

QUESTION TAKEN ON NOTICE

BUDGET ESTIMATES HEARING: 22 May 2007

IMMIGRATION AND CITIZENSHIP PORTFOLIO

(120) Output 2.1: Settlement Services

Senator Hurley (L&CA 43 and written) asked:

- a) There is a phrase that is used in the department with regard to the AMEP program: ‘adjusted offered hours’. Can you explain to me what this means?
- b) What are the details of “adjusted offered hours” in 2005-06 and 2006-07?
- c) What are the estimated forecasts of “adjusted offered hours”?
- d) What is the difference between the “adjusted offered hours” per year and the actual tuition hours undertaken by an AMEP client per year?
- e) What is the difference in 2005-06 and 2006-07?

Answer:

- a) Adjusted offered hours (AOH) is the number of hours a client is scheduled to attend a class minus the number of hours that they were absent for a valid reason such as employment, health or family commitments.

Specifically, the AMEP contract sets out the following definitions:

***Actual Hours (AH)** means the number of hours that an enrolled client attended the learning activity to which they were assigned. It is a product of the number of sessions attended, multiplied by the average hours per session of the learning activity.*

***Assignment Offered Hours** means the number of possible contact hours between the client’s assignment start date and end date for the learning activity to which they were assigned.*

***Adjusted Offered Hours (AOH)** means the Assignment Offered Hours less the number of hours recredited to the client for valid reasons, as prescribed by the department. Some examples of commonly used acceptable reasons include employment, health and family commitments.*

- b) Details of the AOH’s in 2005-06 and 2006-07 are:

Fiscal Year	AOH Details
2005-06	7,378,493
2006-07*	5,991,738

- c) Forecasts for AOH’s in 2007-08 are yet to be set by the department.

* Note: 2006/07 data is as at 31 March 2007

d) The difference between Adjusted Offered Hours and actual tuition undertaken by the client is effectively the difference between the number of hours a client could have attended (taking into account explained absences) and the number of hours the client actually attended.

e) The average difference between Adjusted Offered Hours (AOH) and Actual Hours per client in 2005-06 was approximately 42 hours. This includes hours for which the client may well have a valid reason for not attending, but which was not adequately documented.

Final figures are not yet available to allow equivalent calculations for 2006-07.