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

Version: 2.9   **Published on:** 9 December 2025   **Effective from:** 1 January 2026

In this version of the Guideline, the Guideline Interpretation and Glossary and Employability Skills Training Chapter have been updated.

A full version history of this Guideline can be found on the Archived Guidelines page on the Provider Portal.

Contents

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 and is expected by the Department.

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.

'25 Plus Course' means a Course (delivered as either a Training Block 1 Course or a Training Block 2 Course) provided to EST Participants aged 25 years and older.

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

'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.

'Maximum Position Number' means the maximum number of Referrals allowed in the Department's IT Systems for a Course.

'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.

'QR Code' means 'Quick Response' code. A machine-readable code consisting of an array of black and white squares, typically used for storing URLs or other information for reading by the camera on a smartphone.

'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.

'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 participants 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 participants 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 for Individuals Full Service' or **'Online Full Service'** refers to the Department's Self-managing in Workforce Australia Online for Individuals service available to fully eligible participants who are assessed as able to self-manage their search for work. The Online Full Service allows participants to self-manage their participation in employment services with a range of supports available such as access to the Digital Employment Fund, pre-employment pathways for eligible participants and support provided by the Digital Service Contact Centre (DSCC).

'Youth Course' means a Course (delivered as either a Training Block 1 Course or a Training Block 2 Course) provided to EST Participants aged under 25.

Chapter 1. Employability Skills Training

Supporting Documents for this Chapter:

- Core Skills for Work Developmental Framework
- Course Management Instructions
- EST Participant Survey - Provider Fact Sheet
- Hybrid and Online Delivery Request Form
- Pre-commencement Guide
- Rolling Intake Request Form
- Workforce Australia Online - EST Booking Flow
- Workforce Australia Supervisor App Guide

1.1.   Chapter Overview

This Chapter outlines who is eligible to undertake Employability Skills Training (EST), the Service requirements, how Providers must manage Courses, and an overview of Provider Payments.

EST is a complementary employment services program administered by the Department that enhances the work readiness of EST Participants. EST provides intensive pre-Employment training through two 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 Online Full Service, Workforce Australia Services, Yarrabah Employment Services, or Broome 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 requirement
- be participating in Parent Pathways, or
- be participating in Transition to Work (TtW) Services, or
- be participating in Inclusive Employment Australia.

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

Note: TtW, Parent Pathways and Inclusive Employment Australia Participants do not need to be in receipt of an income support payment to be eligible to participate in EST.

1.2.1.   Participation Requirements

Individuals in Online Full Service with Mutual Obligation Requirements have a 4 Month Activity Requirement. At the start of their fourth month in service, individuals 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. When undertaking EST as their mandatory activity, the Targeted Compliance Framework (TCF) may apply for non-attendance at EST.

If an Online Full Service Participant undertakes EST outside the 4 Month Activity Requirement, EST will be a voluntary activity and the TCF will not apply for non-attendance at EST.

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

Participants in Online Full Service, Workforce Australia Services, Yarrabah Employment Services, and Broome Employment Services attract points under the Points Based Activation System (PBAS) regardless of whether participation is voluntary or mandatory. The TCF will apply if Participants fail to meet their points requirement.

1.3. Service Requirements

1.3.1. Promoting EST

Providers must market and promote Courses by establishing and maintaining collaborative relationships with Referring Providers in the Employment Region/s in which the Services are being delivered. Providers may consider developing promotional materials for Referring Providers to distribute to Eligible EST Participants on their caseload.

Because Providers cannot make direct contact with Eligible EST Participants in Online Full Service, Providers must market Courses through accurate, informative, and engaging Course names and descriptions in the Department's IT Systems.

(Deed Reference(s): Clause 61.2)

1.3.2. 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 must work collaboratively with key stakeholders, including industry, Employers and Referring Providers, to tailor Courses to opportunities in the local labour market.

