



Australian Government

Guideline:

# Managing Employability Skills Training

Youth Jobs PaTH (Prepare – Trial – Hire) has been designed to support young people aged under 25 years into jobs. Youth Jobs PaTH covers three elements:

- **Prepare:** Employability Skills Training to help young people understand the expectations of Employers in the recruitment process and in the workplace.
- **Trial:** voluntary Internships of four to 12 weeks to give young people a chance to demonstrate their skills in the workplace where there is a reasonable prospect of subsequent employment.
- **Hire:** a new Youth Bonus wage subsidy of up to \$10,000 to support the employment of young people.

Youth Jobs PaTH Employability Skills Training (EST) is the **prepare** element and gives young people the opportunity to enhance their employability through targeted training. Participating in EST will help young people understand the expectations of Employers in both the recruitment process and as a new employee in the workplace. EST is made up of two training courses with different content focuses.

Courses are generally delivered face-to-face in a group setting for 75 hours. Courses are delivered for 25 hours a week for three weeks for Participants with a full-time participation requirement and 15 hours a week for five weeks for Participants with a part-time participation requirement.

Participants and their jobactive provider will receive an assessment of their Learning Outcomes following the completion of the Course, which they can use to promote themselves to businesses for PaTH Internships, other work experience opportunities or employment.

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Changes from the previous version (Version 1.0)

**Policy changes:**

Nil changes – new Guideline

**Wording changes:**

Nil changes – new Guideline

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Related documents and references

Employability Skills Training Services Panel Deed 2017-2020

Employability Skills Training (EST) Provider IT Supporting Document

Insurance Readers Guide

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## 1. Developing Courses

### Overarching requirements for all training

EST is made up of two training Courses with different content focuses:

- Training block 1 Courses must be designed to equip Participants with pre-employment skills and prepare them to meet the expectations of Employers. The content of these courses must cover the 10 Core Skills for Work listed in the *Core Skills for Work Developmental Framework* (2013). Industry Awareness Experiences may be included in training block 1 Courses.
- Training block 2 Courses focus on job preparation and must be designed to equip Participants with advanced job hunting, career development and interview skills. It must also provide the opportunity to participate in Industry Awareness Experiences. These experiences will provide Participants with an insight into the tasks and duties of different roles and industries.

Each Course must be delivered:

- face-to-face, unless the Department has agreed in writing that the EST Provider may deliver the Course, or part of the Course, online
- in a group setting, except for Industry Awareness Experiences which may be undertaken by either a single Participant or a group of Participants
- to a Minimum Number of:
  - 10 Participants in a Non-regional Location
  - 8 Participants in a Regional Location
- to a Maximum Participant Number of 15
- for a total of 75 hours delivered either for:
  - 25 hours per week for three weeks to Participants with a full-time participation requirement
  - 15 hours per week for five weeks Participants with a part-time participation requirement.

Note: the scheduled times for Courses may vary.

If EST Providers deliver units of competency as part of a Course, then they must have the specific unit or course on their Vocational Education and Training (VET) scope of registration as listed on [www.training.gov.au](http://www.training.gov.au).

If a Course delivered by an EST Provider includes one or more units of competency (as defined on [www.training.gov.au](http://www.training.gov.au)) in the Course content, then the EST Provider must provide those Participants who achieve the required competencies a certificate or statement of attainment for those units of competency.

EST Providers must ensure that the content of a Course does not disadvantage Participants who undertake the Course in accessing their entitlement under the National Training Entitlement.

EST Providers must provide any additional content that they detailed in their Response to the Request for Proposal and specified in Schedule 1 to the Deed for that Course.

If EST Providers wish to make any significant changes to the content of any Course that they have been contracted by the Department to deliver, then they must obtain written approval from the Department prior to making any changes to the content of a Course.

The Department may, at any time and at its absolute discretion, direct an EST Provider to make changes to the content of one or more of their Courses.

(Deed references: Clause 21)

### Complying with *Standards for Registered Training Organisations 2015*



**Work Health & Safety content:** In delivering EST Services, EST Providers must apply and meet the *Standards for Registered Training Organisations (RTOs) 2015*. For example, Standard 8 in relation to complying with all relevant legal requirements must be adhered to. EST Providers must:

- comply with workplace health and safety legislation and regulations to ensure that there is a safe environment to conduct Courses including Industry Awareness Experiences, and
- comply with any relevant legislation, including any Working with Children Legislation, to ensure that all required checks for Personnel and Participants are conducted prior to Prospective Participants commencing the Course including any Industry Awareness Experience.

