

Guideline:

# Managing Career Transition Assistance

## Overview of Career Transition Assistance

Career Transition Assistance (CTA) is a program for mature-age job seekers aged 45 years and over, providing practical assistance to increase employability and competitiveness in the local job market.

Job seekers aged 45 years and over are eligible to be Referred to CTA by their Employment Provider, New Employment Services Trial (NEST) Provider, or by the Department's Digital Services Contact Centre (DSCC). Volunteer job seekers, without mutual obligation requirements, are also able to participate in CTA.

CTA Providers, Employment Providers and NEST Providers are expected to collaborate to ensure appropriate referrals and that each Participant achieves the maximum benefit possible.

CTA runs for 8 weeks and can be used to meet a job seeker's mutual obligation requirements and will fully meet a job seeker's Annual Activity Requirement during participation in CTA.

CTA commenced as a Trial in 5 Employment Regions and rolled out nationally on 1 July 2019. This Guideline applies to CTA Providers delivering services under the Career Transition Assistance Panel Deed 2019-2022 (the Deed) only. CTA Providers delivering services under the Career Transition Trial Panel Deed 2018-2022 should refer to the Delivering the Career Transition Assistance Trial Guideline.

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## Changes from the previous version (Version 4.0)

### Policy changes:

Nil

### Wording changes:

Page 5: Clarification of requirements for location of services.

### Document Change History:

A full document history is available at the [Provider Portal](#).

### Related documents and references

[Privacy Guideline](#)

[Career Transition Assistance Performance Framework](#)

[Insurance Reader's Guide](#)

[Records Management Instructions](#)

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## 1. Background

The Australian Government's Mature Age Employment Package was announced in the 2017–18 Federal Budget and included a Trial of CTA in 5 locations.

The More Choices for a Longer Life Package in the 2018–19 Federal Budget announced that CTA would be available nationally from 1 July 2019. A number of changes were made to CTA for the purposes of the national rollout, including lowering the eligibility age to 45 years and over.

From 4 May 2020, CTA received separate, capped funding of \$41.7 million until 30 June 2022. A separate funding source for CTA was established to increase the number of mature-age job seekers that can access the program.

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## 2. Eligibility

All job seekers aged 45 years and over are eligible to be Referred to CTA by their Employment Provider, NEST Provider, or by the Department's DSCC, regardless of whether they are in receipt of income support or not. This means job seekers who are registered to participate in the following services may request a referral to CTA:

- jobactive (all streams)
- NEST (Digital First, Digital Plus and Enhanced Services)
- Online Employment Services (OES)
- Voluntary Online Employment Services Trial (VOEST).

Those not currently registered to participate in any of the above services, should discuss their registration with Services Australia in order to be eligible for a Referral to CTA. Eligibility for CTA is limited to once per Period of Service per Provider.

### CTA Participants meeting Annual Activity Requirements and Six Month Activity Requirements

For Participants with Annual Activity Requirements (AAR), the AAR will be fully met during participation in a CTA Course, regardless of the contact hours. Any hours marked as attended in the Department's IT Systems will automatically accrue towards the job seeker's AAR. Employment Providers and NEST Provider are responsible for manually recording the relevant additional monthly hours so that the job seeker fully meets their AAR for the period of participation. For further information, see [Recording Attendance](#).

Completing CTA will also meet the Six Month Activity Requirement (SMAR) that must be undertaken by Participants in Online Employment Services (OES) and jobactive. Job seekers and Providers should ensure attendance is recorded in line with requirements set out in [Recording Attendance](#). CTA providers must also record a Participant's completion of the course. For further information see [Complete Activity with placement end date and rating](#).

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## 3. Working with Employment Providers and NEST Provider

CTA Providers must work proactively and collaboratively with Employment Providers and NEST Providers to promote their CTA Course and encourage Referrals of eligible job seekers to CTA.

CTA Providers must also develop good working relationships with Employment Providers, NEST Providers or the Department's DSCC where relevant, Employers, and industry groups in the relevant Employment Region(s) to:

- ensure the success of CTA
- help Participants to commence and complete their CTA Course
- plan ahead so, where required, suitable Inbound/Outbound Employer Visits are available to meet the interests of a wide variety of Participants
- prepare Participants for employment or work experience opportunities on completion of a CTA Course
- conduct Warm Handover Meetings in accordance with the Statement of Requirements
- help meet the needs of Employers
- identify and implement best practice in the delivery of CTA, in accordance with advice disseminated by the Department.

(Deed reference: Clauses 17.4 and 43.4)

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## 4. Program Content and Delivery Requirements

CTA Course content includes components that must be designed and delivered to:

- increase Participant motivation and resilience to look for work
- increase Participant awareness of their local labour market and the skills required to enter it
- support the Participant's identification of their transferrable skills
- provide practical assistance focusing on ICT and digital skills required to help a Participant build skills and confidence in using technology in the workplace and to apply for jobs, including electronically
- help the Participant set clear goals and develop a pathway to achieve these goals.

CTA Providers may re-name or combine core components but must be able to demonstrate that each CTA Course component is being delivered.

CTA Providers should be innovative in their approach to tailoring the core components so they will suit the characteristics of both the Participant and the local labour market. CTA Providers should also offer additional support or components that may be required to meet the needs of individual Participants.

All engagement of CTA services must be delivered from the Provider's premises or another agreed suitable location. CTA services must be delivered at locations that are accessible, appropriate and safe for Participants and Provider staff. Providers must not conduct in person services or other Contacts at a Participant's home in any circumstance.

CTA Providers must follow the program design and deliver CTA Courses using a flexible, rolling-start model rather than the standard block style of training. Completion of the Initial Meeting is the Participant's first day of participation in CTA and commencement of the 8 week program. Participants are expected to complete 75 hours of participation over an 8 week period (with a minimum 50 hours delivered in a small group setting). At all times, the CTA Provider must maintain the ratio of one Facilitator to no more than 15 Participants.

Some Participants will only be able to participate in a CTA Course on a part-time basis, however, the CTA Provider must not require or allow a Participant to participate in the CTA Course for more than 25 hours per week.

