

EDUCATION, SCIENCE AND TRAINING

SENATE LEGISLATION COMMITTEE - QUESTIONS ON NOTICE 2003-2004 BUDGET ESTIMATES HEARING

Outcome: 2

Output Group: 2.3 – Skills Development and Transition Support

DEST Question No. E165_04

Senator George Campbell asked on 5 June 2003, EWRE Hansard pages 426-427

Question:

- a) What is the average waiting time for access to these (Language, Literacy and Numeracy Programme) courses and what is the longest waiting period for access to these courses?
- b) Do you have a feedback process from participants in the (Language, Literacy and Numeracy Programme) courses? Do you ask for feedback from participants who have participated in the courses?
- c) Can you table the results of (LLNP) monitoring activities?

Answer:

Language, Literacy and Numeracy Programme

- a) Contract provisions require Language, Literacy and Numeracy Programme (LLNP) providers to conduct a pre-training assessment within 14 days of referral and for training commencement to occur within 56 days of the date of the pre-training assessment.

The average waiting time between the date of referral to a LLNP course and the date of the pre-training assessment of training needs for 2002-03 was approximately 9 days. The average period between referrals to training and training commencement for 2002-03 was approximately 22 days.

Allowing for errors in dates recorded, of the 19,565 commencements in 2002-03 the longest waiting period between referral to training and training commencement was 98 days. In the four particular instances which had a waiting period of 98 days, the delay can be attributed to the client either not attending or commencing at a different location.

- b) Under an agreed arrangement between Department of Employment and Workplace Relations (DEWR) and the Department of Education, Science and Training (DEST), DEWR undertakes Post Programme Monitoring (PPM) surveys of LLNP participants on behalf of DEST. Survey forms are mailed to participants selected for the survey three months after exiting the Programme. The mailed survey seeks feedback from the participant on:

- level of satisfaction with training provided under LLNP;
- post assistance outcomes following LLNP training (employment, education and training); and
- reason for non completion of LLNP training (if applicable).

While the results of surveys conducted from June 2002 to March 2003 are still to be fully assessed, preliminary findings indicate that of the participants who responded approximately:

- 70% of participants were satisfied or very satisfied with the quality of assistance and service provided by LLNP;
- 65% of participants considered their language and/or literacy skills improved as a result of participation in the LLNP; and
- 34% of participants indicated a positive outcome in terms of employment, education and training.

c) In addition to PPM surveys (see above comments) DEST undertakes programme monitoring of LLNP through the following processes:

- independent verification of pre and post training assessments of language and literacy proficiency carried out by LLNP providers;
- provider monitoring visits and examination of participant files by DEST staff;
- monitoring of programme and provider performance using assessment and training data and key performance indicators.

These monitoring processes seek to assess:

- LLNP provider compliance with contractual terms and conditions; and
- individual provider performance;
- overall programme outcomes and effectiveness.

The results of these monitoring activities for 2002-03 are still to be analysed in detail but preliminary results indicate:

- a high degree of reliability of pre and post training assessments carried out by providers (90% and 83% respectively);
- a level of training commencements that is significantly greater than the target 16,000 commencements (approximately 22% greater); and
- significant variability in the level of successful outcomes and the level of withdrawals between different geographic areas.