Providers that are not Registered Training Organisations (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
- must submit the relevant documentary evidence to the Department
- must not schedule Courses until the Department has given written confirmation that Course endorsement requirements have been met.

Providers must retain the Course 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)

1.3.3. Training Block 1 Requirements

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

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

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. The framework describes performance in the 10 skill areas in terms of knowledge, skills and understanding, and how they apply to Employment. The skill areas are applicable to people undertaking work, as well as people new to Employment.

10 Core Skills

Each Course must include the following core components:

- **Manage career and work life** – the capacity to identify work and career options, to gain work or career advancement and undertake learning appropriate to work needs and goals.
- **Work with roles, rights, and protocols** – the capacity to understand work roles and workplace rights and expectations by recognising and responding to responsibilities and accepted workplace practices and legal rights.
- **Communicate for work** – the capacity to recognise communication protocols and etiquette, use communications systems and processes, understand messages, and get messages across to others.
- **Connect and work with others** – build work-related relationships to achieve an outcome within a workgroup or achieve goals through team-based collaborations. Develop the ability to understand others and build rapport, make choices about regulating your behaviour and understanding the needs of others.

- **Recognise and utilise diverse perspectives** – the capacity to recognise and respond to differing values, beliefs, and behaviours, draw on diverse perspectives for work purposes and manage conflict.
- **Plan and organise** – identifying and completing the steps needed to undertake tasks and manage workloads by developing the capacity to organise self and information, plan and implement tasks and organise workloads.
- **Make decisions** – the capacity to make choices from a range of possibilities, use different decision-making approaches and reflect on the outcomes of decisions.
- **Identify and solve problems** – identifying and addressing routine and non-routine problems to achieve work objectives, the capacity to anticipate or identify problems and take steps to solve problems and reflect on outcomes.
- **Create and innovate** – applying and recognising the value of new ideas to solve problems, improve or develop new processes, products or strategies, the capacity to challenge perceptions and recognise potential opportunity.
- **Work in a digital world** – the capacity to connect with others, information and contexts for work-related purposes using digital systems and technology, understanding the language, concepts, etiquette and risks with online environments and how digital technology can enhance or make possible specific aspects of a role or task and create opportunities.

(Deed Reference(s): Clauses 82.1 (a)(b)(c))

1.3.4. 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.

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

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

- Use the most suitable techniques and strategies to seek and apply for work
- Understand the duties, requirements, career prospects and Employer expectations
- Tailor a résumé
- Tailor a job application, including preparing a cover letter, addressing selection criteria, and preparing video applications, as relevant
- Complete an online psychometric and/or aptitude screening test, as relevant
- Prepare for an in person and virtual job interview
- Use technology relevant to entry-level Employment opportunities.

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(a)(b)(d))

1.3.5.   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(d))

1.3.6.   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): Clause 82.1(d))

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.

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.

Before scheduling Specialist Courses, Providers:

- must submit the relevant documentary evidence to the Department
- must have received written confirmation from the Department that Course endorsement requirements have been met.

Providers must retain the following:

- Records showing how and when the Provider consulted with a relevant industry association or Employer in the design and development of Specialist Courses, including any proposed changes by the endorser and how those changes were addressed
- evidence of a relevant industry association or Employer endorsement of each Specialist Course outline. The evidence must include the:
  - Course outline that was endorsed
  - name of the industry association or Employer that provided the endorsement
  - name and position of the industry association member or Employer staff member that confirmed the endorsement
  - date of the endorsement.

Providers must retain the following additional documentary evidence when industry endorsement is from an Employer:
- Records explaining:
  - why the Provider was not able to gain endorsement from a relevant industry association
  - the demonstrated relevance of the Employer to the industry and course outline being endorsed
  - demonstrated relevance of the Employer endorsement to the local labour market needs of the Employment Region.

1.3.7. 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. 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(b)(d), 82.7, 82.8, 82.10)

1.3.8. 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. Providers must complete the initial assessment to be eligible for an EST Commencement Payment.