(Deed reference: Items 1 and 7 of Schedule 2)

## Initial Meeting

Completion of the Initial Meeting is the Participant's first day of participation in CTA and commencement of the 8 week program. At the Initial Meeting, the CTA Provider must ensure that an assessment is completed for each Participant, as detailed in the [Career Pathway Assessment](#) section. The CTA Provider must also seek the Participant's consent to collect and use their personal information via the Privacy Notification and Consent Form. See the [Privacy, Consent and Information Sharing](#) section below. The Department has provided an [Initial Meeting and Career Pathway Assessment Checklist](#) on the Provider Portal to assist CTA Providers in checking that they cover the Deed and Guideline requirements.

If, during the Initial Meeting, the CTA Provider believes the Participant is not suitable for the CTA Course or will not benefit from CTA, the CTA Provider must cease the commencement. The CTA Provider must update the Participant's placement status in the Department's IT Systems and advise the Employment Provider, NEST Provider, or the Department's DSCC if it referred the Participant, that it has not accepted the Participant into the CTA Course.

If the Participant is unable to attend the Initial Meeting, the Participant is required to notify their Employment Provider, NEST Provider, or the Department's DSCC where it referred the Participant, prior to the meeting, and the Employment Provider, NEST Provider or the Department's DSCC where relevant, will work with the CTA Provider to reschedule this meeting. The CTA Provider will not be eligible for the applicable flat fee for that Participant until the Initial Meeting has been completed and the job seeker has been accepted into the CTA Course in accordance with the requirements outlined in the Deed and this Guideline.



**System step:** The CTA Provider must, on the same Business Day of the Initial Meeting, record the Participant's attendance or non-attendance in the Department's IT Systems using the supervisor mobile device application. For further information, see [Recording Attendance](#).



**System step:** Where the CTA Provider deems the job seeker as not suitable for CTA, the CTA Provider must update the placement status from 'Expected to Start' to 'Did Not Start'.

(Deed reference: Items 2 and 3 of Schedule 2)

## Privacy, Consent and Information Sharing

CTA Providers must comply with Social Security Law and Australian privacy legislation. A job seeker's Personal Information must only be used or disclosed for the purpose it was collected, except in limited circumstances, such as where the job seeker gives permission, where Commonwealth laws allow or other special circumstances.

During the Initial Meeting, the CTA Provider must seek the Participant's consent to collect and use their Personal Information (including any sensitive information) by asking the Participant to read and sign the [Privacy Notification and Consent Form](#). This

will allow the CTA Provider to share relevant information about the Participant with the Department, their Employment Provider or NEST Provider and potential Employers.



**Documentary Evidence:** CTA Providers must retain a copy of the Participant's completed Privacy Notification and Consent form and provide to the Department upon request.

If the Participant refuses to sign the Privacy Notification and Consent Form, this may limit the options and types of services the CTA Provider can offer, for example, referrals to employers. The CTA Provider should make the Participant aware of this during the Initial Meeting. The CTA Provider should also advise the Participant's Employment Provider, NEST Provider or the Department's DSCC where relevant, of this refusal.

A copy of the Privacy Notification and Consent Form for CTA can be found in the [Privacy Guideline](#). Providers should seek independent legal advice if they have any concerns regarding their obligations under any privacy or other legislation. For further information, refer to the [Privacy Guideline](#).



**System step:** The CTA Provider must upload a copy of the completed Privacy Notification and Consent Form for each Participant against the Participant's activity placement in the Department's IT Systems.

(Deed reference: Clauses 27 and 29.3(d))

## Career Pathway Assessment

The Career Pathway Assessment is a personal, in-depth assessment that will help inform the development of the Participant's Career Pathway Plan, and must:

- document the Participant's life stage
- document the Participant's employment and other goals
- identify the Participant's training needs
- identify the Participant's recent experience
- document the Participant's expectations of the CTA course
- identify the Participant's main barriers to securing employment
- assess the Participant's confidence and capability in using digital technology, and identify key areas in which the Participant requires assistance
- outline how the CTA Course will be delivered in a way that addresses the Participant's individual needs.

At the Initial Meeting, the CTA Provider must complete the Career Pathway Assessment and upload it against the Participant's activity placement in the Department's IT Systems. The Department has provided an [Initial Meeting and Career Pathway Assessment Checklist](#) on the Provider Portal to assist CTA Providers in checking that they cover the Deed and Guideline requirements.



**Documentary Evidence:** The CTA Provider must retain a copy of the Career Pathway Assessment for each Participant who commences CTA.



**System step:** The CTA Provider must upload a copy of the completed Career Pathway Assessment for each Participant against the Participant's activity placement in the Department's IT Systems.

(Deed reference: Clauses 29.3(b) and 29.5(a), Items 1.2(c), 3.3, 7.6(b) and 7.7(a) of Schedule 2)

## Career Pathway Plan and Résumé

The CTA Provider, in conjunction with the Participant, must develop a Career Pathway Plan and updated Résumé. The Career Pathway Plan must be a clear plan of action outlining the steps that the Participant will need to take to pursue employment and/or training opportunities based on the Participant's goals, transferable skills, and the local labour market.

The CTA Provider must seek confirmation from the Participant, via their signature, that the Career Pathway Plan has been developed specifically for them. The CTA Provider must not leave the development of the Career Pathway Plan to the Participant only.

If the CTA Provider recommends training or Recognition of Prior Learning for a Participant, they may include this in the Career Pathway Plan. However, the CTA Provider can only make recommendations and must not seek to provide a guarantee to the Participant that the Participant's Employment Provider, NEST Provider or the Department's DSCC, where it referred the Participant, will fund such activities. Decisions around funding for interventions after the conclusion of CTA is a decision for the Participant's Employment Provider, NEST Provider or the Department's DSCC where relevant.

The CTA Provider must provide, at a minimum, 2 future Contacts to occur within 3 months of course completion. The specific dates for these future Contacts must be discussed and agreed with the Participant and be included in the Career Pathway Plan.

The Participant's Résumé should:

- include the person's identified skills and experience
- be easily adapted to different jobs or industries they might apply for
- be professionally presented by being formatted, complete and not contain spelling or grammatical errors.

