



Australian Government
Department of Education,
Skills and Employment

Exposure Draft

for the New Employment Services Model 2022
Purchasing Arrangements

**Appendix 2 RFP – Employability Skills
Training and Placement Management
Services (Statement of Requirements)**



ISBN

978-1-76114-659-6 [PDF]

978-1-76114-658-9 [DOCX]



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1 Contents

Appendix 2 RFP - Employability Skills Training and Placement Management Services	4
2 Statement of requirements.....	4
2.1 Introduction.....	4
2.2 Objective of Employability Skills Training.....	5
2.3 Key features of Employability Skills Training.....	5
2.4 Delivery.....	6
2.5 Payments to Providers – Employability Skills Training.....	7
2.6 Requirements for Employability Skills Training.....	8
2.6.1 Key performance indicators of Employability Skills Training	9
2.6.2 Eligibility for Employability Skills Training	10
2.6.3 Working with other stakeholders.....	10
2.7 Objective of Placement Management Services.....	10
2.8 Key features of Placement Management Services.....	11
2.8.1 Payments to Providers – Placement Management Services.....	11
2.8.2 Payments to Host Organisations – Placement Management Services.....	12
2.8.3 Requirements for Placement Management Services.....	12
2.9 Performance of Placement Management Services	12
2.10 Performance Framework for Employability Skills Training and Placement Management Services..	13

Appendix 2 RFP - Employability Skills Training and Placement Management Services

2 Statement of requirements

2.1 Introduction

The government is committed to helping eligible (Digital Services, Enhanced Services, DES and TtW) job seekers of all ages to enhance their employability through training and work experience to improve their chances of finding and keeping a job.

EST enhances work readiness by providing intensive pre-employment training through two different blocks of targeted training:

- **Training Block 1:** job search skills, pre-employment and EST
- **Training Block 2:** industry-focused EST, that may include micro-credentials, industry tailored job applications and may link to work experience placements.

EST Providers will leverage their local labour market and industry connections to provide quality Industry Awareness Experiences and PaTH Internship placement opportunities for job seekers.

Youth Jobs PaTH recognises some young people need a range of services or assistance to help them on the pathway to work. EST will continue to be a key element of the Youth Jobs PaTH package, and Training Block 1 courses will be either:

- **Youth Jobs PaTH – EST courses, for job seekers 17–24 years; or**
- **EST (25+ years)** courses, for job seekers 25 years and over.

Training Block 2 courses will be available to job seekers of all ages as either:

- generalist industry courses (covering multiple industries); or
- specialist industry courses (focused on a single industry).

EST Providers will also deliver Placement Management Services to manage PaTH Internship placements for young Participants in Digital Services, to improve their employability through a work trial.

EST Providers will:

- source and manage PaTH Internship placements for young Participants to undertake at the conclusion of Training Block 2 specialist courses: and
- manage placements for young Participants who have sourced their own placement and require assistance to establish and support them throughout their PaTH Internship.

Placement Management Services includes setting up a Host Agreement, conducting a Risk Assessment and providing support to the Participant and Host Business throughout the placement.

Additionally, EST Providers may also manage PaTH Internship and NWEF placements for eligible Enhanced Services, TtW and DES participants, who may access EST on a fee for service basis, where the placement directly follows their participation in an EST course.

Successful Respondents will be required to commence delivery of both EST and Placement Management Services on 1 July 2022. EST Providers must deliver both EST and Placement Management Services in each of the ERs they are contracted to service.

2.2 Objective of Employability Skills Training

EST will equip eligible job seekers to:

- understand and meet the expectations that employers have of job applicants during the recruitment process and of new employees in the workplace
- build employability skills such as teamwork, punctuality, reliability, cooperation and problem solving
- explore career options that suit their aptitude and interests
- build digital literacy skills relevant to the modern workplace
- hone job search, job application and interview skills
- identify and pursue employment opportunities in their local labour market, with particular focus on growth industries and employment pathways to careers of interest.

2.3 Key features of Employability Skills Training

Participants in Digital Services (not already working or studying) can choose from a range of activities to meet their four month activation requirement, including EST.