For example if a Prospective Participant under 18 years of age is referred to a Course, all Supervisors, either EST Provider Personnel or Supervisors for Industry Awareness Experiences, must meet legislative requirements for working with children, including continuous Supervision while participating in all aspects of the Course.

### Supervision

EST Providers are expected to supply appropriately qualified Supervisors or Personnel to deliver the Courses. Supervision will be a key element in the success of EST and EST Providers will be responsible for delivering the Course content in accordance with the Deed and these Guidelines.

(Deed references Clauses 4)

## Training block 1 Course – Specific requirements

### Content

The content for the training block 1 Courses must cover the 10 Core Skills for Work listed in the *Core Skills for Work Developmental Framework (2013)*. These are:

- manage career and work life
- work with roles, rights and protocols

- communicate for work
- connect and work with others
- plan and organise
- make decisions
- identify and solve problems
- create and innovate
- recognise and utilise diverse perspectives
- work in a digital world.

Information about the *Core Skills for Work Developmental Framework* and useful resources can be found at: <https://www.education.gov.au/core-skills-work-developmental-framework>.

### Delivery

The delivery of the Training block 1 Courses must be contextualised to the work environment so that Participants learn what is expected in the workplace, including strong expectations about punctuality and attendance, being cooperative and positive.

EST Providers must use methods such as interactive, experiential and scenario-based learning, to allow Participants to develop:

- knowledge—what someone knows in a theoretical or abstract sense
- understanding—how they link knowledge to their personal experience
- skills—how they put their knowledge and understanding into practice in work settings.

Training block 1 Courses may include Industry Awareness Experiences.

## Training block 2 Course – Specific requirements

### Content

The content for training block 2 Courses must focus on job preparation, advanced job hunting skills, career development, interview skills and Industry Awareness Experiences.

The content should include:

- how to identify growth occupations/industries in the local labour market
- how to identify career pathways in an industry/occupation and setting career goals
- how to identify entry-level requirements in a particular occupation/industry including the preferred industry entry pathway
- how to assess suitability for a particular job
- planning and organising a job search
- writing and updating résumés (for example to reflect the recently completed units of competency and recent demonstration of employability skills in a workplace)
- writing cover letters and addressing selection criteria

- identifying recruitment methods most commonly used in identified industries/occupations of interest
- how to apply for jobs online
- preparing applications tailored to the job
- pursuing job 'leads'
- building and expanding employment networks
- obtaining references
- approaching employers
- preparing for and practising interviews
- job search etiquette
- staying positive/job search resilience
- preparing to start your new job.

### Delivery

Training block 2 Courses must include Industry Awareness Experiences. Industry Awareness Experiences can be delivered to Participants either individually or in a group setting.

Delivery should also include considerable involvement by Employers. For example, Employers conducting mock interviews with Participants, or giving presentations to Participants about the jobs available in particular industries. It could also include presentations by former Participants who are now employed to talk about their experience of getting a job.

### Industry Awareness Experiences

The aim of Industry Awareness Experiences is to:

- provide Participants with an insight into the tasks and duties of different occupations and industries
- highlight the expectations of working in those industries
- help identify the Participant's interests and aptitude.

Industry Awareness Experiences can include Employer visits to the training environment, creating work-like environments or group tours of workplaces to watch and learn what is required for different occupations and industries.

Industry Awareness Experiences can be delivered by the EST Provider on their Sites or in the case of a Hosted Industry Awareness Experience on the premises of the relevant Host Organisation.

The Department may at any time direct the EST Provider that an Industry Awareness Experience (whether hosted by the EST Provider or a Host Organisation) be either:

- discontinued and cease in future
- offered only within a specific timeframe
- offered differently, within a specific timeframe.