The Participant's Résumé needs to be able to be uploaded by the Participant to apply for jobs online and should be professionally presented. The Department has provided a [Career Pathway Plan Checklist](#) on the Provider Portal to assist CTA Providers in checking that they cover the Deed and Guideline requirements.



**Documentary Evidence:** For each Participant who completes a CTA Course, the final version of the tailored Career Pathway Plan and updated Résumé prepared for a Participant must be held by the CTA Provider.



**System step:** For each Participant who completes a CTA Course, as part of each Warm Handover Meeting, the CTA Provider must upload on the Department's IT Systems against the Participant's activity placement, the final version of:

- the tailored Career Pathway Plan
- an updated Résumé.

(Deed reference: Clauses 29.3(c) and 29.5(b), Items 1.2(c), 5.2(e) 7.7(e) and 7.7(k) of Schedule 2)

## Warm Handover Meeting

CTA Providers will need to work with Employment Providers or NEST Providers in their Employment Region to facilitate Referrals to CTA, and improve Participants' chances of moving into employment during, or following, their participation in CTA.

To support this, the CTA Provider must arrange a Warm Handover Meeting between the CTA Provider, the Participant and the Participant's Employment Provider, NEST Provider

or the Department's DSCC where it referred the Participant to occur within 5 Business Days of the Participant's completion of a CTA Course. If possible, the Warm Handover Meeting should be conducted face-to-face. Where the Department's DSCC referred the Participant, the Warm Handover Meeting may be conducted by telephone.

As part of the Warm Handover Meeting, the CTA Provider must:

- discuss the Participant's next steps for pursuing employment opportunities or work experience opportunities identified
- offer and confirm with the Participant 2 future support Contacts and provide a written record to the Participant of the agreed dates for these future Contacts (to occur within 3 months from the date the Participant completed the CTA Course)
- ensure a copy of the Participant's Career Pathway Plan and updated Résumé has been uploaded on the Department's IT Systems and provide an electronic copy to both the Participant and their Employment Provider, NEST Provider or the Department where relevant.



**System step:** For each Participant who completes a CTA Course, as part of each Warm Handover Meeting, the CTA Provider must upload on the Department's IT Systems against the Participant's activity placement, a copy of:

- the tailored Career Pathway Plan
- an updated Résumé.



**Documentary Evidence:** For each Participant who completes a CTA Course, as part of each Warm Handover Meeting, the CTA Provider must provide the Participant and the Participant's Employment Provider, NEST Provider or the Department's DSCC if it referred the Participant, with a copy of:

- the final version of the tailored Career Pathway Plan
- the final version of the updated Résumé
- agreed dates for the 2 future Contacts.

(Deed reference: Items 5, 7.7(e) and 7.8 of Schedule 2)

## Ongoing Support - Contacts

To support Participants in working towards and achieving the goals identified and developed during CTA, the CTA Provider must provide, at a minimum, 2 future Contacts to occur within 3 months of course completion. The specific dates for these future Contacts must be discussed and agreed with the Participant and be included in the Career Pathway Plan. A written record stating the details for the future Contacts must be provided to the Participant and their Employment Provider, NEST Provider or the Department's DSCC where it referred the Participant, at the Warm Handover Meeting.

The future Contacts may be held one-on-one between the Participant and the Facilitator or in a group setting and should be tailored to the ongoing needs of the Participant. An example of this may be assisting a Participant to tailor a job application to a specific job for which they are applying.

(Deed reference: Item 6 of Schedule 2)



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## 5. Setting up a CTA Course in the Department's IT Systems



**System step:** CTA Providers must create all CTA Courses in the Department's IT Systems to allow Employment Providers, NEST Providers and the Department's DSCC to refer eligible job seekers to an active CTA Course in their Employment Region.

(Deed reference: Item 1.5 of Schedule 2)

### Information that must be entered

When setting up CTA Courses in the Activity Management component of the Department's IT Systems, CTA Providers must ensure that CTA Course details are correct and meet the requirements of the Service.

For information on how to enter a CTA Course in the Department's IT Systems, refer to the CTA page on the Learning Centre.

### Changes to a CTA Course



**System step:** CTA Providers can change scheduled dates, times and the location of their approved CTA Courses in the Department's IT Systems. Any changes must be made in the Activity Management component of the Department's IT Systems. If changes are made to the CTA Course after Referrals have been made, the CTA Provider must notify the relevant Employment Provider, NEST Provider or the Department's DSCC where it referred the Participant, of these changes.

For information on how to update CTA Course details in the Activity Management component of the Department's IT Systems, refer to the CTA page on the Learning Centre.

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## 6. Referrals

Once the CTA Provider has entered a CTA Course into the Department's IT Systems, Employment Providers, NEST Providers and the Department's DSCC can search for and view that CTA Course.

Participant Referrals will be made by the Employment Provider, NEST Provider or the Department's DSCC where relevant, to a CTA Course by creating an activity placement and scheduling Participant requirements in the Department's IT Systems.

### Facilitating Referrals

CTA Providers will need to work with Employment Providers or NEST Providers in their Employment Region. CTA Providers are encouraged to market their services to each Employment Provider or NEST Provider in their Employment Region(s), noting job seekers have the choice of which CTA Provider they will be referred to.

(Deed reference: Clause 43.2)

### Receiving Referrals

A Referral to CTA can be made at any time as per the flexible rolling start model of the program. Employment Providers, NEST Providers or the Department's DSCC where it is referring the Participant, will make Referrals using the Department's IT Systems.

On the same or the next Business Day the Referral is received, the CTA Provider must arrange an Initial Meeting between the job seeker and the CTA Provider. Attendance at the Initial Meeting is considered the first day of participation in CTA – noting CTA is to be completed over 8 weeks.

The maximum hours per week that a Participant can attend CTA is 25. However, some Participants will only be able to participate in a CTA Course on a part-time basis, which will be reflected in the schedule selected by the Employment Provider, NEST Provider or the Department's DSCC.

At the point of Referral, the job seeker will choose their CTA Provider from those delivering services in the relevant Employment Region. Employment Providers, NEST Providers or the Department's DSCC are required to refer job seekers to the CTA Provider chosen by the Participant.