EST Training Block 1 will be the default activity at the four month activation point for Participants in Digital Services to provide intensive pre-employment training and act as a safeguard to ensure Digital Services is appropriate for each job seeker. In this context, 'default' means that if a Participant does not choose an activity to meet their four month activation requirement EST will be selected on their behalf. A Participant placed in EST by default can opt to remain and participate in EST or select an alternative activity if one is available.

Participants in Enhanced Services, DES and TtW can also access EST; however, it is the department's intention that the Participant's Service Provider will need to pay the cost of the course to the EST Provider on a fee for service basis. The department welcomes stakeholder feedback on the likely impact on take up of EST by these cohorts.

Job seekers can participate in one or both blocks of EST, and if participating in both can complete them in any order.

Training Block 1 will focus on advanced job search skills, pre-employment skills, and EST to improve job seekers' prospects of employment. It will help job seekers to demonstrate they have the attitude and approach to work that employers want. Job seekers will develop their knowledge, understanding and experience in basic employability skills such as teamwork, communication, personal presentation, reliability and digital literacy. Training in these skills will be as work-like as possible.

Advanced job search skills will give job seekers the skills they need to look for work, such as preparing résumés, writing job applications and preparing for and practicing interviews. It will help job seekers to gain a sharper understanding of the local labour market so they can identify and pursue sustainable employment opportunities. EST Providers are expected to tailor the job search skills component of Training Block 1 course to participants' industries of interest (for example, if they have an interest in a particular industry, mock job

interviews should be undertaken in the context of that industry) and must be tailored to the local labour market. Industry Awareness Experiences and PaTH Internships may be used to enhance Training Block 1.

Training Block 2 will focus on industry specific training and may be either:

- a generalist course, covering a number of industries, offering insights into the duties and requirements of a range of industries for those job seekers looking to decide on a career path or
- a specialist course, focused on a single industry that may include micro-credentials related to that industry, and must have PaTH Internship opportunities available for suitable young job seekers who participate.

Training Block 2 courses will help job seekers gain a sharper understanding of the labour market relating to the relevant industry(ies) so they can identify clear career prospects, skill sets and training requirements for one or more industries that meet their aptitude and interest. The department welcomes stakeholder feedback on the nature and design of course content to best meet the needs of job seekers, employers and industry.

Training Block 2 courses should assist participants with industry tailored job applications and practice interviews. They must also include Industry Awareness Experiences that may be targeted to one industry (for specialist courses) or a range of industries (for generalist courses).

Training Block 2 industry specialist courses should equip participants with relevant micro-credentials to ready them for employment opportunities in that industry.

Industry Awareness Experiences aim to:

- expose participants to a work-like environment
- provide participants with insight into the tasks and duties of particular industry(ies)
- highlight the expectations of working in those industries
- help identify participants' interests and aptitude.

Industry Awareness Experiences must include employer involvement, for example employer visits to the training venue, employer arranged tours of workplaces to watch and learn what is required in the workplace or creating work-like environments for participants to practice relevant skills.

EST Providers must ensure the safety and wellbeing of participants involved in any Industry Awareness Experiences by undertaking a Risk Assessment prior to the commencement of any Industry Awareness Experience and undertaking any required actions to ensure participants are safe.

2.4 Delivery

EST courses will generally be conducted in-person face-to-face, in a group setting. In some circumstances online and other delivery modes will be supported where it effectively meets the objectives of the program.

Each EST course will generally be delivered intensively in a block of three weeks, for 25 hours each week, with the same group of participants. (Job seekers with a partial participation requirement will do the training for 15 hours per week over five consecutive weeks.)

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

Content for Training Block 1 should cover the 10 Core Skills for Work listed in the *Core Skills for Work Development Framework* (2013).

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 will be delivered as either:

- Youth Jobs PaTH – EST courses, for job seekers 17–24 years; or
- EST (25+ years) courses, for job seekers 25 years and over.

Block 1 courses may include Industry Awareness Experiences and may also link to a PaTH Internship.

Training Block 2: Courses are expected to meet the needs of the local labour market, including a strong connection to growth industries. Course content should be designed and developed in consultation with employers and industry, to ensure the training delivers what employers require and value.

It is the department's intention Block 2 specialist course content has the endorsement of a relevant employer body or industry association to ensure the content is suitably tailored to, and valued by, these industries. The department welcomes stakeholder feedback on this proposal.