### Preparing for delivery of Industry Awareness Experiences



**Work Health & Safety content:** Prior to the commencement of an Industry Awareness Experience, the EST Provider must ensure that:

- if the Industry Awareness Experience involves activities where Vulnerable People or Children are present, including Participants under 18 years, then Supervision must be continuous over the entire duration of the Industry Awareness Experience. EST Providers must ensure all of the required checks have been undertaken in relation to the relevant Supervisor(s) or Personnel and Participants taking part in the Industry Awareness Experience
- Personnel and Supervisors have the responsibility for directly monitoring and managing Participants engaged in a course and any Industry Awareness Experience
- it or the Host Organisation maintains a high level of supervision with regard to the health, welfare and safety of each Participant and members of the public
- confirm that any Host Organisation is satisfied that it has sufficient and up to date insurance that covers any risk associated with the Industry Awareness Experience including any risks specifically identified in the relevant risk assessment in relation to the Industry Awareness Experience.
- they have insurance for any motor vehicle or other mode of transport used by the EST Provider to transport Participants to and from the Industry Awareness Experience, as required by the Deed
- the relevant Participant(s), Supervisor(s) and Personnel are aware that the Department may terminate the Industry Awareness Experience at any time
- each Participant is aware of the process to lodge a complaint or voice safety concerns about the Industry Awareness Experience.

(Deed references: Clause 3, 5)

### Conducting and Maintaining Risk Assessments for Industry Awareness Experiences



**Work Health & Safety content:** According to the Deed, a risk assessment must be undertaken for each Industry Awareness Experience. To do this the EST Provider must:

- ensure the risk assessment of the Industry Awareness Experience is completed by a Competent Person
- identify any training required to ensure each Participant can undertake the Industry Awareness Experience safely
- ensure appropriate facilities will be available to all Participants for the duration of the Industry Awareness Experience
- identify any specific equipment, clothing or materials that are required for Participants to take part safely in the Industry Awareness Experience and ensure that these materials are available to Participants
- ensure any required actions, identified in the risk assessment, have been undertaken
- ensure that if there have been significant changes to any Industry Awareness Experience then the risk assessment must be immediately

reviewed and revised and all appropriate action is taken to address any such changes

- ensure the Host Organisation is advised it must immediately notify the EST Provider of any proposed or actual changes to the activities or tasks being undertaken by Participants in a Hosted Industry Awareness Experience
- satisfy itself that:
  - any required actions identified in the risk assessment have been undertaken. If any required actions have not been undertaken, ensure that all such actions are undertaken prior to the Industry Awareness Experience, and
  - there have been no significant changes in relation to the Industry Awareness Experience, including work health and safety issues, since the date of the risk assessment. If there have been changes, review and revise the risk assessment and take all appropriate action to address any changes

The Department's personal accident insurance and public and product(s) liability insurance covers Participants taking part in EST Courses including any Industry Awareness Experiences. However, these policies have exclusions. For further information on the insurance policies, EST Providers should refer to the Insurance Readers Guide.



**Documentary evidence:** EST Providers must retain a copy of the risk assessment for any Industry Awareness Experience.

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## 2. Designing the Course Schedule

### Working with jobactive providers, Employers, Host Organisations and Industry Groups

EST Providers must develop good working relationships with jobactive providers, Employers, Host Organisations and industry groups in its Employment Region(s) to:

- ensure the successful implementation of EST
- help young Prospective Participants to commence and complete the Course(s)
- plan ahead so that there are a suitable number of Courses available for young people to participate in without unreasonable delay
- plan ahead so, where required, suitable Industry Awareness Experiences are available to meet the interests of a wide variety of young people
- prepare Participants for Employment or work experience opportunities on completion of an EST course (i.e. PaTH Internships)
- help meet the needs of Employers and Host Organisations
- provide all information requested by each Participant's jobactive provider, and do so within a reasonable timeframe
- identify best practice in the delivery of EST.

(Deed references: Clause 1)

## Setting up a Course in the Department's IT System

EST Providers must enter the details of each Course to be delivered by them into the Department's IT System no later than six Business Days before the Course is scheduled to Commence.

(Deed references: Clauses 9)

### Information that must be entered



**System step:** When setting up Courses in the Activity Management component of the Department's IT System, EST Providers must include Course details such as the scheduled start dates and attendance times for the Course and the location of the Course.

For information on how to enter a Course in the Activity Management component of the Department's IT System, refer to the EST Provider IT Supporting Document.

### Changes to the Course



**System step:** EST Providers can change the scheduled dates, times and location of a Course up to six Business Days before the scheduled start date of the Course. Any changes must be made in the Activity Management component of the Department's IT System. EST Providers must inform the relevant jobactive providers of those changes so that they can notify their Referred Prospective Participants of those changes.

For information on how to update Course details in the Activity Management component of the Department's IT System, refer to the EST Provider IT Supporting Document.