(Deed reference: Items 1.4 and 2 of Schedule 2)

## Monitoring Referrals



**System step:** CTA Providers should closely monitor Referrals to their CTA Course(s) in the Department's IT Systems. All Participants who have been Referred to a CTA Course will be listed in the Department's IT Systems. If more than 15 Participants are Referred to a CTA Course, the CTA Provider must allocate a second Facilitator to that CTA Course.

Participant contact details, such as mobile phone and email addresses, are available to CTA Providers via the Department's IT Systems. This information is to support engagement with Participants (for example to arrange the Initial Meeting).

For information on how to view Referrals in the Department's IT Systems, refer to the CTA page on the Learning Centre.

(Deed reference: Items 1, 2 and 3 of Schedule 2)

## Rejecting a Referral

CTA Providers should note that Employment Providers, NEST Providers and the Department's DSCC will be required to confirm a Participant's suitability for CTA prior to Referring the Participant to a CTA Provider.

If, during the Initial Meeting with the Participant, the CTA Provider believes the Participant will not benefit from participating in CTA, or is likely to cause significant disruption in a CTA Course, the CTA Provider must not progress the Participant any further and must update the job seeker's activity placement status in the Department's IT Systems. On the same Business Day, the CTA Provider must advise the Participant's Employment Provider, NEST Provider or the Department's DSCC where it referred the Participant, that they have not accepted the Participant into CTA and the reasons for this. They must also advise the Participant of this.

In this circumstance, the CTA Provider should not complete a Career Pathway Assessment for the Participant. The CTA Provider will not be paid the applicable flat fee for that Participant.



**System step:** When rejecting a Referral, the CTA Provider must update the job seeker's activity placement status to 'Did Not Start' in the Department's IT Systems.

For information on how to update a placement status in the Department's IT Systems, refer to the CTA page on the Learning Centre.

(Deed reference: Clause 17.3, Item 3.4 of Schedule 2)

## 7. Managing Participation

### Commencing a Participant

Once the CTA Provider has received a Referral and conducted the Initial Meeting, the CTA Provider must confirm acceptance of the job seeker into CTA by commencing the Participant in the activity using the Department's IT Systems.

A Participant is deemed to have commenced CTA once the CTA Provider has:

- completed the [Initial Meeting](#) with the Participant
- assessed the Participant as suitable for participation in CTA
- completed the [Career Pathway Assessment](#)
- updated the placement status in the Department's IT Systems.



**System step:** To commence a Participant in a CTA Course, the CTA Provider must update the placement referral status to 'Placement Confirmed'. Commencing a Participant in the Department's IT Systems will release the relevant flat fee to the CTA Provider.

Documentation to support the payment of the CTA fee will be generated by the Department's IT Systems. For further information see, [Payments to CTA Providers](#).

### Recording Attendance

Where the Participant is capable, they will have personal responsibility for recording and/or reporting their own attendance at activities. Attendance must include the day/s and times that the Participant attended the CTA Course. Any breaks such as lunch breaks and morning tea breaks will not be counted towards the total hours completed by the Participant. To ensure that appropriate attendance results are recorded for each Participant the CTA Provider must either:

- Provide a daily QR or Passcode to each Participant in attendance so they can report their own attendance. Where the day's session will run for more than 4 hours a second QR or passcode must also be provided to attendees – therefore one for the morning and one for the afternoon session.
- Record the attendance result in the Department's IT Systems. This must be completed on the same day as the attendance. No back-dating of attendance is possible.

Participants will scan a QR code via the Job Seeker App or record a passcode through the jobactive website to record their attendance at an activity. If a CTA Course runs for more than 4 hours on a given day, the Participant will need to record both codes for attendance for the whole requirement.

Where Participants are not capable of recording their own attendance, the CTA Provider should ensure attendance is recorded on their behalf.



**System step:** For Participants unable to record their own attendance, CTA Providers must record the Participant's attendance in the Department's IT Systems, using the supervisor's mobile device application, by the end of the day. This must be done for every day that the Participant is required to participate.

For information on how to access the daily QR and passcodes or recording Participant attendance using the Department's IT Systems, refer to the CTA page on the Learning Centre.

## Managing Non-attendance

Participation in CTA is voluntary for all Participants, however some Participants will use CTA to meet their AAR or SMAR. If any Participant fails to attend the CTA Course on a day that the Participant was scheduled to attend and does not make contact with the CTA Provider, the CTA Provider must attempt to contact the Participant to re-engage them in the program. If, by the end of the fifth Business Day after the Participant has failed to attend, the CTA Provider has not been able to make contact with the Participant, the CTA Provider must, on that day, notify the Participant's Employment Provider, NEST Provider or the Department's DSCC where it referred the Participant, of the Participant's failure to attend.

If a Participant informs the CTA Provider that they cannot or no longer wish to participate in CTA, the CTA Provider must, on the same Business Day it is informed, notify the Participant's Employment Provider or, NEST Provider or where relevant, the Department's DSCC of this, including any reasons provided by the Participant. This notification must be in writing, for example via email.

## Exit of a Participant

There are a range of reasons that a Participant may Exit from a CTA Course, including that:

- the Participant voluntarily withdraws from CTA
- the Participant's Employment Provider, NEST Provider or the Department's DSCC where it referred the Participant, withdraws the Participant from CTA
- the CTA Provider is proposing that the Participant be Exited from CTA.

If the CTA Provider proposes that the Participant be Exited from the CTA Course, they must discuss this with the Employment Provider, NEST Provider or the Department's DSCC where relevant. The circumstances where this may occur include:

- the Participant starts employment and is unable to complete CTA
- the Participant has failed to attend for 5 Business Days in a row, and contact with the Participant has not been successful
- the CTA Provider considers that the Participant is facing non-vocational issues that need to be addressed prior to participating or continuing in CTA
- the Participant is displaying violent, threatening, aggressive or otherwise inappropriate behaviour.

The Department will be monitoring the Referral and Exit data on each CTA Course to ensure that the Services are being delivered in accordance with the Deed and Guideline. Engagement and retention of Participants in CTA is a key element in performance assessment and the Department will be working closely with CTA Providers and Employment Providers or NEST Providers to ensure strong retention and appropriate Referral practices.



