



**Australian Government**  
**Department of Employment,  
Skills, Small and Family Business**

# Foundation Skills for Your Future

Program Guidelines

December 2019

ISBN

978-1-76051-896-7 [PDF]

978-1-76051-897-4 [DOCX]



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The document must be attributed as the Foundation Skills for Your Future Program Guidelines.

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## 1. Purpose of the Guidelines

These guidelines provide a framework for administering the Foundation Skills for Your Future Program (the Program).

The Department of Employment, Skills, Small and Family Business (the department) administers the Program. These guidelines may be amended at any time during the Program's life to reflect Australian Government priorities. Service Providers will be advised in writing of any changes through existing departmental communication methods. Changes to these guidelines will also be reflected on the department's website ([employment.gov.au](http://employment.gov.au)).

The guidelines are not an exhaustive statement of the Australian Government's requirements for the Program. Service Providers will be required to read the guidelines in conjunction with the Deed of Agreement (Agreement) and the Provider Instructions.

Capitalised terms used in these guidelines have the meaning set out in the Glossary at section 12.

## 2. Foundation Skills for Your Future Overview

The Australian Government announced the new national Program as an initiative under the 2019- 20 Budget measure '*Skills Package — Delivering Skills for Today and Tomorrow*'<sup>1</sup>. The Government is providing \$52.5 million over four years, to 30 June 2023, to support eligible Australians with a means to develop their Language, Literacy, Numeracy and Digital Literacy (LLND) skills to help them up-skill or re-skill for new roles, to obtain and retain secure employment and to undertake further education and training.

The Program supports eligible employed or recently unemployed Australians to identify and address LLND needs through the provision of fully subsidised Accredited LLND Training and Non-Accredited LLND Training delivered by Service Providers in a standard Registered Training Organisation (RTO) setting or in the workplace.

Eligible Australians seeking to improve their LLND skills, or employers seeking to develop workforce LLND skills, can access the Program by linking with a Service Provider. Service Providers will develop project(s) and deliver LLND training that improves Participant LLND skills and provides Participants with the confidence to meet current and future employment and training needs.

## 3. Participant Eligibility Criteria

Participants will be eligible to access fully subsidised LLND training from a Service Provider if they:

- are an Australian citizen or permanent resident;
- are aged 15 years and over;
- have left secondary school education; and
- are employed OR recently unemployed (within the past nine months) and are not registered with an Australian Government employment service provider.

Participants are **NOT** eligible to undertake training if they are:

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<sup>1</sup> 2019-20 Budget – Skills Package description can be found at [Budget Paper 2 | Budget 2019-20](#) – Expense Measures – Education and Training, page 69.

- a full-time student;
- enrolled in the Australian Government's Adult Migrant English Program (AMEP) or the Skills for Education and Employment (SEE) program; or
- enrolled in, or eligible to be enrolled in, existing state and territory subsidised or partially subsidised LLND training programs.

Service Providers may seek an exemption for Participants to access LLND training that they would not otherwise be eligible to access if the Participants or employers can demonstrate that there is a material issue with access to the state or territory training programs.

## 4. Foundation Skills for Your Future Project Types

The Program provides flexible training options to support Participants' LLND learning needs. It is expected that LLND training will be aimed at levels up to a Certificate II.

Service Providers will be eligible to submit applications to deliver one or more of the following project types:

- **RTO Personalised Training projects:** A client centred approach providing tailored Accredited LLND Training and/or Non-Accredited LLND Training through flexible delivery modes that accommodate the learning needs of the Participant; and
- **Employer Workplace Training projects:** An employer or industry-specific workplace training project developed in collaboration with the employer or industry organisation and a Service Provider to deliver tailored Accredited LLND Training and/or Non-Accredited LLND Training for the workplace.

Service Providers delivering RTO Personalised Training projects and/or Employer Workplace Training projects, are required to assess each Participant's:

- Language, Literacy and Numeracy Skills, through the Australian Core Skills Framework (ACSF); and
- Digital Literacy Skills, through the department's Digital Literacy Skills Framework (DLSF).

The assessments will assist Service Providers to identify Participants' LLND needs, create appropriate training projects, and enable assessment of the Program's benefit to the Participants.