The initial assessment must document:
- the EST Participant's Job Seeker ID and name

- the Course ID
- the EST Participant's level of digital literacy
- the EST Participant's strengths and experience
- the EST Participant's Employment and/or study 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.

1.3.9.   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, 101.5)

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 the Commonwealth program Work for the Dole) concurrently, subject to the requirements for each activity being met.

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 Participant, the Provider, or the Department into disrepute
- uses the Employer Visit as a stop-gap measure while the Employer is undertaking recruitment exercises or as a way of meeting ad hoc needs in lieu of creating paid Employment opportunities
- provides the Participant with extra hours of paid or unpaid work outside the agreed hours
- pays the Participant during the Employer Visit.

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 91.2, 104)

1.3.10.   Résumé Update

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.

(Deed reference(s): Clause 79.1(f))

1.3.11.   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 performed 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 an Online Full Service Participant and the Provider has reason to believe that Workforce Australia Online for Individuals Full Service is not suitable for the EST Participant, the Provider must inform the EST Participant that they can contact the Digital Service Contact Centre (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): Clauses 87.5, 93)

1.3.12.   Assistance with Costs

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 a Course has requirements that have costs associated with them, for example travel costs, police checks, or personal protective equipment, Providers should encourage the Participant to seek support from the DSCC or Referring Provider.

EST Providers should, where relevant, make it clear to the Participant the Referring Provider or DSCC has discretion over whether to cover the costs.

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

1.3.13. EST Participant Survey Requirements

The Department's IT Systems sends all EST Participants a short, voluntary online survey on the second last day of their EST course.

Participants receive instructions on how to access the survey via their Workforce Australia Online for Individuals inbox, and to their email account (where one has been provided). Providers are encouraged to allow time during the Course for Participants to complete the survey, noting completion is voluntary.

The EST Participant Survey - Provider Fact Sheet provides further information about the survey, including the purpose, the questions asked, and how and when it is distributed to EST Participants.

1.4. Course Management

1.4.1. 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
- on a weekend
- for more than 8 hours per day.

For instruction on Course scheduling during the Department's annual shutdown period, refer to the Department Shutdown Advice which is made available on the Provider Portal ahead of the shutdown period each year.

Each Course must only have one Start Date and must not be combined for delivery in any manner with Courses with different Start Dates, without prior Departmental approval (see Rolling Intake Courses).

Rolling Intake Courses

Rolling intake Courses are Courses with different Start Dates that are combined for delivery of common units or the entirety of the training. Providers must not use a rolling intake model without prior written approval from the Department.

Rolling intake requests will be considered in limited circumstances, for example, in a location where there is insufficient demand to offer non-rolling intake Courses.

Rolling intake Courses must not exceed 20 EST Participants on any given day. Rolling intake Courses must be structured to ensure Learning Outcomes are delivered as discrete units and should not build on knowledge from prior weeks.

Providers must gain 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 the reasons for the request, how the Course Content will be structured and whether the Provider has strategies to:

- manage the changing group dynamics
- ensure the full suite of Course content is delivered to all EST Participant intakes
- manage the different levels of knowledge and skills of EST Participants
- keep all EST Participants engaged
- ensure an appropriate Facilitator to EST Participant ratio is maintained.

⌨ When creating rolling intake Courses in the Department's IT Systems, Providers must ensure the Course description clearly communicates the Course is being delivered as a rolling intake, in accordance with the Course Management Instructions.

⌨ When setting up rolling intake Courses, Providers must create a separate Course in the Department's IT Systems for each Participant intake to ensure Participants have access to 75 hours of training. For example, if the rolling intake Course has a new Participant intake every Monday, the Provider would need to create a separate Course for each week.

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

(Deed Reference(s): Clauses 87, 90)

1.4.2.   Delivery Mode

In person delivery is a key EST servicing principle and Courses must be delivered in person, in a classroom setting unless otherwise directed or approved by the Department.

