



Frequently asked questions

Request For Tender

Career Transition Assistance (CTA) 2019–2021

Employment Services Purchasing

10 December 2018

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Document history

Date	Comments
16 November 2018	Initial Release
29 November 2018	Updated question and answer at 3.1 New questions at 2.8, 2.11, 3.3, 3.9 and 8.1
5 December 2018	New questions at 2.7, 2.8, 2.11, 3.2, 3.4, 3.9, 3.10, 4.2 and 4.3.
6 December 2018	New question 3.13 and 3.14.
10 December 2018	New question 2.15.

Contact details

The Employment Services Purchasing Hotline (the Hotline) is the primary means of contact with the Department of Jobs and Small Business (the department) during the Request for Tender (RFT) Career Transition Assistance (CTA) 2019–2021 process.

Questions and requests for clarification about this process can be provided through the Hotline by:

- Phone: 1300 733 514, the Employment Services Purchasing Hotline (Monday to Friday, 9.00 am to 5.00 pm Canberra time, excluding ACT and national public holidays)
- Email: [Employment Services Purchasing Hotline](mailto:espurchasing@jobs.gov.au) (espurchasing@jobs.gov.au).

Requests for Information or Clarification

All requests for information or clarification must be submitted to the Hotline before 5.00 pm (Canberra time) on Wednesday 5 December 2018. There will be no obligation on the department to answer questions received after this time.

The Hotline cannot provide interpretation or advice to a Respondent on how to respond to the requirements set out in this RFT, or provide information that is not contained in this RFT, unless that information is publicly available.

The department will determine what, if any, response should be given to a Respondent's question or request for clarification and may publish responses on the [Employment Services Purchasing Information website](http://www.jobs.gov.au/purchasing) (www.jobs.gov.au/purchasing). Responses will be published without disclosing the source of the questions or request for clarification or revealing any confidential information of a Respondent.

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1. Career Transition Assistance (CTA)

1.1 Will CTA operate as part of the Australian Government's current employment services?

No, it will operate separately.

Although Referrals to CTA will be facilitated through jobactive providers, CTA is a distinct and complementary program to jobactive. It will operate separately from jobactive or other Australian Government employment services.

Reference: RFT Sections 2.5—Coverage and 2.4.1.1—Referral Process from jobactive

1.2 Will CTA Providers need to be familiar with Australian Government employment services?

Yes.

CTA Providers will be expected to be familiar with different employment services programs available in their region. CTA Providers will be required to work closely with jobactive providers (and other local employment services), to actively encourage and facilitate Referrals to the program.

Reference: RFT Section 2.3.2.2—General Delivery Requirements

1.3 How can a Respondent identify current jobactive providers in the Employment Regions?

Information on current jobactive providers is available on the department's [jobsearch website](https://www.jobsearch.gov.au) (jobsearch.gov.au).

2. Participant Eligibility and Referrals

2.1 Who is eligible to participate in CTA?

CTA will be open to all job seekers aged 45 years and over who are registered with a jobactive provider. This includes job seekers in all jobactive streams including job seekers not in receipt of an Income Support Payment.

Reference: RFT Section 2.4—Participant Eligibility and Characteristics

2.2 Are people registered with other employment services (e.g. Disability Employment Services) eligible for CTA?

No.

Only job seekers registered with a jobactive provider are eligible to participate in CTA.

Reference: RFT Section 2.4—Participant Eligibility and Characteristics

2.3 How will Participants access CTA?

All Referrals to CTA will be made through a jobactive provider. jobactive providers will be able to make Referrals at any time and should do so when an eligible job seeker requests to be Referred to CTA. jobactive providers should discuss a Referral to CTA with those eligible job seekers who they feel would benefit from it.

CTA Providers must be in a position to receive Referrals at any time, and must be available to hold an Initial Meeting within five Business Days of the Referral from the jobactive provider.

Reference: RFT Section 2.4.1.1—Referral Process from jobactive

2.4 Is it mandatory for any eligible job seekers to be Referred to CTA?

No, CTA is a voluntary program.

Job seekers who want to participate in CTA can request a Referral from their jobactive provider.

Reference: RFT Section 2.4.1.1—Referral Process from jobactive

2.5 Will there be CTA Referral targets for jobactive providers to achieve?

No.

There are no targets set for jobactive providers to Refer job seekers to CTA.

2.6 If a CTA Provider is also a jobactive provider within the same Employment Region, can the organisation receive CTA Referrals from itself?

Yes.

jobactive providers can deliver CTA to their own job seekers, however, job seekers must be Referred to the CTA Provider of the job seeker's choice.