**System step:** The CTA Provider is required to Exit the Participant by updating the placement status and recording an exit reason against the placement record in the Department's IT Systems.

(Deed reference: Items 4.4, 4.5 and 4.6 of Schedule 2)

## Complete Activity with placement end date and rating



**System step:** On completion of a Participant's attendance in CTA, the CTA Provider must record the end date, rating and exit reason against the placement record in the Department's IT Systems.

(Deed reference: Item 4.6 of Schedule 2)

## Managing complaints and feedback

In managing complaints and feedback, CTA Providers must ensure that each Participant is aware of the process to lodge a complaint or voice safety concerns about any part of the Services, including a CTA Course or any Outbound Employer Visit.



**Documentary Evidence:** The CTA Provider must retain a copy of the Participant feedback register for each Site and provide a copy to the Department on request.

(Deed reference: Clause 64)

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## 8. Payments to CTA Providers

CTA Providers will be paid by the Department on commencement of a Participant into CTA. Payments will be automated using the Department's IT Systems.

Necessary documentation to support the payment will be automatically generated by the Department's IT Systems.

A Participant is deemed to have commenced CTA once the CTA Provider has:

- completed the [Initial Meeting](#) with the Participant
- assessed the Participant as suitable for participation in CTA
- completed the [Career Pathway Assessment](#)
- updated the placement status in the Department's IT Systems.

CTA Providers can monitor the payment of CTA fees using the *SUB414 – Career Transition Assistance Claims* report available in ES Reporting, accessible through ECSN. Where a CTA Provider receives payment of a CTA fee for a Participant that they have not serviced, the CTA Provider must notify their Departmental Account Manager to initiate a recovery.



**System step:** The CTA Provider must confirm each Participant's commencement into CTA by uploading the Career Pathway Assessment and updating the placement status to 'Placement Confirmed' in the Department's IT Systems.

## Fees for CTA

CTA Providers will be paid a standard flat fee per Participant on commencement, with a 25 per cent regional loading ('Regional Loading') when delivered in a regional area within an Employment Region. Eligibility for Regional Loading is determined by the Participant's residential address. A list of locations that attract Regional Loading is available on the [Provider Portal](#). The fee per Participant is:

- \$1,800 (GST incl)
- \$2,250 (GST incl), where Regional Loading applies.

(Deed reference: Clauses 4 and 5)

## 9. Insurance

The Department purchases Personal Accident Insurance and combined Public and Product Liability insurance to cover Participants undertaking CTA. This insurance also covers participation in Outbound Employer Visits to Employers and industry groups as part of CTA, hosted on a third party's premises (i.e. the Employer's premises).

However, these policies have exclusions. For more information, see the [Insurance Reader's Guide](#) and insurance policies on the Provider Portal.

In accordance with the requirements in the Deed and this Guideline, the CTA Provider must effect and maintain a number of insurance policies. The CTA Provider must at the Department's request, provide an Insurance Requirements Declaration Form, in the form required by the Department.



**Documentary Evidence:** The CTA Provider must retain a copy of the Insurance Requirements Declaration Form and provide a copy to the Department on request.

(Deed reference: Clause 37)

### Sourcing Additional Insurance Coverage

If the specific tasks or activities involved in an Outbound Employer Visit are excluded under the Department's policies, the CTA Provider may only conduct the Outbound Employer Visit if the CTA Provider obtains, or otherwise ensures, that appropriate insurance coverage is in place for those tasks or activities.

CTA Providers can confirm with the Employer whether they have appropriate insurance coverage. If the Employer's coverage is insufficient, the CTA Provider should purchase additional insurance at its own cost or should encourage the Employer to visit the CTA Provider's venue instead.

(Deed reference: Clause 37)

## 10. Reporting and Managing Incidents



**Work Health & Safety content:** If a Participant or member of the public is injured during in the delivery of CTA, including during an Outbound Employer Visit, the CTA Provider should, first and foremost, ensure all assistance and support is provided so that the injured person gets appropriate medical attention, or call emergency services depending on the nature of the incident. The CTA Provider, including the Facilitator or Supervisor must try and protect other Participants from unnecessary trauma where possible.

For further information in relation to forms, or the process for reporting incidents and completing incident forms, refer to the [Insurance Reader's Guide](#).

(Deed reference: Clauses 59, 60 and 61)

### When to Report an Incident



**Work Health & Safety content:** If an incident results in the death or serious injury of a Participant, the CTA Provider must immediately notify the Department and the work health and safety regulator of the incident in accordance with laws of the relevant state or territory.



**Documentary Evidence:** The CTA Provider must notify their Departmental Account Manager (as outlined in the [Insurance Reader's Guide](#)) and inform the relevant Employment Provider or NEST Provider within 24 hours of any incident and/or near miss that occurs during CTA, including those that result in accident, injury or death, of:

- any Participant (including where the incident occurred while the Participant was travelling to or from an activity)
- any Personnel involved in the delivery or Supervision of the activity
- members of the public.

(Deed reference: Clauses 59 and 60)

## Completing Incident Reports – both Personal Accident, and Public and Products Liability



**Documentary Evidence:** CTA Providers must complete an incident report as outlined in the [Insurance Reader's Guide](#), giving full details of the incident (irrespective of whether a claim is being made at the time). These forms are available on the Insurance page of the Provider Portal.

The incident report must identify if the incident was caused by misconduct by a Participant. For example, misconduct is something that would, if the Participant was a paid employee, normally result in the paid employee being terminated from paid employment.

(Deed reference: Clauses 59 and 60.2)

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## 11. Experience Different Industries

CTA Providers are required to ensure that each Participant undertaking CTA has the opportunity to participate in at least one Outbound or Inbound Employer Visit as part of the Experiencing Different Industries component.

CTA Providers are encouraged to arrange Outbound Employer Visits to local Employers as part of the Experiencing Different Industries component of CTA. In arranging either Outbound or Inbound Employer Visits, CTA Providers should consider the major industries and Employers in the local area and the interests and skills of Participants.