Providers can seek Departmental approval to deliver hybrid or online Courses, however, the Department expects providers to continue supporting in-person training for those that request or need it.

Providers must complete the Hybrid and Online Delivery Request form and submit it to the Department in accordance with the Key Contacts Protocol. Hybrid or online Courses cannot be scheduled until written approval from the Department has been obtained. Approvals for hybrid and/or online Courses will be reviewed by the Department every 6 to 12 months to ensure appropriate servicing is being offered and strategies are in place to support the Service offering.

Table 1-A: EST Course Delivery Mode Summary

Delivery mode	Description
In person	Delivered in person to all Participants.
Hybrid – type 1	Courses offer the choice of two possible delivery modes: • Participants can attend in person, or • Participants can attend online. For example, a Course has 20 Participants – 15 attend in person while the remaining 5 Participants attend online.
Hybrid – type 2	Courses comprise both in person and online components for each Participant.

	For example, some of the Course modules are only delivered online, while the remaining modules are only delivered in person.
Online	Delivered exclusively online to all Participants.

When Participants undertake any component of a Course online, Providers must ensure that:

- each Participant receives content that is relevant to the local labour market in their Employment Region

- information on ergonomic setup is issued to Participants before starting online delivery

- information on wellbeing and links to supports (if needed) are given to Participants, using resources available from Safe Work Australia.

Providers may accept Referrals to hybrid and online Courses from multiple Employment Regions, in accordance with Out of Employment Region Referrals, noting Providers must monitor Referrals to ensure no more than 20 Participants are attending a Course on a given day.

🖥 When creating a hybrid or online Course in the Department's IT Systems, Providers must ensure the Course description clearly communicates the Course delivery mode and any essential devices Participants require to undertake training, in accordance with the Course Management Instructions.

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

📄 For EST Participants who undertake 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): Clauses 85.2, 89)

1.4.3. 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.

Providers will generally create Courses available for people of all ages to participate (All Age Courses). However, Providers can create cohort-specific Courses, including those specific to different age groups, such as Youth (under 25 Courses) or 25 Plus Courses.

Providers must ensure that:

- the location of the EST Course is within a contracted Employment Region

- the maximum position number of a Course does not exceed 40 Referrals

- the course hours are correct in the Department's IT Systems, as per the Course Schedule section.

🖥 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 - EST Booking Flow](#) to better target Course names and descriptions.

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

1.4.4.   Course Changes

The Department's IT Systems allow Providers to make minor changes to Course details after a Course has been created. The [Course Management Instructions](#) detail the changes that can be made to a Course and the changes that require a Course to be withdrawn and a new Course created.

Providers must notify Participants and Referring Providers of any Course changes in accordance with the [Course Management Instructions](#).

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.

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

Note: Course session dates, including the Course Start Date, **cannot** be changed if the Course has Referrals of any type, including Referrals with a placement status of 'Expected to Start', 'Created in Error', or 'Did Not Start'. If a Course cannot proceed on the scheduled days, the Provider must cancel the Course prior to the Course Start Date as outlined under [Course Cancellation](#) in this Guideline.

Suspending Referrals

A Provider can block Referrals being made to a Course by suspending the Course in the Department's IT Systems. Courses marked as 'Suspended' in the Department's IT Systems are still expected to run if they have Referrals.

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

1.4.5.   Course Cancellations

Providers may cancel a Course at any time if the Course has no Referrals.

Providers must not cancel a Course that has Referrals and has commenced unless approval has been obtained from the Department.

A Course yet to commence that has Referrals can be cancelled. However, 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.

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.

⌨ When cancelling a Course, the Provider must:

- end all Referrals by entering a result of 'Created in Error'
- record in each Prospective EST Participant's 'Edit activity placement details' screen of the Department's IT Systems that the referral was ended due to Course cancellation
- close the Course in the Department's IT Systems
- notify the Prospective EST Participants and where relevant, the Referring Providers, of the cancellation

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

Note: Prospective EST Participant Referrals must be ended prior to the Course Start Date to ensure Participants subject to Targeted Compliance Framework do not have their income support payment suspended.

