, but Providers may choose to arrange transport for Participants to and from Courses (including Specified Industry Awareness Experiences).

- ✚ If Providers are transporting Participants to or from Specified Industry Awareness Experiences, the transport must be included in the relevant Risk Assessment.

#### **3.3.2. Assistance with Costs**

If a Course has requirements that have costs associated with them, for example, police checks, personal protective equipment or additional insurance, Providers should advise the Participant to seek support from the DSCC or Referring Provider. The support must be discussed and agreed to before the Participant starts the Course. Providers should, where relevant, make it clear to the Participant that the DSCC or Referring Provider has discretion over whether to cover the costs.

Providers may also cover the costs, noting that they are not eligible to claim a reimbursement from the Department.


### **3.4. Conducting Risk Assessments**

The purpose of the Risk Assessment process is to determine whether a Specified Industry Awareness Experience is suitable:

- to proceed
- for each Participant referred to the Specified Industry Awareness Experience, taking into account any risks that may arise from a Participant's personal circumstances.

Providers must use a Competent Person to undertake a written Activity Risk Assessment and Participant Risk Assessment before EST Participants start in a Specified Industry Awareness Experience.

If Providers do not have a Competent Person, they must engage a Competent Person to undertake Risk Assessments.

-  Providers must retain Records identifying any Competent Persons that they engage to undertake Risk Assessments. The Records must include the name of the Competent Person, and a description of their relevant training, qualification or experience. A [Competent Person Register Template](#) is available, but the use of this template is not mandatory.

Providers have discretion over how Risk Assessments are documented, including whether the Activity Risk Assessment and Participant Risk Assessment components are combined in one document.



Risk Assessments must include:

- details of the activity and/or tasks to be undertaken by Participants
- the risks of the activity and/or tasks and the appropriate actions to mitigate the identified risks
- the risks for each Participant and the appropriate actions to mitigate the identified risks
- the name and signature of the Competent Person who undertook the Risk Assessment
- the date the Risk Assessment was undertaken.

Providers must seek all relevant information from a Participant for a Competent Person to undertake a Risk Assessment. If a Participant is in Workforce Australia Services, Yarrabah Employment Services, TtW or DES, Providers must also seek all relevant information from the Participant's Referring Provider for a Competent Person to undertake a Risk Assessment.

Providers must work with Host Organisations to ensure appropriate actions are applied to mitigate the identified risks, including ensuring Participants are provided with everything required to undertake the activity and/or tasks safely, for example, Supervision, training and/or personal protective equipment.

If Providers identify significant risks with the Specified Industry Awareness Experience that cannot be mitigated to ensure Participants can undertake the activity and/or tasks in a safe environment, Providers must not allow the Specified Industry Awareness Experience to proceed.

Similarly, if Providers identify significant risks for a Participant in a Specified Industry Awareness Experience that cannot be mitigated to ensure the Participant can undertake the activity and/or tasks safely, Providers must not allow the Participant to start the Specified Industry Awareness Experience.

Providers must review risks regularly and take appropriate actions to address any changes. If there are any changes to a Specified Industry Awareness Experience, and/or if there are any changes to the risks for a Participant, Providers must use a Competent Person to update the Risk Assessment as required and take appropriate actions to address any changes.



Providers must retain copies of Activity Risk Assessments, Participant Risk Assessments and Records of the controls applied to mitigate the identified risks. Risk Assessments for Specified Industry Awareness Experiences must include the ID and name of the Course that is offering the Industry Awareness Experience.