(Deed references: Clause 7, 22)

### Withdrawing a Course



**System step:** EST Providers can withdraw any Course that has been created on the Department's IT Systems, if they have incorrectly created the Course and there are no Prospective Participants Referred to the Course.



**System step:** If the EST Provider is unable to deliver the Course and there are Prospective Participants Referred to the Course the EST Provider must contact all relevant jobactive providers so that Prospective Participants can be advised of the changes and be withdrawn from the Course.



**System step:** For information on how to withdraw a Course in the Activity Management component of the Department's IT System, refer to the EST Provider IT Supporting Document.

(Deed references: Clause 15)

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## 3. Filling Courses

### Working with jobactive providers

EST Providers must actively work with jobactive providers to:

- promote their Courses, including ones that are tailored for specific cohorts (e.g. Indigenous or Culturally and Linguistically Diverse young people)
- ensure Prospective Participants are Referred to suitable Courses and if relevant, the industry specialisation that aligns with their aspirations.

EST Providers must inform jobactive providers of any pre-requisites for Prospective Participants Referred to the Course (e.g. police checks, Working with Children and Vulnerable People checks, specific requirements for personal protective equipment). EST Providers should be aware that jobactive providers have the discretion to access the Employment Fund to cover the cost of some background checks required before the Commencement of the Course, such as police checks and working with Vulnerable People checks. EST Providers should make clear to jobactive providers that these additional costs are essential elements of the EST Course it is offering.

EST Providers may choose to work with jobactive providers to provide additional content to enhance Participants' employability as part of the EST course; for example, industry specific training such as a White Card (construction) or a Responsible Service of Alcohol (hospitality). jobactive providers may consider factors such as linkages to opportunities to Employment, PaTH Internships or other work experience when agreeing to fund additional training content.

Participants must not be charged with any costs for their participation in any part of an EST Course.

EST Providers must work with Employers and industry groups to assist jobactive providers to identify PaTH Internship opportunities. For more information on PaTH Internships, refer to the jobactive website ([jobactive.gov.au/path](http://jobactive.gov.au/path)).

(Deed references: Clause 1)

## Monitoring Referrals

Once the EST Provider has entered a Course into the Department's IT System, jobactive providers can search for and view that Course.



**System step:** Each jobactive provider will Refer eligible young people on their caseload to Courses through the Activity Management component of the Department's IT System.

The Department's IT System will automatically count the number of Prospective Participants Referred to each Course registered on the Department's IT System, as well as display a count of the remaining number of places in the Course.

EST Providers should closely monitor Referrals to their Course(s). If the Minimum Number is not reached for a Course, then the EST Provider must work with jobactive providers to reach the required Minimum.

If the Course does not have the Minimum Number of Prospective Participants Referred and the EST Provider has worked with jobactive providers to increase Referrals but has been unsuccessful, then the EST Provider may contact the Department to seek approval to Commence the Course with a lower Minimum Participant Number.

If the Minimum Number cannot be reached the Course must be re-scheduled or withdrawn unless the Department has otherwise agreed to its Commencement.

Please refer to the EST Provider IT Supporting Document for how to re-schedule or withdraw a Course.

(Deed references: Clause 1)

### Confirming that the Course will Commence



**System step:** Once the EST Provider has confirmed the Minimum Number of Prospective Participants required for the Course to Commence have been Referred to the Course, the EST Provider may select the 'Training Commenced' check box in the Activity Management Component of the Department's IT System. This indicates that the Course will Commence as scheduled. The check box can be selected up to 21 calendar days before the start date of the Course.

jobactive providers may Refer Prospective Participants to the Course until the number of Referrals expected to start reaches the Maximum Number of 15 Prospective Participants. Note: no young people can be Referred to Commence the Course after the beginning of the third day of the Course.

For information on how to select this check box in the Activity Management component of the Department's IT System, refer to the EST Provider IT Supporting Document.

(Deed references: Clause 9)

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## 4. Managing the Course

### Commencing a Course

On the day the Course is scheduled to Commence the Referred Prospective Participants will attend the location advised by the EST Provider in Activity Management at the specified start time.

All Prospective Participants that have been Referred to the Course will be listed on the Department's Supervisor App. The EST Provider must Record the attendance of the Participants using the Department's Supervisor App. Note: Commencement Payments are made based on the correct completion of attendance records using the Department's Supervisor App, no Commencement Payment can be made if the attendance records are not submitted, for further information see Section 6 Claiming Payments.