If a Prospective EST Participant will not be commencing in the Course, and the Course is not being cancelled, the provider must action the Referral as per the directions under [Pre-Commencement Engagement](#).

(Deed Reference(s): Clause 87.1(b))

1.4.6. Referrals

All Participant Referrals must be made through the Department's IT Systems.

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

(Deed Reference(s): Clause 84.1)

Monitoring Referrals

Providers must monitor Referrals and make efforts to engage with Prospective EST Participants before the Course Start Date, as outlined in [Pre-Commencement Engagement](#).

Providers must also monitor Referrals to Courses to determine if there are sufficient Referrals to deliver the Course, or whether to cancel the Course as outlined under [Course Cancellation](#) in this Guideline. Providers will generally have discretion over the feasibility of delivering the Course, but the Department may direct a Provider to make a Course available.

Out of Employment Region Referrals

Providers can accept Referrals of Participants residing in an Employment Region outside the Provider's contracted Employment Region, where the Course is deemed suitable for the individual in the [Pre-Commencement Engagement](#).

However, Providers must not solicit Referrals of Workforce Australia Services Participants, Parent Pathways Participants, Yarrabah Employment Services Participants, Broome Employment Services Participants, TtW Participants, or Inclusive Employment Australia Participants where the individual resides in an Employment Region outside the Provider's contracted Employment Regions, unless otherwise directed by the Department.

Funding Source

The participation of Online Full Service Participants, Parent Pathways Participants and Yarrabah Employment Services Participants in EST is fully funded by the Department. Participants must not be charged for any part of a Course.

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

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

EST Charge

While it is expected the Referring Provider will pay the EST Charge, Providers have discretion over whether to charge the Referring Provider (excluding Parent Pathways Providers and Yarrabah Providers) the applicable EST Charge if the Provider accepts a Referral for a Prospective EST Participant. Providers can charge the Referring Provider (excluding Parent Pathways and Yarrabah 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 Course is unsuitable for a Prospective EST Participant 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 the Referring Provider.

Note: Workforce Australia Employment Services Providers and Broome Providers have discretion to claim the applicable EST Charge for Training Block 2 Courses from the Employment Fund.

(Deed Reference(s): Clause 84.4)

Referral Cap

Referring Providers may have limits on the number of Participants they can refer to their Own Organisation, a Related Entity, or a Subcontractor that delivers EST within the same Employment Region.

1.4.7.   Pre-Commencement Engagement

Providers must engage with Prospective EST Participants before starting them in the Course to ensure the Course, including the delivery mode, is suitable for the Participant.

This engagement is intended to identify and work through any issues that may impact on a Prospective EST Participant being able to Commence in a Course. This includes engaging with the Referring Provider where relevant. The Pre-commencement Guide highlights some key factors Providers should consider when assessing whether a Course is suitable for a Prospective EST Participant.

If a Prospective EST Participant indicates they need assistance with costs associated with the Course, Providers should encourage them to seek support from the DSCC or Referring Provider, as relevant (see Assistance with Costs).

If the Provider finds a Course is not suitable for a Prospective EST Participant, the Provider must take the following action:

- For Online Full Service Participants:
  o inform the Prospective EST Participant they must call the DSCC to discuss alternative servicing options
  o ensure the Prospective EST Participant is aware that failure to discuss alternative arrangements with the DSCC before the Course start date may impact their income support payment
  o record the reason the Course is deemed unsuitable for the Prospective EST Participant in the 'Edit activity placement details' screen of the Department's IT Systems to help the DSCC assess the Participant's options.

Note: Providers must not end a Referral for an Online Full Service Participant. Ending the referral can impact the Prospective EST Participant's income support payments and have ramifications under the TCF. The only approved exception to this is where a Provider cancels an entire Course (see Course Cancellations).