(Deed Reference(s): Clauses 98.1, 101)

### **3.5. Supervision Requirements**

Providers must ensure:

- they or the Host Organisation, as relevant, provide adequate and appropriate Supervision so that Participants are undertaking appropriate tasks and operating in a healthy and safe environment
- the Supervision provided is continuous over the entire duration of the Services where:
  - the Services include engagement with people who are elderly, disabled or otherwise vulnerable, or Children (excluding other Participants)

- the Provider otherwise considers that Supervision should be continuous having regard to the nature of the tasks to be undertaken, the potential Participants in the Services, and any risks identified in the relevant Risk Assessments
- all Supervisors:
  - are fit and proper persons to be involved in the Services
  - have a high level of skill/knowledge, training and/or experience in:
    - the part of the Services in which they are engaged
    - working with, training and supervising individuals in such activities.

### 3.6. Background Checks

Before arranging for any Personnel, potential Supervisors and/or Participants to be involved in the Services, Providers must confirm any relevant background checks have been conducted to ensure contractual and legislative requirements, as well as industry standards are met.

**Example:** Police checks must be conducted for activities that require individuals to not have been convicted of particular crimes, and Working With Children Checks must be conducted for activities that require individuals to have regular or unsupervised contact with Children.

The results of checks are personal and confidential. Providers must not disclose the results to other parties unless given permission by the individual for whom the check was undertaken.

If a relevant check shows that a Participant must not be involved in a particular Industry Awareness Experience, Providers must arrange an alternative Industry Awareness Experience for the Participant.

(Deed Reference(s): Clauses 72.1, 72.2, 72.8, 72.9)

### 3.7. Reporting and Managing Incidents

Providers must Notify the Department and Referring Provider, as relevant, as soon as possible, and on the same day, of any incident involving the Services, including direct travel to and from the Services, for example:

- any accident, injury or death occurring during or as a result of the Services, including in relation to Personnel, Supervisors, Participants or members of the public
- any incident or near miss which relates to a WHS issue
- any incident that may negatively impact upon the Department or bring the Provider or the Services into disrepute.

Providers must Notify the Department of any incident that may result in a liability claim by completing the [Public and Products Liability Incident Report](#) and submitting it to the Department in accordance with the [WHS Incidents and Insurance Readers' Guide - Providers](#), regardless of whether a claim is being made at the time.



Providers must retain copies of Public and Products Liability Incident Reports.

Providers must ensure Personnel, Supervisors, Host Organisations and Participants:

- understand their obligations to report incidents and near misses

- have access to reporting mechanisms.

(Deed Reference(s): Clauses 83.1, 96.1, 102)

### 3.7.1. Challenging Behaviour Incidents

Providers must manage incidents involving Participants demonstrating challenging behaviour in accordance with [Part A Guidelines: Servicing Participants with Challenging Behaviours Chapter](#).

### 3.7.2. WHS Incidents

Providers must Notify the Department and Referring Provider, as relevant, as soon as possible and on the same day of any WHS incident or near miss involving the Services.



If an incident or near miss relating to a WHS issue involves a Participant, Providers must create a WHS Incident in the Department's IT Systems as soon as possible and on the same day of the incident or near miss.

If Providers are unable to create a WHS Incident in the Department's IT Systems due to technical issues, Providers must complete the [WHS Employment Assistance Program Incident Report](#) and submit it to the Referring Provider and the Department in accordance with the [WHS Incidents and Insurance Readers' Guide - Providers](#) and the Key Contacts Protocol, and create a WHS Incident in the Department's IT Systems at the earliest opportunity.



Providers must retain copies of WHS Employment Assistance Program Incident Reports.

For Critical WHS Incidents, Providers must notify the Department via telephone as soon as possible and within one hour of the critical WHS incident, in addition to providing written Notification to the Department, in accordance with the [WHS Incidents and Insurance Readers' Guide - Providers](#) and the Key Contacts Protocol. A Critical WHS Incident has the same definition as a Notifiable Incident under the WHS Act and means an incident that results in the death of a person, a serious injury or illness of a person, or a dangerous incident.

A dangerous incident is an incident that exposes a person to a serious risk to health or safety due to an immediate or imminent exposure to electric shock, spillage or leakage of a substance, uncontrolled implosion, explosion or fire.