## 5. Service Provider – Procurement of a pre-approved supplier list (Panel)

The department will approach the market through an open tender process to establish a panel of prequalified LLND training suppliers (Service Providers) to deliver training in accordance with these guidelines.

Successful organisations will enter into an Agreement and be appointed to a panel of Service Providers for an initial period of two years, with the option to extend for one or more periods, up until 30 June 2023. Service Providers will be eligible to submit applications to deliver one or both of the project types described at section 4. The Service Provider project application process is outlined at section 6.

To be eligible to submit a tender to deliver services under the Program, an organisation must demonstrate that it:

1. is registered with one of the following regulatory bodies:
  - a. [Australian Skills Quality Authority](#) (ASQA);
  - b. [Victorian Registration and Qualifications Authority](#) (VRQA); or
  - c. [Training Accreditation Council \(TAC\), Western Australia](#); and
2. has delivered Accredited LLND Training and/or Non-Accredited LLND Training during the past 12 months (refer to [Attachment A](#) for examples of Accredited LLND Training qualifications).

Organisations applying to deliver the Program will be required to meet the eligibility criteria and demonstrate the:

- capacity of the organisation to provide services in a specific state or territory or nationally (across more than one state or territory);
- capability of the organisation to provide the services; and
- expertise and experience of personnel who would perform the services (including any subcontractors).

The department will maintain the panel on the [AusTender](#) website. The department intends to refresh the panel arrangement throughout the life of the Program through subsequent approaches to the market.

## 6. Service Provider Project Application Process

Service Providers will be invited to develop:

- RTO Personalised Training projects; and/or
- Employer Workplace Training projects.

Projects may be based on Accredited LLND Training (including Vocational Education and Training (VET) Accredited Courses), Non-Accredited LLND Training or a combination of both, and will be required to:

- deliver LLND training that meets the Participant's employment and training needs;
- incorporate the development of digital Literacy;
- make learning and assessment meaningful, flexible and tailored to meet the diverse learning and cultural needs of Participants; and
- for Employer Workplace Training projects, be integrated with the employer's new or existing training practices.

Project applications must be submitted using the department's template application forms which will be made available to Service Providers.

A separate application form must be completed for each project proposed within a state or territory. Projects proposed to take place across more than one state/territory will be considered a 'National Project'.

The department will assess the strengths of each project application on a merit basis having regard to the Program guidelines, the Agreement (including the Quality Assurance Framework (QAF) and associated documents), the Program objectives and outcomes, and value for money considerations.

Work Orders will be issued under the Agreement for each approved project.

## 7. Payments

Payments for the delivery of the Program will be made to Service Providers in line with the Agreement between the department and the Service Provider. The department will require Service Providers to provide financial and performance reports in accordance with the Agreement.

Payments will be made on the achievement of agreed milestones for each project nominated in the Agreement. Payments may be withheld by the department if the Service Provider fails to meet an agreed milestone.

Funding for the Program is capped. If Program funding for a particular financial year is exhausted, no further Program project applications will be accepted for that financial year.

## 8. Performance Framework

### Program Outcomes

The department will assess the performance of Service Providers regularly in relation to their efficiency, effectiveness and quality delivering projects and Program outcomes. The department will use a number of processes to monitor service delivery standards which will be set out in the Agreement, including regular reports, measuring performance against the Key Performance Indicators (KPIs), compliance monitoring and site visits, along with feedback from clients and stakeholders.

### Key Performance Indicators (KPIs)

The department will set out in the Agreement KPIs to measure the Service Provider's performance and achievement of identified outcomes for the Program. These will be set out in the Work Order for each project. Service Providers will be required to deliver services consistent with performance levels identified in the KPIs:

- Participant completion rates;
- Reporting accuracy;
- Quality of Services;
- Participant Outcome; and
- Participant feedback.

## Evaluation

Throughout the life of the Program, the department will evaluate Program performance. An evaluation framework will be established early in the Program life cycle, including developing a baseline of Participant LLND skills. Service Providers will be required to provide data to the department.

Service Providers must ensure that data is reported in the form prescribed by the department.