Courses must include Industry Awareness Experiences, which can be delivered to participants either individually or in a group setting.

Delivery should 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.

Delivery could also include presentations by former participants who are now employed to talk about their experience of getting a job.

Content for Training Block 2 specialist courses should include any micro-credentials that may be relevant for the industry being covered, for example, a Work Health and Safety (WHS) 'white card', or Responsible Service of Alcohol certificate.

EST Providers are expected to source PaTH Internship placements in relevant industries for suitable young people (aged 17–24) who complete Training Block 2 industry specialist courses.

2.5 Payments to Providers – Employability Skills Training

The flat fee structure will streamline program settings with other departmental programs and provide a market signal of the department's expectations for service quality.

Training Block 1: Flat rate of \$1,250 per Participant, with 70 per cent paid upon Participant commencement and 30 per cent paid upon completion. Participants must attend at least 80 per cent of the Course for a Completion Payment to be available.

Training Block 2: Up to \$1,500 per Participant. Base payment is \$1,250 per Participant with 70 per cent paid upon Participant commencement and 30 per cent paid upon completion. Participants must attend at least

80 per cent of the Course for a Completion Payment to be available. It is the department's intention that an additional \$250 per young Participant in Digital Services is payable on commencement in a PaTH Internship placement following participation in a Training Block 2 course. This payment is in recognition of the work undertaken by the EST Provider to source PaTH Internship placements. The department welcomes stakeholder feedback on this proposal.

Participants in DES, TtW or Enhanced Services can be placed in EST on a fee for service basis. These participants may also be placed in a PaTH Internship (where the Participant is aged 17–24) or an NWEPP placement (if aged 25 or more) following participation in the course.

The maximum number of job seekers that can participate in each training course is 20. It is the department's intention for the Commencement Payment to be made based on Participant commencement in EST up to this maximum. The department welcomes stakeholder feedback on this proposal.

It is the department's intention not to specify a minimum Participant number. The department welcomes stakeholder feedback on this proposal.

2.6 Requirements for Employability Skills Training

Respondents should demonstrate they:

- have linkages with one or more industries or employers, including to source and manage Industry Awareness Experiences and PaTH Internships placement opportunities (and NWEPP placements, where relevant) for participants
- have capacity to develop and deliver training courses with content relevant to local employers and/or industries, particularly growth industries
- are a Registered Training Organisation (RTO), or if not an RTO, they must partner with an RTO that will:
 - endorse the quality of all training course content before it is delivered, and
 - delivery any relevant micro-credentials for Training Block 2 industry courses to job seekers at the time of the course
- have appropriately qualified Competent Persons, or link with an organisation with appropriately qualified Competent Persons, to deliver Industry Awareness Experiences and Placement Management Services
- have the ability to deliver training that engages and retains job seekers of all ages, and young job seekers in particular
- have the ability to deliver training that engages and retains job seekers from diverse backgrounds, such as Aboriginal and Torres Strait Islander peoples, carers and people living with disability
- have the ability to deliver training that instils the behaviours and employability skills that employers expect during the recruitment process and in the workplace
- have the ability to work effectively with employers, industry groups and employment services Providers to better prepare job seekers for work experience and for employment in relevant industry(ies) and
- have a strategy to obtain feedback from employers, employment services Providers and job seekers on the effectiveness of their training and indicate how that feedback will be used to continuously improve the training.

It is the department's intention that EST Providers do not need to be an RTO to deliver services. The department welcomes stakeholder feedback on this proposal.

It is also the department's intention that Enhanced Services, TtW and DES Providers may also deliver EST services, however, they will not be able to refer job seekers from their own caseload or their related entity to any EST courses they deliver.

EST Providers will need to agree a Service Delivery Plan with the department that outlines their servicing strategies and approach. The Service Delivery Plan will also provide information to job seekers, Providers and/or employers so they are informed of the particular services they can expect from each EST Provider.

2.6.1 Key performance indicators of Employability Skills Training

The following key performance indicators (KPIs) are proposed to measure EST Provider performance in delivering EST. The department welcomes stakeholder feedback on the proposed KPIs.

EST Providers will be measured in comparison to other EST Providers delivering EST in the ER and nationally.