Examples of critical WHS incidents include:

- injuries requiring immediate treatment as an in-patient in a hospital
- a serious head or eye injury
- a serious burn
- a spinal injury, or
- an amputation of any part of the body

Providers must support affected individuals and manage WHS incidents in accordance with the [WHS Incidents and Insurance Readers' Guide – Providers](#).

For Participants in Workforce Australia Services, Yarrabah Employment Services, TtW or DES, Providers must work with the Referring Provider to support the affected Participant after a WHS incident.

Providers must update the Risk Assessment as required.

### 3.8. Insurance Coverage for Participants

The insurance policies purchased by the Department are detailed in the [WHS Incidents and Insurance Readers' Guide – Providers](#), and copies of the insurance policies are available on the Provider Portal.

If an activity and/or task is excluded from the Department's insurance policies, Participants may only undertake the activity and/or task if additional insurance that covers the activity and/or task is in place. Alternatively, Providers should modify the activity and/or task so that it is not excluded from the Department's insurance policies.



Providers must retain copies of the insurance policies relied upon by the Provider to be compliant with the requirements for additional insurance.

(Deed Reference(s): Clause 101.5)

# Chapter 4. Service Delivery Plans and Service Offer Commitments

## 4.1. Chapter Overview

This Chapter sets out the requirements for Service Delivery Plans and Service Offer Commitments, which capture key commitments made by Providers in their response to the request for proposal for this Deed, noting that:

- Service Delivery Plans only capture commitments relevant to Eligible EST Participants and Participants
- Service Offer Commitments capture all commitments that have a material impact on the Services delivered by each Provider.

## 4.2. Service Delivery Plans

Service Delivery Plans communicate the Services key Stakeholders can expect to receive from the Provider.

Providers must have a Service Delivery Plan targeted at Eligible EST Participants and Participants at a minimum. Providers may also choose to have targeted Service Delivery Plans, for example, for different Employment Regions, locations within an Employment Region, cohorts, Employers and/or industries.

Providers must ensure that copies of the Service Delivery Plans are available to Eligible EST Participants and Participants.

Service Delivery Plans must:

- be no more than 2 pages
- use language that is appropriate to the target audience
- detail the Provider's Services relevant to the target audience
- detail the Provider's strategies to deliver the Services relevant to the target audience
- capture the commitments the Provider made in its response to the request for proposal for this Deed that are relevant to the target audience, for example:
  - the offering of Industry Awareness Experiences in Training Block 1 Courses
  - the offering of cohort-specific Courses
  - the offering of accredited training
  - the industries covered in Training Block 2 Courses
  - the way the Provider will work with industry and Employers to tailor training to the needs of local industries and Employers
- capture the Learning Outcomes if the Service Delivery Plan is targeted at Eligible EST Participants and Participants
- be accessible for people with disability
- comply with the requirements set out in the [Workforce Australia Brand Style Guide](#) for Providers
- be approved by the Department

- be prominently displayed at each Site.

Providers must allow a minimum of 20 business days for the Department to assess a draft service delivery plan. Following assessment, the Department may:

- approve a draft service delivery plan as a Service Delivery Plan, or
- direct the Provider to amend a draft service delivery plan and resubmit to the Department for approval.

Providers must not commence delivering the Services until the draft service delivery plans have been approved by the Department.



Providers must retain the Department's written approval of the Service Delivery Plans.



Providers must retain the Service Delivery Plans approved by the Department.

Providers must develop Courses and conduct the Services in accordance with the Service Delivery Plans.

(Deed Reference(s): Clauses 81, 82.1, 82.2, 88.1)

### 4.3. Service Offer Commitments

Key commitments made by Providers in their response to the request for proposal for this Deed or their Service Delivery Plans that have a material impact on the Services delivered are recorded in the Department's IT Systems as Service Offer Commitments. Providers' compliance with the Service Offer Commitments must be measurable or supported by evidence.