## 9. General Information

### Agreement

Service Providers must enter into an Agreement with the department to be appointed to the panel and submit project applications for the department's consideration. If a project application is approved by the department, the department will issue a completed Work Order for the Service Provider to review and execute. The Work Order will include project time frames, milestones, expected and/or measureable outcomes, payment schedule and reporting requirements.

A draft Agreement will be released with the approach to market documentation.

### Complaints

The Program Delegate will formulate a complaints handling process for the handling of complaints concerning the Program.

Complaints concerning assessments and/or decisions related to training provided under the Program will, in the first instance, be directed to the relevant Service Provider. If the complainant is not satisfied with the complaint resolution procedure, the complainant may escalate the complaint to the department. The complainant is also entitled to lodge a complaint with the Commonwealth Ombudsman.

### Compliance with Laws

Service Providers will be bound in the Agreement to comply with all relevant laws and any policies identified by the department. This may include but is not limited to laws relating to disclosure of information, working with vulnerable people, and fraud. Failure to comply with these contractual provisions may be a breach of the Agreement and the relevant law.

### Freedom of Information

All documents in the possession of the department, including those relating to the Program, are subject to the *Freedom of Information Act 1982* (FOI Act). This includes documents created or held by the department's contractors who provide services to the public or third parties on behalf of the department. Service Providers will be bound in the Agreement to assist the department in complying with requests made under the FOI Act.

Under the FOI Act members of the public can seek access to documents held by the Australian Government. This right of access is only limited by those circumstances set out in the FOI Act. More information about how the department handles FOI requests can be found at the following link <https://www.employment.gov.au/freedom-information-0>.

## False or Misleading Information and Documents

It is an offence under the Criminal Code to provide false and misleading information and documents to the Commonwealth, including in an application or proposal submitted to the Commonwealth.

## Fraud

The Australian Government takes fraud seriously and is committed to preventing, detecting and dealing with fraud. Fraud is defined in the [Commonwealth Fraud Control Framework](#) as 'dishonestly obtaining a benefit or causing a loss by deception or other means.' The Agreement will set out the Service Providers' obligations in relation to fraud.

More information about how the Australian Government deals with fraud can be found at the following website:

<https://www.ag.gov.au/Integrity/FraudControl/Pages/FraudControlFramework.aspx>.

## Indigenous Procurement Policy

In establishing the Program, the department will comply with requirements outlined in the Australian Government's Indigenous Procurement Policy (IPP) to stimulate Indigenous entrepreneurship and business development and to provide Indigenous Australians with more opportunities to participate in the economy and access government procurement contracts.

## Privacy

The department is bound to comply with the *Privacy Act 1988* (Cth) in its collection, uses and/or disclosure of personal information. The department's privacy policy contains information about how the department handles personal information, including how to access or correct personal information the department holds or to make a privacy complaint. The policy can be found at <https://www.dese.gov.au/document/department-education-skills-and-employment-complete-privacy-policy>

## Publicity

The Agreement will set out that Service Providers must ensure that all publicity relating to the Program must acknowledge funding provided by the Australian Government.

Service Providers must ensure that:

- branding is applied in accordance with the [Australian Government Branding Guidelines](#); and
- all representations of the Program and the department or its policy are accurate and do not bring the Program, the department or the Australian Government into disrepute.

Service Providers may be approached to participate in marketing and promotional activities that are designed to promote the Program.

Service Providers must advise the department at least eight weeks in advance of public functions, events or openings to enable departmental staff to extend invitations to the Minister.

## Work Health and Safety

Service Providers must meet all applicable work, health and safety standards under the *Work Health and Safety Act 2011* (Cth) (the Act). In addition to their obligations under the Act, Service Providers must take all reasonable steps to ensure that Participants and others are not unreasonably put at risk of harm or loss, by implementing and adopting appropriate procedures and practices, engaging expert advice as appropriate, providing appropriate training to personnel and implementing procedures to identify risk.

## 10. Roles and responsibilities

### The Minister for Employment, Skills, Small and Family Business

The Minister for Employment, Skills, Small and Family Business is responsible for the Program.