- For Participants with a Referring Provider:
  o notify the Referring Provider
  o end the Referral by entering a result of 'Created in Error'
  o record the reason the Course is deemed unsuitable for the Participant in the 'Edit activity placement details' screen of the Department's IT Systems
  o if the Referring Provider has paid the EST Charge, the Provider must refund the EST Charge to the Referring Provider in a timely manner.

(Deed Reference(s): Clause 85.1)

1.4.8.   Participant Attendance

Commencing a Participant

When a Participant's first day of attendance is recorded via the Supervisor App, the Participant will automatically be commenced in the Course, with their status updated to 'Placement Confirmed' in the Department's IT Systems.

⌨ If the Provider is unable to record a 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 by confirming the Referral and entering the first date the EST Participant attended the Course in accordance with the Course Management Instructions.

Delayed Commencement

As a part of the [Pre-Commencement Engagement](#), Providers should consider the impact of a delayed start on Prospective EST Participants who do not attend the first 3 days of a Course, and whether they will be able to achieve the Course Learning Outcomes. However, the Department's IT Systems allow a Prospective EST Participant to commence in a Course up to 7 Business Days from the Course Start Date (including the Course Start Date).

If a Provider deems a Course unsuitable for a Prospective EST Participant due to a delayed start, the Provider must action the Referral in accordance with [Pre-Commencement Engagement](#).

If a Prospective EST Participant does not attend a Course on the Course Start Date (or the following 6 Business Days), the Provider must record a result of 'Did Not Attend' for each day they did not attend. Providers must not end Referrals within 7 Business Days of the Course Start Date.

🖥️ If a Prospective EST Participant has not commenced the Course within 7 Business Days of the Course Start Date (including the Course Start Date), the Provider must end the Referral by updating the status to 'Did Not Start' in the Department's IT Systems and notify the Prospective EST Participant and where relevant, the Referring Provider.

Recording Attendance

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

Providers must record the daily attendance or non-attendance for all Participants using the Department's Supervisor App in accordance with the [Workforce Australia Supervisor App Guide](#).

📑 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
- user ID and name of the person creating the Record.

Note: If the Provider is unable to use the Department's Supervisor App due to technical issues and there are Online Full Service Participants in the Course, the Provider must remind the Participants to contact the DSCC to ensure their attendance is recorded, as non-attendance may impact their income support payment.

Note: Parent Pathways Participants do not have the ability to self-report their attendance. Providers must record the daily attendance or non-attendance of Parent Pathways Participants via the Supervisor App.

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

Providing QR Codes

Providers may 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 two QR codes if the Course session is scheduled for more than 4 hours that day. Participants are required to scan a QR code via the Workforce Australia App or record a passcode through Workforce Australia Online for Individuals to record their attendance at a Course.

If the Provider does not receive the daily QR code(s) due to technical issues, the Provider can access the code(s) via the Department's IT Systems.

💻   To manually access the daily QR code(s), Providers should refer to the Course Management Instructions.

Managing Non-attendance

If a Participant fails to attend the Course on a day the Participant was scheduled to attend and does not contact the Provider, the Provider must attempt to contact the Participant to re-engage them in the program.

Providers are encouraged to remind EST Participants to contact the DSCC or Referring Provider, as relevant, to give prior notice if they are unable to attend any scheduled Course days. If the DSCC or Referring Provider is satisfied 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, as relevant, on the day of any unplanned non-attendance at a Course. If the DSCC or Referring Provider is satisfied the EST Participant had a valid reason for not attending a scheduled Course day, the DSCC or Referring Provider has 5 days to update the attendance result from 'Did Not Attend' to 'Did Not Attend (Valid Reason)'.