Reference: RFT Section 3.1 – Panel Composition

2.7 Can the department confirm if a jobactive provider must refer job seekers who request to undertake CTA?

From 1 July 2019, jobactive providers will have a discretionary obligation to consider referring eligible job seekers to one of the CTA Providers in their Employment Region. Job seekers will have a choice of CTA Provider in their Employment Region. jobactive providers will be required to apply the Employment Fund principles when referring a person to CTA. These principles include that such purchases provide the job seeker with the skills and experience that correspond with their difficulties in finding and keeping a job in the relevant labour market. As per current arrangements, where a job seeker is not satisfied with the service they have received from their jobactive provider, they may decide to transfer to a new provider if their current provider and their proposed provider both agree to the transfer.

Reference: RFT Section 2.2.1—Key Features of CTA

2.8 What is the procedure if a job seeker is already on an activity listed on their Job Plan and they request to be Referred to CTA?

jobactive Providers will need to negotiate activities and updates to the Job Plan with each job seeker. Where deemed appropriate, a jobactive provider can remove an activity from a Job Plan and replace it with CTA. Or, a job seeker can complete an activity they are already participating in and then be referred to CTA. The rolling start model enables a person to commence in, and participate in CTA at any stage of their servicing once eligible.

Reference: RFT Section 2.4.1.1—Referral Process from jobactive

2.9 Does the department have data on the number of expected CTA Referrals?

The department will not guarantee a minimum or expected number of CTA Referrals. Details on the eligible caseload in each Employment Region are in the RFT.

Reference: RFT 3.1—Panel Composition, Appendix D—Maps and Job Seeker Data and Draft Deed Clause 3.2(a)

2.10 Are suspended job seekers included in the total number of eligible job seekers (indicative data as at 31 August 2018)?

Yes.

The total number of eligible job seekers identified in the RFT are indicative only, and include those job seekers suspended as at 31 August 2018.

Reference: Appendix D – Maps and Job seeker data

2.11 What is the uptake of CTA in the trial regions?

As at 25 November 2018, there were approximately 10,954 job seekers in the department's IT System eligible to participate in the CTA Trial across the five trial regions, excluding suspended job seekers. Of that number only 5,406 have not commenced in an activity (that is in CTA or in any other activity). Since 2 July 2018, there have been 560 Referrals and 471 Commencements in the trial regions.

Respondents should note that:

- Due to the manual referral process of the CTA Trial, all referrals and commencements may not have been captured in the department's IT System.
- The extent to which the figures for the CTA Trial can be extrapolated nationally may be limited, given the program design for the national rollout, including lowering the age of eligibility to 45 years.
- CTA will be funded through the Employment Fund. Jobactive providers have discretion in how they use the Employment Fund to fund activities for job seekers.

2.12 Will the department be releasing publications or promotional material on CTA to encourage Referrals?

As with all complementary employment services programs, the department will ensure jobactive providers are aware of the program and the benefits of Referrals for their job seekers. CTA Providers are also required, under the Deed, to promote their services to both jobactive providers and job seekers in their region.

Reference: Draft Deed Clause 32.2

2.13 Is there a requirement on the period of time a job seeker must be registered with a jobactive provider before becoming eligible to participate in CTA?

No.

There is no minimum period that a job seeker needs to be registered with a jobactive provider before they are eligible for CTA.

Reference: RFT Section 2.4—Participant Eligibility and Characteristics

2.14 Can a job seeker not in receipt of an income support payment be referred to CTA?

Yes.

Job seekers registering for jobactive services either directly or through Department of Human Services or Centrelink, as a Volunteer (Stream A) can be referred to CTA. jobactive providers can access the Employment Fund to refer Volunteer job seekers to CTA.

Reference: RFT Section 2.2.1—Key Features of CTA

2.15 Would the job seekers period of service be paused once the job seeker commences the CTA program?

No.

Participation in CTA will not impact a job seekers Period of Service. As such, jobactive providers must continue to service the job seeker during participation in CTA.

3. Delivery of CTA

3.1 What qualifications, qualities or experience are required of the CTA Coordinator?

The person engaged by the CTA Provider in the role of CTA Coordinator will be a person who holds an endorsed qualification in professional career development, or who is a member of a Career Industry Council of Australia (CICA) Member Association.

References: RFT Section 2.3.2.2 – General Delivery Requirements

Guide to the Career Industry Council of Australia (CICA)

Endorsed qualifications in professional career development are governed by CICA. CICA has endorsed a number of programs at various institutions that meet the Professional Standards for Australian Career Practitioners. For more information visit [their website](https://cica.org.au/) (https://cica.org.au/).

As a guide, the following list provides current examples of qualifications that meet the Professional Standards for Australian Career Practitioners:

- Postgraduate Certificate in Education
- Master of Education
- Graduate Certificate of Career Development
- Postgraduate Certificate in Educational Studies (Career Development)
- Graduate Diploma in Career Education and Development
- Certificate IV in Career Development
- Specialist Diploma in Career Counselling.