If a Referred Prospective Participant does not attend and Commence the Course by the start of the third day of the Course they are to be Exited and the EST Provider should notify the jobactive provider if this circumstance occurs. If the Prospective Participant attends on the fourth or subsequent days the EST Provider must advise them to go to their jobactive provider and seek placement on another Course. No Commencement Payments will be available for Participants who Commence after the third day of the Course.

### Recording attendance



**System step:** EST Providers are required to record the daily attendance of Participants for the duration of the Course using the Department's Supervisor App. This record must be updated every day. If the Participant does not attend, this must be recorded in the Department's Supervisor App as jobactive providers are

responsible for following up non-attendance of Participants and therefore must be notified in a timely manner.

For information on how to record Participant attendance using the Department's Supervisor App, refer to the EST Provider IT Supporting Document.



**Documentary evidence:** EST Providers must record the daily attendance of Participants who participate in a Course.

(Deed references: Clause 16)

## Substituting Participants

If a Participant Commences the Course but then drops out of a Course within two days of the Course commencing, then the EST Provider should work with jobactive providers to find a suitable substitute to undertake the Course. EST Providers will not receive an additional Commencement or Completion Payment where a Participant is substituted in these circumstances.

If substitution occurs in the above circumstances, the Prospective Participant being Referred to the Course must not Commence the Course any later than the start of the third day of the Course. This ensures that the Prospective Participant will not be unfairly disadvantaged due to Commencing the Course later than other Participants taking part in the Course.

## Exit of a Participant

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

- the Prospective Participant does not Commence in the Course by the third day
- the Participant voluntarily withdraws from the Course
- the Participant starts employment
- the EST Provider is proposing that the Participant be Exited from the Course.

If the EST Provider is proposing that the Participant be Exited from the Course they must discuss this with the jobactive provider. The circumstances where this may occur include:

- the Participant's attendance at the Course is unsatisfactory
- the EST Provider considers that the Participant is facing Non-vocational issues that need to be addressed prior to participating or continuing in Employability Skills Training Services
- the Participant has language or literacy issues that need to be addressed prior to their participation in the Course
- the Participant is displaying violent, threatening, aggressive or otherwise inappropriate behaviour

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

All Participant Exits are recorded by the jobactive provider in the Department's IT systems.

(Deed references: Clause 15)

### Managing Participants with challenging behaviours

Challenging behaviour is any behaviour that a reasonable person would consider unacceptable or hostile and that creates an intimidating, frightening, threatening, offensive or physically dangerous situation in the workplace or other location.

Challenging behaviours may include but are not limited to:

- physical violence against any person—for example, hitting, kicking, punching, spitting on or throwing objects at a person
- acting in a way that would cause a person to have a reasonable belief that assault was intended
- adopting a physical position or state and/or producing an object that a reasonable person would consider constitutes a serious and imminent threat of physical violence
- oral or written (including email or communication through social media) threats, abuse or harassment, inappropriate touching and stalking of staff members
- damaging, defacing or destroying property intentionally or through inappropriate and aggressive behaviour such as throwing objects or punching and kicking property
- theft of property, illicit drug taking on EST Provider's premises, use of EST Provider's equipment and/or property for illegal purposes
- swearing, making offensive noises or gestures, inappropriate or suggestive comments, vilification
- threatening suicide; causing injury to oneself—for example, cutting
- any other behaviour that is deemed inappropriate.

If a Participant is displaying challenging behaviours, then the EST Provider must immediately report this to the Participant's jobactive provider.

An EST Provider can choose to Exit a Participant from a Course where the Participant is displaying violent, threatening, aggressive or otherwise inappropriate behaviour, however this should first be discussed with the Participant's jobactive provider to determine whether this is an appropriate course of action. jobactive providers can issue warnings to Participants who show tendencies toward or display challenging behaviours so that they are aware of the consequences of this behaviour. This may in some circumstances address the challenging behaviour and allow the young person to continue participating in the Course.

(Deed references: Clauses 15, 47)

### Managing Participants with language, literacy and numeracy barriers

If an EST Provider identifies that a Participant has language, literacy and/or numeracy issues that may prevent them from successfully completing a Course, then they must liaise with the Participant's jobactive provider before Exiting the Participant from the Course. If this is identified prior to, or within two days of the

Commencement of the Course, then the EST Provider should liaise with the jobactive provider to see if there is suitable substitute.