Both Inbound and Outbound Employer Visits must meet the requirements specified in the Deed.

(Deed reference: Item 7.7(j) of Schedule 2)

### Managing Inbound Employer Visits

If an Inbound Employer Visit is being arranged, the CTA Provider must ensure the visit is as valuable and experiential as possible.

In arranging an Inbound Employer Visit, CTA Providers should consider an innovative approach to allow Participants to get a 'feel' for the industry relevant to the employer or industry representative. For example, in addition to a guest speaker from an Employer, the CTA Provider may use relevant labour market data, videos, photos, anecdotes or other media to support an understanding of the requirements and opportunities in a particular industry.

### Managing Outbound Employer Visits

CTA Providers are required to meet additional obligations when arranging and conducting Outbound Employer Visits, to ensure the health and safety of Participants.

In addition to the information provided below, CTA Providers must refer to the Deed requirements in relation to any Outbound Employer Visits being undertaken.

(Deed reference: Clauses 37, 59, 60 and 61, Items 7.7(j) and 8 of Schedule 2)

## Checks on Participants, Personnel and Supervisors

For the purpose of this Guideline, 'checks' include criminal records checks, Working with Children checks, and/or Working with Vulnerable People checks. When arranging an Outbound Employer Visit, the CTA Provider must identify whether any checks will be required and any associated costs.

If an Outbound Employer Visit will involve close proximity with Vulnerable People (including, without limitation, Participants who are Vulnerable People), the CTA Provider must ensure relevant checks (subject to industry standards or legal requirements) are undertaken on all Personnel and Supervisors involved in the Outbound Employer Visit, and must work with each Participant's Employment Provider, NEST Provider or the Department's DSCC where it referred the Participant, to ensure relevant checks are conducted on all Participants. This must be done prior to the Outbound Employer Visit occurring.

Checks must be completed in accordance with the relevant state and territory laws and regulations. Checks may take some time to complete. If required, CTA Providers should identify alternative Inbound or Outbound Employer Visits for Participants awaiting the outcomes of the checks.

CTA Providers should take appropriate action once checks are completed. If checks show that Participants, or Personnel or Supervisors must not participate in a particular Outbound Employer Visit, the CTA Provider must arrange an alternative Outbound or Inbound Employer Visit.

The results of checks are personal and confidential. CTA Providers must not disclose the information to other parties unless given permission by the person for whom the check was undertaken. Results must be handled in accordance with the requirements outlined in the Deed and [Privacy Guideline](#).

If checks are required for Outbound Employer Visits which are re-occurring, CTA Providers must ensure, prior to each Outbound Employment Visit, that the checks previously conducted are still valid. Further checks must be conducted if required by law or regulation in the relevant state or territory, or if the initial check is no longer valid.

A CTA Provider may approach a Participant's Employment Provider, NEST Provider or the Department's DSCC where it referred the Participant, to ask it to cover the costs of a relevant check in relation to a Participant through use of the Employment Fund. Use of the Employment Fund is at the discretion of each Employment Provider, NEST Provider or the Department's DSCC where relevant and is not guaranteed.

(Deed reference: Clauses 18 and 61, Item 8 of Schedule 2)

## Keeping People Safe



**Work Health & Safety content:** Prior to the commencement of, and throughout, any Outbound Employer Visit, the CTA Provider **must** satisfy itself that the Employer's premises and any work that will be observed by Participants is safe as part of its



responsibility for Outbound Employer Visits. This includes that the Employer is complying with relevant Work Health and Safety Laws.



**Work Health & Safety content:** The CTA Provider must take all reasonable steps to minimise the likelihood of injury to Participants and any other people at all times. Participants are to be provided with all things necessary to undertake their Outbound Employer Visit safely, including, but not limited to, appropriate and adequate:

- training and Supervision
- personal protective equipment
- on-site facilities (for example, access to drinking water and toilets)
- information about the processes for reporting any work health and safety issues and any other concerns.

CTA Providers must consult, coordinate and cooperate as appropriate with Employers and industry groups to ensure that any work health and safety issues in relation to an Outbound Employer Visit are appropriately managed.

(Deed reference: Clauses 37, 59, 60 and 61, Items 7.7(j) and 8 of Schedule 2)

## Risk Assessments



**Work Health & Safety content:** Before an Outbound Employer Visit occurs, the CTA Provider must ensure a risk assessment is undertaken by a Competent Person for each Participant and for each Outbound Employer Visit.

### Competent Person to Conduct Risk Assessments

The CTA Provider must ensure that a Competent Person conducts and documents a risk assessment before an Outbound Employer Visit commences. If the CTA Provider does not itself have a Competent Person, it must engage a Competent Person for this purpose.

### Participant Risk Assessments



**Work Health & Safety content:** The CTA Provider must, in accordance with the Deed, ensure a risk assessment is undertaken by a Competent Person for each proposed Participant. The risk assessment must assess suitability and consider the different needs and requirements of each individual Participant and this must be documented along with any appropriate methods to mitigate any identified risks.



**Work Health & Safety content:** In conducting the Participant risk assessment, the CTA Provider must review the Outbound Employer Visit details and its related risk assessment to ensure that the Outbound Employer Visit is appropriate for the Participant. Where an Outbound Employer Visit is not assessed as suitable, the Participant must not participate. The Participant risk assessment must specify:

- that the Outbound Employer Visit risk assessment has been reviewed
- the Participant's personal circumstances and restrictions. This could include, but is not limited to:
  - transport restrictions
  - carer responsibilities
  - specific injuries
  - allergies or other health issues (e.g. diabetes)

- a history of aggressive behaviour
- any training, including work health and safety training, required for safe participation, and ensure that training is of sufficient length and quality
- any appropriate facilities (such as toilets and access to drinking water) that are required to be available to the Participant for the duration of the Outbound Employer Visit
- any specific personal protection equipment, clothing or materials required for the Participant to participate safely, and ensure that such materials will be provided to the Participant
- that the level of supervision being provided is adequate and appropriate for the Participant
- the Participant has been advised of the work health and safety and incident reporting and escalation processes
- the Participant has been provided with the location of, or access to, the Job Seeker Insurance Guide
- that the Activity is covered by the Department's insurance policy or if not, that additional insurance has been purchased
- whether any checks (for example, National Criminal Records and/or Working with Vulnerable People/Children Checks) are required and ensure that such checks will be completed prior to participation in the Outbound Employer Visit.