Service Offer Commitments include:

- Services that are above the minimum standards of the Service Guarantee, Deed and Guideline, for example:
  - The Provider will include one or more Industry Awareness Experiences in all Training Block 1 Courses
  - The Provider will schedule Youth Courses and 25 Plus Courses for Training Block 2 at least once per month
  - The Provider will offer the unit Provide Responsible Service of Alcohol in all hospitality Training Block 2 Specialist Courses
  - The Provider will extend their hours of operation beyond standard business hours, by opening from 8 am to 7 pm.
- specific strategies to deliver the Services, for example:
  - The Provider will use the [Name] strengths test for all EST Participants as part of their initial assessment
  - The Provider will make at least 8 successful contacts per month with local Employers to source quality Industry Awareness Experiences for Participants.
- the industries the Provider proposed to cover in Training Block 2 Courses, for example:
  - The Provider will offer Specialist Courses in hospitality and construction.

The Department provides Providers with the list of Service Offer Commitments as recorded in the Department's IT Systems.

If a Provider is not complying with a Service Offer Commitment, the Provider must, to the Department's satisfaction, either:

- develop strategies to rectify its non-compliance within an agreed timeframe, or
- change the Service Offer Commitment if it is no longer meeting the Objectives.

If a Provider does not rectify its non-compliance, the Department will address this as part of its assessment of the Provider's performance.

#### 4.4. Changes to Service Delivery Plans and Service Offer Commitments

Providers are encouraged to continuously review their servicing strategies to ensure they meet changing labour market demands and needs of stakeholders.

Providers may submit requests for changes to Service Delivery Plans and/or Service Offer Commitments to the Department in accordance with the Key Contacts Protocol.

**Example:** A Provider may wish to change an industry covered in Training Block 2 Courses in an Employment Region if a new industry emerges as critical to the local labour market, or a Provider may wish to change its servicing strategies in response to stakeholder feedback.

The Department will assess whether:

- there is evidence to support the changes
- the changes materially alter the commitments the Provider made in its response to the request for proposal for this Deed.

If a Provider requests to remove a servicing strategy, an alternative should be proposed to ensure that key stakeholders continue to have access to a similar range and level of Services. Alternatively, details must be provided to substantiate why an alternative is not required.

If the Department approves the changes, the Provider must update Service Delivery Plans to accurately reflect the Services stakeholders can expect to receive from the Provider. The Department will update the Provider's Service Offer Commitments in the Department's IT Systems and provide the Provider with an updated list.

Providers must have written approval from the Department before making changes to Service Delivery Plans and Service Offer Commitments.

(Deed Reference(s): Clause 81)

## Chapter 5. Performance

### Supporting Documents for this Chapter:

- [Performance Framework](#)
- [Self-Assessment Report Template](#)

### 5.1. Chapter Overview

This chapter sets out how Provider performance is monitored and assessed.

The Department assesses Provider performance against the performance modules and measures at the times specified in the [Performance Framework](#) and at such other times as the Department determines.

### 5.2. Performance Modules and Measures

The Department monitors and assesses Provider performance against 4 modules:

- Progress to Employment
- Efficiency of service
- Quality of service
- Deed compliance and contract management.

Performance is assessed using administrative data from the Department's IT Systems, customer feedback, evidence from the Provider in the self-assessment report, and through ongoing contract management and assurance activities.

As more administrative data becomes available and program norms under the contract are established, additional performance measures may be defined.

The [Performance Framework](#) provides more detailed information on the performance measures.

(Deed Reference(s): Clauses 5.1, 28)

### 5.3. Self-Assessment Report

Providers must complete and submit to the Department, in accordance with the Key Contacts Protocol, a self-assessment report within 2 weeks of the end of each Performance Period and/or at such other times as the Department determines.

The use of the [Self-Assessment Report Template](#) is mandatory.



Providers must retain the completed self-assessment report.

(Deed Reference(s): Clauses 5.1, 28, 88.3)