If a suitable substitute is identified, the jobactive provider will Exit the first-mentioned Participant from the Course and then Refer the substitute Prospective Participant to the Course in order for them to Commence by no later than the start of the third day of the Course.

(Deed references: Clause 12, 15)

## Reporting and Managing Incidents

If a Participant, Supervisor, Personnel or member of the public sustains an injury during a Course or any Industry Awareness Experience, the EST Provider must ensure:

- that their Personnel or the Supervisor encourage the injured person to seek appropriate medical attention or call emergency services depending on the nature of the incident
- that they notify the Department and where relevant the Participant's jobactive provider on the same day the incident occurred
- that they fully cooperate with the Department, the jobactive provider and the Department's insurance broker in relation to any incident in accordance with the Deed and the Insurance Readers Guide.

(Deed references: Clauses 6)

## Managing complaints and feedback

In managing complaints and feedback, EST Providers must comply with Clause 31 of the Deed and the *Standards for Registered Training Organisations (RTOs) 2015*, in particular, Standard 6.

EST Providers must also ensure that each Participant is aware of the process to lodge a complaint or voice safety concerns about any part of the Services, including a Course or any Industry Awareness Experience.

(Deed references: Clauses 45)

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## 5. Assessing Learning Outcomes

### Making the Assessment

At the end of each Course, EST Providers must assess whether the Participants who Commenced in the Course have achieved the required Learning Outcomes.

The EST Provider must conduct each Assessment in accordance with the following:

- for any units of competency that form part of the curriculum for either a Training block 1 Course or a Training block 2 Course, assess the Participant's employability skills using Australian Skills Quality Authority approved assessment methods for each unit of competency
- for any units in a Training block 1 Course that are not units of competency, assess the Participant's employability skills against each element in the *Core*

*Skills for Work Developmental Framework 2013* as specified in Schedule 1 to the Deed for that Course

- for any units in a Training block 2 Course that are not units of competency, assess the Participant's employability skills against the Learning Outcomes specified in Schedule 1 to the Deed for that Course.

(Deed reference: Clause 13)

### Providing Participants and jobactive providers with the assessment

For each Participant whose Learning Outcomes are Assessed the EST Provider must provide the Participant and their jobactive provider with a copy of the Assessment. If undertaking the Course also resulted in the Participant achieving a certificate or statement of attainment, then the EST Provider must also refer to this achievement in the Assessment.

(Deed reference: Clause 13)

### Keeping records of the assessment



**Documentary evidence:** EST Providers must retain a copy of each completed Assessment of Learning Outcomes.

(Deed reference: Clause 52)

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## 6. Claiming Payments

### Commencement Payment

The Department will pay the EST Provider 50 per cent of the respective Fee per Participant on Commencement of the Participant in a Course, in accordance with the Deed.

Before receiving a Commencement Payment under the Deed, the EST Provider must:

- ensure that the Minimum Participant Number of Prospective Participants have been Referred to the Course
- select the 'Training Commenced' check box in the Activity Management component of the Department's IT System.

For a Course to Commence, it must first have the Minimum Participant Number Referred to the Course in the Department's IT System. Where the number of Prospective Participants who attend and are Commenced in the Course on the first day is less than the Minimum Participant Number then the Department will pay the EST Provider the Commencement Payment based on the Minimum Participant Number for that Course.

For example, a Course in a Non-regional Location has 12 Prospective Participants Referred in the Department's IT System, so the EST Provider ticks the 'Training Commenced' check box in the Department's IT System.

- On the first day of the Course only seven Prospective Participants attend. The EST Provider records the attendance using the Department's Supervisor

App and a Commencement Payment is generated for 10 Participants which is the Minimum Participant Number for a Non-regional Location.

- On the second day of the Course four more of the Prospective Participants attend. As the EST Provider has already received payment for 10 Participants the Department's IT system will automatically generate one more Commencement Payment.
- If the final Prospective Participant Commences and additional Prospective Participants are Referred and Commenced in the Course by day three, additional Commencement Payments will be automatically generated, up to a maximum of 15 Participants.
- If a Prospective Participant attends for the first time on the fourth day they must be advised that they cannot Commence the Course and must be referred back to their jobactive provider. The EST Provider will not receive payments in respect of these Prospective Participants.