**Work Health & Safety content:** The Participant risk assessment must also be signed and dated by each Participant before participation in the Outbound Employer Visit.



**Work Health & Safety content:** The format of the Participant risk assessment is not prescribed. The Department has provided an [Outbound Employer Visit Participant Risk Assessment Checklist](#) to assist CTA Providers in checking that they cover the Deed and Guideline requirements for each Participant risk assessment.



**Documentary Evidence:** CTA Providers must keep a record of each Participant risk assessment, and [Outbound Employer Visit Participant Risk Assessment Checklist](#) conducted, and provide these to the Department upon request. A verbal risk assessment does not meet the Department's requirements.



**System step:** Each Participant risk assessment must include the completed [Outbound Employer Visit Participant Risk Assessment Checklist](#) and be uploaded to the Participant's activity placement on to the Department's IT Systems. The checklist should be used as a cover page to the risk assessment.

(Deed reference: Clause 61, Item 8 of Schedule 2)

## Outbound Employer Visit Risk Assessments



**Work Health & Safety content:** Each Outbound Employer Visit risk assessment must consider the environment of the Employer's premises being visited and the work undertaken at these premises which will be observed by Participants. Where risks are present, these must be documented along with appropriate methods to mitigate any identified risks. The CTA Provider must be satisfied that there is a safe system of work in place prior to commencing any Outbound Employer Visit.



**Work Health & Safety content:** The Outbound Employer Visit risk assessment must assess and record all identified work health and safety issues associated with the

Outbound Employer Visit, including any work that will be observed by Participants, and any other concerns at the site or premises, such as:

- physical (noise, heat, cold, dust, step/stairs, slippery surfaces, lifting, manual handling)
- chemical (acids, poisons, asbestos, flammable and hazardous substances)
- biological (radiation, lead)
- work that is inherently dangerous (working with electricity, heavy machinery, at heights or requiring formal competency/operator tickets)
- electrical equipment (electrical equipment not tested and tagged e.g. machinery, power tools, kitchen appliances)
- warehousing, traffic management and driving (traffic and pedestrian interactions not marked appropriately with safe clearances and walkways, vehicles and mobile plant registered and well maintained)
- emergency preparedness (emergency drills/procedures, floor maps, exit signs, fire extinguishers and first aid kits must be in place).



**Work Health & Safety content:** The Outbound Employer Visit risk assessment must also identify/include:

- that the Employer hosting the Outbound Employer Visit and Competent Person are satisfied that the Employer has adequate work health and safety processes in place to host the Outbound Employer Visit safely and, if the Competent Person is not satisfied that such processes are in place, the Outbound Employer Visit must not proceed
- all steps and measures that will be put in place to mitigate any identified issues and concerns
- the nature, scope and duration of any training, including work health and safety training, to be undertaken by the Participant at commencement and for the duration of the Outbound Employer Visit
- availability of appropriate facilities (access to drinking water and toilets) to the job seeker for the duration of the Outbound Employer Visit
- any specific personal protection equipment and clothing that is required for the safe participation in the Outbound Employer Visit and whether this material will be provided by the Employer or will be arranged by the CTA Provider or Participant's Employment Provider, NEST Provider or the Department where it referred the Participant
- if the Outbound Employer Visit will involve direct or indirect interaction with Vulnerable people and whether relevant checks should be undertaken
- the Supervision arrangements, including the level (that is, ratio and frequency) of Supervision that will be provided to the Participant and the experience, skills and knowledge of the Supervisor(s), and the Employer has undertaken relevant checks on Supervisors and that Supervisors meet any additional statutory requirements, prior to being given responsibility for the Supervision of job seekers
- confirmation that where the Outbound Employer Visit involves Vulnerable people, the Employer or CTA Provider will provide continuous supervision for the duration of the Outbound Employer Visit
- that the Employer and Competent Person are satisfied that the Employer is compliant with the relevant legislative and regulatory work health and safety obligations

- confirmation that the Employer is satisfied it has current and appropriate insurance to cover any risks associated with the Outbound Employer Visit
- whether job seekers are being transported to and/or from the Outbound Employer Visit
- any other reason(s) it would be inappropriate for the potential Outbound Employer Visit to proceed, including any work health and safety issues that could not be reasonably and appropriately managed.



**Work Health & Safety content:** Where an Outbound Employer Visit risk assessment identifies significant work health and safety concerns that cannot be mitigated to create a safe working environment and/or cannot be adequately managed by the CTA Provider and/or the Employer, the Outbound Employer Visit must not be considered suitable, and the Outbound Employer Visit must not proceed.

### Multiple Outbound Employer Visits and/or locations



**Work Health & Safety content:** One comprehensive Outbound Employer Visit risk assessment may be conducted in cases where there are multiple Outbound Employer Visits, or where Outbound Employer Visits are re-occurring:

- with one Employer, and
- are of the same or similar nature.

If one comprehensive Outbound Employer Visit risk assessment is used, it must clearly identify the multiple locations and corresponding hazards and risks at each of the different locations.



**Work Health & Safety content:** The format of the Outbound Employer Visit risk assessment is not prescribed. The Department has provided an [Outbound Employer Visit Assessment Checklist](#) and an [Outbound Employer Visit risk assessment template](#) on the Provider Portal to assist CTA Providers in checking that they cover the Deed and Guideline requirements. The risk assessment template should be used as a guide only. While it is mandatory to undertake a risk assessment, the use of this template in documenting that risk assessment is optional and not mandatory. For clarity, CTA Providers must use the Outbound Employer Visit Assessment Checklist even if CTA Providers elect not to use the Outbound Employer Visit risk assessment template.