KPI 1 Effectiveness—this indicator will focus on the effectiveness of the training. It will consider the extent that the EST Provider has developed and drawn on industry links with employers who provide employment, PaTH Internships or other work experience opportunities to job seekers.

Measurements may include:

- the movement of participants into paid employment within six months of participation in EST
- the movement of participants into PaTH Internships or NWEF within six months of participation in EST
- the proportion of young participants placed into PaTH Internships following completion of Training Block 2 industry specialist training
- the proportion of PaTH Internship or NWEF placements that convert into paid employment, and
- the improvement in employability skills of participants.

KPI 2 Engagement/Efficiency—this indicator will focus on the number of job seekers who successfully complete each Training Block delivered by the EST Provider. EST Providers will be expected to ensure job seekers remain engaged for the duration of each Training Block. Measurements may include:

- attendance rate of participants that commence training
- proportion of commenced participants that complete the course (80 per cent attendance or more), and
- the proportion of courses with referred job seekers that are cancelled prior to commencement.

The department will consider the reason for a job seeker not completing a Training Block, including where this is beyond the EST Provider's control, such as a job seeker becoming ill.

KPI 3 Satisfaction and Service Quality—this indicator will cover the EST Provider's compliance with the EST Deed and will also cover job seeker and other stakeholders' satisfaction with training delivered by the EST Provider. Measurements may include:

- EST Providers' compliance with the Deed, Guidelines and their Service Delivery Plans
- satisfaction of participants with the training, based on information collected through the department's monitoring surveys, and

- satisfaction of other stakeholders, including employers, industry, Host Businesses, and employment services Providers, based on information collected through a range of mechanisms.

2.6.2 Eligibility for Employability Skills Training

Participants of all ages in Digital Services are eligible for referral to EST from day one in service.

Participants in Digital Services (not already actively engaged) must participate in an activity after four months in Digital Services, and EST Training Block 1 will be the default activity if the Participant does not select an alternative activity.

Job seekers in Enhanced Services, TtW or DES are eligible to be referred to EST, however, their Provider must pay the cost on a fee for service basis.

2.6.3 Working with other stakeholders

EST Providers will work with employers, Host Organisations, industry groups, employment services Providers (where appropriate) in their ER(s) to ensure:

- the continuous improvement of the content of each course
- the optimisation of the engagement of prospective participants and participants
- a suitable number and type of courses are available without unreasonable delay
- the design or sourcing of Industry Awareness Experiences and PaTH Internships are relevant to the local labour market and of interest to a wide variety of Participants in Digital Services
- best practice is adopted throughout the delivery of the courses, and
- job seekers commence and complete training blocks, and transition to employment and work experience opportunities.

EST Providers will be required to leverage their industry relationships to identify and source PaTH Internship placements which are expected to lead to employment opportunities.

2.7 Objective of Placement Management Services

To enable young Participants in Digital Services to experience work trials with a genuine prospect of employment, EST Providers will:

- source and manage PaTH Internship placements for young Participants, particularly for those who complete EST Training Block 2 that have an industry specialisation, and
- manage PaTH Internship or NWEF placements for Participants who source their own placements.

Placement Management Services will also allow Participants in Enhanced Services, TtW and DES to be supported in a work trial by an EST Provider (following participation in EST on a fee for service basis).

2.8 Key features of Placement Management Services

Placement Management Services may be provided to job seekers who:

- are in Digital Services, aged 17–24 years, and have completed an EST Training Block 1 or Training Block 2 course and been matched by their EST Provider with a PaTH Internship placement the EST Provider has sourced, or
- are in Digital Services, aged 17–24 years, and wish to undertake a PaTH Internship that they have sourced with a Host Organisation and require:
 - assistance to complete administrative requirements, and
 - support throughout their placement
- are with an Enhanced Services, TtW or DES Provider and have completed an EST Training Block 1 or Training Block 2 course and been matched by their EST Provider for a PaTH Internship or NWEP placement the EST Provider has sourced.

Note: PaTH Internships are available to eligible job seekers aged 17–24 in Digital Services, TtW, DES and Enhanced Services, and NWEP is available to job seekers 25 and over in Enhanced Services, TtW and DES.