(Deed Reference(s): Clause 85.2(d))

1.4.9.   Exiting Participants

Exits before the Course End Date

There are a range of reasons an EST Participant may Exit from a Course before the Course End Date, including if:

- they wish to withdraw from the Course
- they start Employment
- they are displaying violent, threatening, aggressive or other inappropriate behaviour
- the Provider considers they are facing non-vocational barriers that need to be addressed prior to further participation in EST
- their Referring Provider requests to withdraw them from the Course.

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

If an Exit is requested by an Online Full Service Participant due to finding Employment, the Provider must exit the EST Participant in accordance with Conducting an Exit.

If an Exit is requested by an Online Full Service Participant for a reason other than finding Employment, on the same Business Day it is informed, 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
- must ensure the Participant is aware that failure to discuss their non-attendance at the Course with the DSCC may impact their income support payment
- **must not** end the Referral, as ending the Referral can impact the EST Participant's income support payments and have ramifications under the TCF.

For EST Participants with a Referring Provider, the EST Provider must not Exit an EST Participant before discussing the requested Exit with the Referring Provider.

If the Participant's Referring Provider changes while the Participant is participating in EST, the Department's IT Systems will automatically Exit the Participant from the Course. If the EST Provider becomes aware of this occurring, the EST Provider must discuss the continuation of the Participant's participation in the Course with the new Referring Provider. If the EST Participant's participation continues, the EST Provider must maintain a manual attendance record as evidence for a manual payment claim.

Exits when the Course End Date is reached

When the Course End Date is reached, the Provider must Exit all remaining EST Participants (those who did not Exit the Course before the End Date), within 5 business days.

Conducting an Exit

Providers must Exit EST Participants in the Department's IT Systems in accordance with these Guidelines and the Course Management Instructions.

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

1.5.   Payments

1.5.1.   Commencement Payment

To be eligible for the EST Commencement Payment, Providers must have completed the initial assessment for the applicable EST Participant.

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

- a Participant in Online Full Service or Yarrabah Employment Services Commences a Course
- a Participant in Workforce Australia Services, Transition to Work, or Broome Employment Services Commences a Training Block 2 Course.

The Department does not automatically pay Providers the EST Commencement Payment when a Participant in Parent Pathways Commences a Training Block 1 and 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 Manual Payment Task Cards.

🖥️ For EST Commencement Payments for Parent Pathways Participants, Providers must check that the Referral is marked as Placement Confirmed before creating a manual Payment in the Department's IT Systems in accordance with the [Manual Payment Task Cards.](#)

(Deed Reference(s): Clauses 94.1(a), 94.2(a))

1.5.2. Final Payment

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

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

The Department automatically pays Providers an EST Final Payment when the:
- Provider ends the Referral in the Department's IT Systems, and
- EST Participant has either:
  - attended at least 60 hours of the 75 hour Course, noting that the hours where an EST Participant had a valid reason for non-attendance are counted towards attendance, or
  - 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.

The Department does not automatically pay Providers the EST Final Payment for Participants in Parent Pathways.

🖥️ 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 claim EST Final Payments that are not automatically processed, Providers must create a Payment in the Department's IT Systems in accordance with the [Manual Payment Task Cards](#).

🖥️ For EST Final Payments for Parent Pathways Participants, Providers must end the Referral in the Department's IT Systems before creating a manual Payment in the Department's IT Systems in accordance with the [Manual Payment Task Cards](#), if the claim meets the EST Final Payment eligibility requirements outlined above.

Note: 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.

(Deed Reference(s): Clauses 94.1(b), 94.2(b))

1.5.3.   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): Clauses 18.2, 18.5)

Chapter 2. Reserved

Chapter 3.   WHS, Supervision and Incidents

Supporting Documents for this Chapter:

- Competent Person Register Template
- Public and Products Liability Claim Form
- WHS Employment Assistance Program Incident Report
- WHS Incidents and Insurance Readers' Guide – Providers
- Workforce Australia Guidelines – Part A: Universal Guidelines

3.1.   Chapter Overview

This Chapter outlines the Work, Health and Safety, Supervision and Incident requirements while delivering the Services.