### The Department of Employment, Skills, Small and Family Business (the department)

The department administers the Program. This includes managing the overall Program, developing policy, approving reporting guides and templates, contracting Service Providers, monitoring the delivery of training, conducting Program improvement activities, and Program evaluations.

### Advisory Committee

The Advisory Committee (AC) will comprise departmental officials, state and territory officials, and LLND experts. Its role is to provide advice to the Program Delegate on the project applications.

### Program Delegate

The Program Delegate is authorised to make decisions in relation to the Program's administration. The Program Delegate will also give direction to Service Providers regarding the interpretation of these guidelines and any other relevant documents issued in relation to the Program.

The Program Delegate will have regard to the policy objective and outcomes of the Program when performing any function, or making any decision in relation to this Program.

The Program Delegate may make policies, authorisations and delegations, consider exceptions, and issue guidance documents for the administration of the Program. These policies and documents must not be inconsistent with these guidelines.

The Program Delegate is responsible for:

- ensuring overall efficient and effective administration of the Program;
- approving the Agreements to support the delivery of the Program;
- approving variations to the Agreement; and
- authorising the process through which contracted Service Providers receive payments from the Commonwealth.

The Program Delegate may carry out other functions as authorised by the Minister and the Secretary.

### Service Providers

Service Providers are contracted by the department to deliver high quality LLND training and assessment to eligible Participants, and to promote the Program. They will deliver RTO Personalised Training and/or Employer Workplace Training.

Service Providers must comply with the terms of the Agreement and other instructions from the department that includes delivering a marketing and promotional campaign to attract strong take-up of the Program.

Service Providers are responsible for:

- providing services that are effective, efficient and appropriately targeted;
- applying the highest standard of duty of care for all Participants in their projects; and
- operating activities in line with, and comply with the requirements set out within all state and territory and Commonwealth legislation and regulations.

## Employers

The Program is designed to enable employers who have identified employees with LLND skills deficits to engage with Service Providers to develop tailored Accredited or Non-Accredited LLND Training for the workplace. Employers will be able to work with Service Providers to:

- identify and evaluate the workplace and the LLND needs of employees;
- design the most appropriate training model and provide reasonable support to employees to maximise the benefits of the training provided; and
- evaluate the effectiveness of the project.

## 11. Further information

For any queries in relation to the Program, please contact [employment-FoundationSkills@employment.gov.au](mailto:employment-FoundationSkills@employment.gov.au).

## 12. Glossary

The Program Guidelines use a number of terms which are defined in this section (unless the contrary intention appears).

Term	Definition
Accredited LLND Training	LLND units of competency, skills sets or modules as listed on the national register <training.gov.au>, or VET Accredited Courses.
Advisory Committee	A committee established by the department to provide advice to the Program Delegate on the Program's project applications.
Agreement	The legal agreement between the Department of Employment, Skills, Small and Family Business and the Service Provider, which details the obligations and responsibilities of both parties for the delivery of the Program.
Australian Core Skills Framework (ACSF)	A tool which assists both specialist and non-specialist English Language, Literacy and Numeracy practitioners to describe a Participant's performance in the five core skills of learning, reading, writing, oral communication and numeracy. The ACSF provides a consistent national approach to identifying and developing the core skills in three diverse contexts; personal and community; workplace and employment; and education and training.
Commonwealth	Commonwealth of Australia, including, but not limited to, where the context so permits, the Commonwealth as represented by the Department of Employment, Skills, Small and Family Business.
Digital Literacy Skills Framework (DLSF)	A tool which has been developed specifically for the Foundation Skills for Your Future initiatives to assist practitioners to describe a Participant's Digital Literacy Skills performance against the four focus areas of connect with others, digital safety and risk, digital technologies and systems and access, organise, create and present information.
Digital Skills	A combination of digital knowledge including: the use of logical, intuitive, creative thinking in the digital space; the use of digital tools such as hardware, software, information and security systems; the ability to learn, adapt and apply digital knowledge in a new setting
Employer Workplace Training	Has the meaning set out in section 4.
GST	Has the meaning as given in Section 195-1 of the <i>A New Tax System (Goods and Services Tax) Act 1999</i> .