EST Providers will:

- promote their Placement Management Service offering on the department’s job seeker platform/website to make Participants in Digital Services aware of their services
- work collaboratively with the employment services Providers of Enhanced Services, TtW or DES participants who complete EST to manage PaTH Internship or NWEP placements.

Placement Management Services will include:

- preparing and entering into an Organisation Agreement
- undertaking a Risk Assessment of the job seeker and the placement, by a Competent Person
- ensuring the job seeker and Host Organisation understand their requirements and expectations in the placement
- managing the placement in the department’s IT systems
- paying the \$1,000 payment to the Host Organisation for each placement that commences, and seeking reimbursement of this \$1,000 through the department's IT system
- monitoring of placements, including maintaining contact with the Intern and Host Organisation for the duration of the placement to identify any issues, and work with the Host Organisation and/or Intern to resolve them. This includes incident management and reporting.

2.8.1 Payments to Providers – Placement Management Services

A \$1,000 payment will be provided to EST Providers for each PaTH Internship or NWEP placement they manage (including Risk Assessment and job seeker support). It is the department’s intention that this payment will be paid on confirmation that the job seeker has commenced in the placement. The department welcomes stakeholder feedback on this proposal.

2.8.2 Payments to Host Organisations – Placement Management Services

Host Organisations receive a \$1,000 payment for each Participant who commences as an Intern in their business. EST Providers must:

- pay the Host Organisation within five business days from confirmation the Participant has commenced in the PaTH Internship (unless otherwise agreed by the Host Organisation and documented)
- pay the Host Organisation directly from their own funds once only for each Participant who has commenced with that Host Organisation, and
- submit a claim for reimbursement through the department's IT systems.

2.8.3 Requirements for Placement Management Services

Respondents should demonstrate they have:

- linkages with one or more industries or employers, including to source PaTH Internship placement opportunities for job seekers
- the appropriate skill set to work with and support Interns throughout their placement
- appropriate systems and governance in place to ensure a safe system of work for Interns
- capacity to monitor Intern attendance and manage any incidents
- appropriately qualified Competent Persons, or link with an organisation with appropriately qualified Competent Persons
- the ability to work effectively with Host Organisations to facilitate PaTH Internship (and NWEF) placements and support Interns throughout their placement, and
- the ability to collaborate/work effectively with other Providers (Enhanced Services, TtW, DES).

EST Providers will need to agree a Service Delivery Plan with the department that outlines their servicing strategies and approach. The Service Delivery Plan will also provide information to job seekers, Providers and/or employers so they are informed of the services they can expect from each EST Provider.

2.9 Performance of Placement Management Services

The following KPIs are proposed to measure EST Provider performance in delivering Placement Management Services. EST Provider performance will be measured in comparison to other EST Providers delivering Placement Management Services in the ER and nationally. The department welcomes stakeholder feedback on the proposed KPIs.

KPI 1 Efficiency — this indicator will focus on the timeliness of completion of the requirements to establish a placement. Measurements may include:

- timeliness of provision of the Host Organisation Agreement to the Host Organisation, and
- timeliness of Risk Assessments.

KPI 2 Effectiveness—this indicator will focus on compliance with WHS and Deed requirements regarding Participant safety and placement establishment processes. Measurements may include:

- the proportion of PaTH Internship placements that convert into paid employment
- compliance of Risk Assessments with Deed and WHS requirements
- compliance of Host Agreements with Deed requirements, and
- timeliness of incidents reported to the department, and/or Intern’s employment services Provider.

KPI 3 Satisfaction and Service Quality — this indicator will cover job seekers, ‘Host Businesses’ and other stakeholders’ satisfaction with Placement Management Services delivered by the EST Provider.

Measurements may include:

- the satisfaction of Interns with the support provided, based on information collected through the department’s monitoring surveys, and
- the satisfaction of other stakeholders, including employers and Host Organisations, based on information collected through a range of mechanisms.

2.10 Performance Framework for Employability Skills Training and Placement Management Services

The Performance Framework will focus on two performance elements:

1. performance against the KPIs
2. compliance with the requirements of the Deed, Guidelines and Service Delivery Plan commitments.

Providers must complete a self-assessment of their performance against the KPIs each performance period.