3.2.   Conducting Risk Assessments

The purpose of the Risk Assessment process is to:

- determine whether a Specified Industry Awareness Experience is suitable to proceed (an Activity Risk Assessment)
- identify if the Specified Industry Awareness Experience is suitable for the relevant Participant(s) who will be attending, including identifying any risks that may arise from a Participant's personal circumstances (a Participant Risk Assessment).

The Provider must ensure a Competent Person conducts and documents the 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 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 was Referred by a Referring Provider, 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 the necessary tools and

resources 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.

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

📑 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.

The Provider must create and maintain a Record identifying any Competent Person(s) that it engages to conduct any Risk Assessment. Providers must maintain a structured register of Competent Person(s) engaged.

This record must contain:

- the full name of the Competent Person
- a description of the qualification, training or experience (and its relevance, if this is not clear from the qualification, training title, or experience) held by the Competent Person, including:
  - the qualification they hold, including course ID (if formal qualification undertaken)
  - internal or informal training name, and/ or
  - the number of years of relevant experience
  - date of qualification/training completion (if applicable)
  - refresher due date (if relevant)
  - the Employment Region/s the under which the Competent Person can undertake Risk Assessments

Providers must provide a Record of this format to the Department upon request. A Competent Person(s) Register Template is available on the Provider Portal, however, use of this template is not mandatory. If the template is not used, Providers must use their own structured register which includes at a minimum all the same headings as in the template.

(Deed Reference(s): Clause 101)

3.3.   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.

(Deed Reference(s): Clauses 72, 103)

3.4.   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. Additional information regarding disclosure of information and privacy considerations can be found in Part A Guidelines: Privacy Chapter.

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

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

3.5.   Reporting and Managing Incidents

Providers must Notify the Department and where relevant, the Referring Provider, 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 Claim Form 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 ensure Personnel, Supervisors, Host Organisations and Participants:

- understand their obligations to report incidents and near misses
- have access to reporting mechanisms.

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

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

3.5.1.   Challenging Behaviour Incidents

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

3.5.2.   WHS Incidents

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

- The DSCC does not need to be notified of an incident involving a Participant in Online Full 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 Department and where relevant, the Referring Provider, 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
- 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 who are Referred by a Referring Provider, Providers must work with the Referring Provider to support the affected Participant after a WHS incident.

Providers must update the Risk Assessment as required.

(Deed Reference(s): Clause 102)

3.6. Insurance

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): Clauses: 44, 101.5(e), 102.3)

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

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.

Approved Service Delivery Plans are available on the Department's website.

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

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

(Deed Reference(s): Clauses 5.1, 81, 82.1, 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 and/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 1 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 will provide the Provider 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.

(Deed Reference(s): Clauses 5.1, 81.1, 82.1)

4.4. Changes to Service Delivery Plans and Service Offer Commitments

Providers should routinely 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 removal of 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.

The Department may recommend changes to the Provider's Service Offer Commitments. This will be done in consultation with the Provider.

(Deed Reference(s): Clauses 5.1, 81.6)

Chapter 5. Performance

Supporting Documents for this Chapter:

- [Performance Framework](#)

5.1. Chapter Overview

This Chapter sets out the performance modules and measures that Providers are assessed against, and the self-assessment report requirements.

The Department assesses Provider performance 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 3 modules:

- Efficiency of service
- Quality of service
- Deed compliance and contract management.

Performance is assessed using administrative data from the Department's IT Systems, feedback from stakeholders including Participants, Employers, and Referring Providers, 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

The self-assessment report seeks information from Providers about how they have engaged stakeholders, including Participants, Employers, and Referring Providers, and used their feedback to tailor and improve the delivery of Services. It is also an opportunity for Providers to demonstrate how they are meeting the Service Offer Commitments.

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

The Department will provide relevant performance data and information to each Provider after the end of each Performance Period. The data and information will support Providers to complete their self-assessment report and to submit it within the required timeframe.

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)