

## **Senate Committee: Education and Employment**

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

#### **Outcome: Skills and Training**

#### **Department of Education and Training Question No. SQ17-000992**

Senator Cameron, Doug provided in writing

#### ***Skills for Education and Employment Program (Contracts)***

##### **Question**

- Please outline the key terms of the SEE contract including: the specific services that are to be delivered; the prices paid for those services; any, KPIs, targets and outcomes against which the contract delivery is measured; and details of the reporting regime required of the services.
- Please provide an itemised list of how those contract elements have changed when compared to the previous contract.
- Have the reporting requirements changed since the previous contract? If so, please provide details of how the reporting requirements for providers have changed - including timeframes and reporting variables.

##### **Answer**

The key terms of the SEE contract are outlined below.

Contractors will, for each contract region they have been contracted to deliver in:

- assist each SEE client to improve their language, literacy and numeracy levels to participate effectively in the local labour force or in further training
- conduct Pre-Training Assessments in a manner that accurately determines each SEE client's results against the Australian Core Skills Framework (ACSF)
- place SEE clients into the SEE stream of training that is most appropriate to their needs
- support the progression of a SEE client through the ACSF
- issue VET Qualifications or a VET Statement of Attainment to SEE clients who meet relevant competencies; and assist every other SEE client to achieve the competencies necessary to be issued with a VET qualification or VET Statement of Attainment
- provide training by appropriately qualified trainers and assessors

Providers are paid for each pre-training assessment delivered and for each hour of tuition. The prices paid for each of the services are different for each provider and are commercial in confidence. Attachment B, of the Government Guidelines for Official Witnesses before Parliamentary Committees and Related Matters (February 2015) deals with the provision of commercial-in-confidence material to the Senate. Attachment B states that 'As a general guide, it would be inappropriate to disclose information that could disadvantage a contractor and advantage their competitors in future tender processes' to a senate committee. The disclosure of pricing information could disadvantage providers and advantage their competitors in future tender rounds.

There are five key performance indicators (KPI) for the SEE program. They are: Participation, Attainment, Accurate Assessment, Quality Training and Data Timeliness. The definition and targets for each KPI are outlined at **Attachment A**.

Contractors are required to submit two reports each year: an Annual Business Plan and Annual report.

Significant changes from the current contract are outlined below:

- Creation of new contract regions which align the SEE Service Delivery Regions (SDAs) with the Australian Bureau of Statistics' Australian Statistical Geography Standard.
- Expansion of the Australian Core Skills Framework (ACSF) to include Pre-level A and B to enable providers and the department to assess the improvement in a client's language, literacy and numeracy skills more accurately.
- Greater focus for providers to focus their clients learning towards the achievement of a VET Statement of Attainment or VET Qualification.
- Trainer and assessor qualifications have been aligned with the *Standards for Registered Trainings Organisations 2015*, with the requirement for a three year undergraduate degree removed.
- Work experience will only be offered if it is an assessable part of a training package and fits the requirements of a Vocational Placement as defined in the Fair Work Act 2009. Contractors are able to seek an exemption to this.
- Removal of restrictions relating to mixed-mode and small group training delivery, giving providers more flexibility to structure the delivery of training to best meet the needs of their clients'.
- Introduction of the KPI data timeliness to ensure data is entered into the department's management information system within prescribed timeframes.
- Changes to KPI 2 Progression to better reflect the learning needs of those jobseekers with very low levels of language, literacy and/or numeracy. This is achieved by reducing the standard minimum requirement for the Initial Stream of training from 2 ACSF increases per 200 hours to 1 ACSF increase per 200 hours of training.
- Collection and reporting of the Unique Student Identifier (USI) to assist with reporting outcomes

In the new contract period providers will be required to provide one additional report the Annual Business Plan.

## Key Performance Indicators (KPIs) for the SEE Program

KPI	Indicator	Measurement	
Participation	Number of SEE clients determined to be suitable for training by the Contractor who commence in SEE training.	At least 90% of SEE clients determined to be suitable for training by the contractor commence SEE training.	
Attainment	SEE client displays improvement in Australian Core Skills Framework (ACSF) indicators	Initial stream	80% of all SEE clients undertake a minimum of 1 ACSF indicator increase per 200 hours of training.
		Basic and Advanced stream	80% of all SEE clients undertake a minimum of 2 ACSF indicator increases per 200 hours of training.
Data Timeliness	Data is entered into the system within the required timeframes	95% of data is entered into the system within the required timeframes	
Accurate Assessment	SEE Client assessment is accurate and in accordance with the ACSF	80% of client outcomes are appropriate and accurate against the ACSF based on PTA and SEE client record of assessment results.	
Quality Training	SEE client receives quality training aligned to the learning outcomes for a VET qualification	80% of SEE client portfolios show attainment towards a VET qualification and that assessment material is appropriate	