**System step:** For information on how to claim Commencement Payments in the Department's IT System refer to the EST Provider IT Supporting Document.

(Deed references: Clause 17)

## Completion Payment

The Department will pay the EST Provider 50 per cent of the respective Fee per Commenced Participant at the completion of a Course in accordance with the Deed.

To be eligible for the Completion Payment the EST Provider must have:

- delivered the EST Course and fully satisfied the requirements of the Deed and these Guidelines.
- recorded the daily attendance of the Participant using the Department's Supervisor App
- undertaken an Assessment of the Learning Outcomes and has provided a copy of the Assessment to the Participant and their jobactive provider.



**System step:** Once the above conditions have been met, the EST Provider can claim the Completion Payment via the Department's IT System.

For information on how to claim Completion Payments in the Department's IT System, refer to the EST Provider IT Supporting Document.

(Deed references: Clause 17)

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## 7. Performance Management

The Department may evaluate the Services, including the EST Provider's performance and delivery of the Services which may include, but is not limited to:

- Employers, the EST Provider's Personnel and Subcontractors, jobactive providers, Host Organisations and Participants being interviewed by the Department or an independent evaluator nominated by the Department

- the EST Provider giving the Department or the Department's evaluator access to its premises and Records.

### Performance assessments

Performance assessments will be conducted at least annually and at such other times as the Department determines. The Department may provide feedback to the EST Provider on the Department's assessment of its performance in each location and Employment Region (or relevant part of an Employment Region) where the EST Provider delivers Services.

In conducting performance assessments the Department may conduct sample reviews of claims for payments made by the EST Provider, based on a methodology that is verified by a qualified statistician or actuary as being statistically valid and producing results with a high confidence level. If a sample review identifies a proportion of invalid claims, the methodology will enable the extrapolation of that proportion across all claims within the relevant type or class of claims for the sample period. The Department may then apply remedies in accordance with the Deed.

For example: The Department might decide to conduct a sample review of all claims for Completion Payments made by the EST Provider during the six months immediately prior to the last Financial Year. The Department might choose to do so by reviewing a sample of 15 per cent of all such claims, selected through an approved sampling methodology. If the sample review finds that 20 per cent of the sample claims are invalid, then the Department may treat up to 20 per cent of all relevant Completion Payment claims made by the EST Provider during the sample period as being invalid and apply relevant remedies under the Deed.

### Key Performance Indicators (KPIs)

EST Providers will be assessed against the following KPIs:

KPI 1 - Effectiveness: this KPI measures the movement of Participants into work experience and employment opportunities including to PaTH Internships following participation in EST Courses and the extent to which these opportunities result in sustained employment for Participants.

KPI 2 - Engagement/Efficiency: this KPI is the number of Participants who fully participate in a Course delivered by the EST Provider. The Provider will be assessed on the retention of Participants for the duration of a Course.

KPI 3 - Satisfaction and Service Quality: this KPI is the EST Provider's compliance with the Deed and the satisfaction of Participants and other stakeholders with the Courses delivered by the EST Provider.

Tailored Measurements of Service Quality will be agreed with each EST Provider and included as a Schedule of the Deed.

### Other factors in performance assessment

When assessing the EST Provider's performance the Department may also take into account other factors including but not limited to:

- the EST Provider's performance in assisting Aboriginal and Torres Strait Islander peoples
- the EST Provider's performance in working collaboratively with jobactive providers and Host Organisations
- the EST Provider's performance in building linkages with industry and Employers to understand and meet the skills needs of the local labour market
- the EST Provider's compliance with this Deed and any representation made by the Provider in its Response
- any other information available to the Department, including jobactive provider feedback, feedback from Participants, Employers, Host Organisations, intelligence from the Department's Employment Services Tip-off Line, ASQA and the Department of Human Services.

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## 8. Summary of required Documentary Evidence



**Documentary evidence:** EST Providers must retain the following Documentary Evidence in accordance with the Deed and provide this to the Department when requested to do so:

- the risk assessment for any Industry Awareness Experiences
- copies of all Assessments of Learning Outcomes completed by the EST Provider in accordance with the Deed and this Guideline

EST Providers must also record the daily attendance of each Participant Referred to the Course using the Department's Supervisor App.

(Deed references: Clauses 23, 32)

All capitalised terms in this guideline have the same meaning as in the *Employability Skills Training Services Panel Deed 2017–2020* (the Deed), except where stated otherwise.

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