Term	Definition
Language	The understanding and use of spoken and written English.
Literacy	The integration of listening, speaking, reading, writing and critical thinking. Literacy includes the knowledge that enables a speaker, writer or reader to recognise and use Language appropriate to different situations.
Module	A group of learning outcomes in a VET Accredited Course where it can be established that it is not possible to develop an appropriate Unit of Competency.
Non-Accredited LLND Training	Training that is not nationally recognised and does not lead to a nationally recognised certification as defined by the VET regulator in accordance with the <i>Standards for VET Accredited Courses 2012</i> .
Numeracy	The knowledge and skills required to effectively manage and respond to the mathematical demands of work, education, social interaction and negotiation of everyday living.
Participant	An individual who meets the eligibility criteria under the heading 'Participant Eligibility Criteria' at section 3 of these guidelines.
Program	The Foundation Skills for Your Future program.
Program Delegate	The person in the Department of Employment, Skills, Small and Family Business with direct responsibility for the management of the Program.
Provider Instructions	Instructions prepared by the department to support Service Providers to implement the Program.
Quality Assurance Framework (QAF)	A tool which has been developed specifically for the Program to support trainers and assessors to plan, develop and deliver quality LLND training that improves Participant outcomes.
Registered Training Organisation (RTO)	A training organisation listed on the National Register as a Registered Training Organisation <a href="https://training.gov.au/">https://training.gov.au/</a> .
RTO Personalised Training	Has the meaning set out in section 4.
Service Provider	An entity which has entered into an Agreement with the department to be on the panel of suppliers for the Program.

Term	Definition
Skills Set	A single Unit of Competency or a combination of Units of Competency from a Training Package which link to a licensing or regulatory requirement, or a defined industry need.
Training Package	The components of a Training Package endorsed by the Industry and Skills Council in accordance with the <i>National Vocational Education and Training Regulator Act 2011</i> (Cth).
Unit of Competency	The specification of the standards of performance required in the workplace as defined in a Training Package.
VET	Vocational Education and Training.
VET Accredited Course	A course accredited by the VET regulator in accordance with the <i>National Vocational Education and Training Regulator Act 2011</i> (Cth).
Work Order	A written order issued by the department in accordance with the Agreement for an approved project application.

## Attachment A - Organisation Eligibility: demonstrated capability

The accredited qualifications listed below are examples of Language, Literacy, Numeracy and Digital Literacy (LLND) Skills training qualifications that can be used to demonstrate an organisation's capability to deliver LLND skills training.

Course Code	Courses
10267NAT	Certificate I in English Proficiency
10268NAT	Certificate II in English Proficiency
10288NAT	Course in Skills to Develop Learning Pathway
10290NAT	Certificate I in Skills for Education and Training Pathway
10291NAT	Certificate II in Skills for Education, Training and Employment Pathway
10588NAT	Certificate I in Fundamental English for Speakers of Other Language
10589NAT	Certificate II in Basic English for Speakers of Other Languages
10725NAT	Course in Preliminary Spoken and Written English
10726NAT	Course in Spoken and Written English for Job Seekers
10727NAT	Certificate I in Spoken and Written English
10728NAT	Certificate II in Spoken and Written English
22293VIC	Certificate I in Initial Adult Literacy and Numeracy
22294VIC	Course in Adult Literacy and Numeracy
22293VIC	Certificate I in Initial Adult Literacy and Numeracy
22294VIC	Course in Initial Adult Literacy and Numeracy
22301VIC	Certificate I in Transition Education
22471VIC	Course in Initial General Education for Adults
22476VIC	Certificate I in General Education for Adults (Introductory)
22472VIC	Certificate I in General Education for Adults

Course Code	Courses
22473VIC	Certificate II in General Education for Adults
22482VIC	Course in Initial EAL
22483VIC	Course in EAL
22484VIC	Certificate I in EAL (Access)
22485VIC	Certificate II in EAL (Access)
FSK10113	Certificate I in Access to Vocational Pathways
FSK10213	Certificate I in Skills for Vocational Pathways
FSK20113	Certificate II in Skills for Work and Vocational Pathways
52837WA	Certificate I in Entry to General Education (EGE)
ICT10115	Certificate I in Information, Digital Media and Technology
ICT20115	Certificate II in information, Digital Media and Technology