

Senate Committee: Education and Employment

**QUESTION ON NOTICE
Budget Estimates 2017 - 2018**

Outcome: Skills and Training

Department of Education and Training Question No. SQ17-000924

Senator Cameron, Doug provided in writing.

Australian Apprenticeship Support Network (Support)

Question

- 1) What is required of providers in terms of the in-training support function – and what performance indicators/measures are used to establish that providers are fulfilling the terms of the contract?
- 2) How frequently are providers required to report to the Department on their in-training support services?

Answer

- 1) Key Performance Indicators (KPIs) form the basis for measuring Australian Apprenticeship Support Network Provider (Network Provider) performance in conjunction with other terms and conditions in the Contract and the Australian Apprenticeship Support Network Operating Guidelines.

Targeted – In-Training Support Service KPIs

Key Performance Indicator	Key Performance Indicator requirement
2A In-Training Support Benchmark	The number of Australian Apprentices and employers who receive In-Training Support meets or exceeds Your In-Training Support Benchmark.
2B Appropriateness of identification of at-risk clients for In-training Support	You identify individuals at-risk of non-completion using the mechanisms and strategies outlined in Your Business Plan.
2C Delivery of In-Training Support	Targeted individuals receive In-Training Support as specified in Your Business Plan.

- 2) The Department of Education and Training regularly assesses whether Network Providers are delivering appropriate services in line with their contracts, including through six monthly on-site file monitoring and regular six monthly reporting which seeks qualitative information on a range of benchmarks.