### Updating a Risk Assessment

It is the responsibility of the CTA Provider to monitor, review and revise the Outbound Employer Visit risk assessment. For example, where the Employer informs the CTA Provider of a proposed change to the Outbound Employer Visit or this comes to the attention of the CTA Provider, the CTA Provider must update the Outbound Employer Visit risk assessment, the Outbound Employer Visit Assessment Checklist and any relevant Participant risk assessments (subject to ongoing suitability).

If a proposed or actual change to the Outbound Employer Visit includes new risks that cannot be mitigated or adequately managed by the CTA Provider and/or the Employer, the CTA Provider must cease the Outbound Employer Visit and notify the Employer and their Departmental Account Manager.

(Deed reference: Clause 61, Item 8 of Schedule 2)

## Retaining Risk Assessment Records



**Documentary Evidence:** The CTA Provider must retain Records of each risk assessment (for both the Participant and the Outbound Employer Visit) and any action taken in accordance with each risk assessment. The CTA Provider must provide these Records to the Department upon request.



**System step:** Each Participant risk assessment must include the completed [Outbound Employer Visit Participant Risk Assessment Checklist](#) and be uploaded to the Participant's Activity Placement on to the Department's IT Systems. The checklist should be used as a cover page to the risk assessment.



**System step:** Each Outbound Employer Visit risk assessment must include the completed [Outbound Employer Visit Assessment Checklist](#) and must be uploaded against the Activity in the Department's IT Systems. The checklist should be used as a cover page to the risk assessment.

(Deed reference: Item 8.8 of Schedule 2)

## Transporting Participants

CTA Providers must arrange appropriate and safe transport for Participants when going on an Outbound Employer Visit. This may involve modes of public or private transport and must include current insurance for any motor vehicle or other mode of transport used by the CTA Provider to transport Participants.

(Deed reference: Clause 37.1(c))

## Supervision Requirements

CTA Providers must ensure that the Outbound Employer Visit is well supervised to protect the health, welfare and safety of Participants and others.

There must be a higher level of Supervision if the Outbound Employer Visit involves contact with children, the elderly, or other Vulnerable People. This may mean additional staff member/s or Supervisor/s, as engaged by the CTA Provider, will need to accompany the Facilitator to some Outbound Employer Visits to ensure there is a higher ratio of Supervisors to Participants.

The CTA Provider must ensure that all Personnel and Supervisors attending an Outbound Employer Visit provide continuous supervision for the duration of the visit.

(Deed reference: Clauses 18 and 61, Item 8 of Schedule 2)

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## 12. Performance Management

The Department is committed to working with CTA Providers to ensure delivery of high-quality services for Participants that also meets the needs of local Employers. To support this, performance assessments will be conducted for each Performance Period, being each consecutive 6 month period during the Term of the Deed, and at such other times as the Department determines.

The Department may provide feedback to the CTA Provider on the Department's assessment of its performance in each Employment Region within which the CTA Provider delivers services. Outcomes of performance assessments may be used to determine sanctions, including termination of the Deed if required.

CTA Providers are assessed against the following Key Performance Indicators (KPIs):

KPI 1 Effectiveness – This KPI measures how effective the Provider is in meeting the objectives of the CTA program, including improving the employability skills of Participants and their movement into employment or other opportunities.

- Support Participants to increase their confidence, digital literacy, motivation and resilience to achieve employment and/or other outcomes (i.e. move to other relevant activities or training)
- Facilitate direct engagement with local employers and explore different occupations and industries through industry visits and awareness sessions.

KPI 2 Efficiency and Engagement– This KPI measures whether the services are being delivered efficiently by the Provider, and whether the Provider is maximising Participant engagement and retention.

- The Provider ensures strong engagement and retention of Participants in CTA and adheres to documentation and system utilisation requirements.

KPI 3 Satisfaction and Quality – This KPI records the Provider’s compliance with the Deed, Guidelines and their Service Delivery Plan (Trial) or Service Guarantee (Panel).

- The overall quality of and satisfaction with services delivered by the Provider
- Career Pathway Assessments and Career Pathway Plans are developed specifically for individual Participants and Résumés are individually tailored.

The Department may gather information on a CTA Provider’s performance from a variety of sources, including through client satisfaction surveys and post-program monitoring surveys. In assessing performance, the Department may also take into account other factors including but not limited to:

- the CTA Provider’s performance in working collaboratively with Employment Providers and NEST Providers
- the CTA Provider’s performance in building linkages with industry and Employers to understand and meet the skill needs of the local labour market
- the CTA Provider’s compliance with the Deed and Guidelines
- the CTA Provider’s performance against Key Performance Indicators
- any other information available to the Department.

Further information is available in the [Career Transition Assistance Performance Framework](#).

(Deed reference: Clause 20)

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## 13. Summary of Documentary Evidence Requirements



**Documentary Evidence:** CTA Providers must collect and maintain the following Documentary Evidence and make it available to the Department on request:

- a copy of the Privacy Notification and Consent form completed for each Participant
- a copy of the Career Pathway Assessment completed for each Participant
- a copy of the Career Pathway Plan for each Participant
- a copy of the Résumé for each Participant
- evidence that 2 ongoing support Contacts have been offered to each Participant
- a copy of the Insurance Requirements Declaration Form
- incident report forms

- records of each risk assessment undertaken in relation to an Outbound Employer Visit, including Records of:
  - individual Participants specific needs and strategies put in place to mitigate risks, and any action taken in accordance with the risk assessment for each Participant
  - any Outbound Employer Visit specific risks and strategies put in place to mitigate risks, and any action taken in accordance with the risk assessment for the Outbound Employer Visit.

The CTA Provider must, consistent with the Deed requirements, ensure that all Records and Documentary Evidence provided to the Department in any form and by any means is a true, accurate and complete Record.

CTA Providers must provide Documentary Evidence and any other Records, if requested, to the Department or the Department's nominee within the timeframe required by the Department and in accordance with the Records Management Instructions.

(Deed reference: Clause 29)

All capitalised terms in this Guideline have the same meaning as defined in the Career Transition Assistance Panel Deed 2019-2022 (the Deed).

This Guideline is not a stand-alone document and does not contain the entirety of CTA Providers' obligations. It must be read in conjunction with the Deed and any related Guidelines or reference material issued by the Department of Education, Skills and Employment under or in connection with the Deed.