CICA is comprised of ten (10) member associations, these are listed below.

National Associations:

- Australian Centre for Career Education (ACCE)/(CEAV)
- Australian Institute of Sport: Athlete Wellbeing and Engagement (AIS)
- Career Development Association of Australia Inc. (CDAA)
- National Association of Graduate Career Advisory Services (Aus) Inc. (NAGCAS)
- Rehabilitation Counselling Association of Australasia Inc. (RCAA)

State and Territory Associations:

- Career Advisers Association of New South Wales and Australian Capital Territory (CAA) Inc. (CAANSW/ACT)
- Career Education Association of Western Australia Inc. (CEAWA)
- Career Educators Association of Northern Territory Inc. (CEANT)
- Queensland Association of Student Advisors Inc (QASA)
- Queensland Guidance and Counselling Association Inc. (QGCA)

3.2 Can the department clarify the meaning of facilitator?

A facilitator is a person who delivers CTA Course components to a Participant.

Reference: RFT Section 2.2.1 – Key Features of CTA

3.3 Will CTA Providers be required to use the department’s IT Systems?

Yes.

CTA Providers will be required to use the department’s IT Systems to establish and manage CTA Activities.

Reference: RFT Section 2.4.1 – Use of the Department’s IT Systems

3.4 Can a jobseeker who is participating in an activity listed in their job plan also be referred to CTA?

Yes. jobactive providers will need to negotiate activities and updates to the Job Plan with each job seeker. Where deemed appropriate, a jobactive provider can remove an activity from a Job Plan and replace it with CTA. Or, a job seeker can complete an activity they are already participating in and then be referred to CTA. The ‘rolling start’ model enables a person to commence in, and participate in CTA at any stage of their jobactive service period.

3.5 Will the department’s IT Systems be used to manage Referrals to CTA?

Yes.

CTA Providers will receive Referrals from jobactive providers via the department’s IT Systems (ESS web).

References: RFT Section 2.4.1 – Use of the Department’s IT Systems

3.6 Is the ongoing support (within three months following the end of CTA) included in the 75 hours, or in addition to?

The ongoing support is in addition to the minimum service requirement of 75 hours face-to-face over eight weeks.

References: RFT Sections 2.3.2.3—Minimum Hour Requirements and 2.3.3 (k) —Access Ongoing Support

3.7 Will any alternative delivery models be considered by the department?

No, alternative models will not be considered.

CTA comprises course content that must be delivered to each Participant. The minimum course content required for CTA is specified in the Draft Deed, and in Section 2.3.3—Specific Requirements of the RFT. Organisations delivering CTA will have scope to re-name course components, however it must be evident that the specific CTA course content as outlined is covered.

Reference: RFT Section 2.3.2.1—Program Content

3.8 Can the department provide guidance on the meaning of a ‘small group setting’?

A group must consist of more than one Participant. There is no maximum number of Participants, however the Participant to Facilitator ratio cannot exceed 15:1. Feedback from the CTA Trial shows that groups of around 10 participants work well.

Reference: RFT Section 2.3.2.2—General Delivery Requirements

3.9 Can the department clarify the definition of Face to Face, and in instances of small referral numbers across a broad regional Employment Region would there be flexibility in delivery methods (i.e. Digital)?

For the purpose of delivering CTA course content, the department defines face to face as, a facilitator presenting to Participants in person in the same room.

In the scenario described above, the same facilitator would be able to deliver the services to small groups separately across an Employment Region, moving from location to location to do this.

The department will only accept a digital delivery approach where the CTA Provider engages an employer via video conference for the purpose of an Inbound Employer Visit.

Reference: RFT Section 2.3.2.2 – General Delivery Requirements

3.10 Can CTA be delivered from an Employment Region other than the Employment Region the CTA Provider is contracted to deliver services from, if that is more convenient for the jobseeker to access?

A CTA Provider can only deliver services to Participants from sites located in the Employment Region/s in which the provider is contracted to deliver CTA.

Reference: RFT Sections 2.5 Coverage and 3.1.1 Employment Region Coverage

3.11 Can CTA be delivered from a site co-located with an employment services provider?

Yes.

Current employment services providers (such as jobactive) and their related entities are eligible to respond to the Request for Tender. If services are to be co-located, there must be clear and separate signage.

CTA Providers will have to demonstrate in their response to Selection Criteria 3.1 how they intend to service the entire region. CTA Providers will use appropriate, professional facilities and equipment to deliver CTA, including with appropriate signage and access for a person with disability or reduced mobility.

Reference: RFT Sections 2.5 Coverage and 3.1.1 Employment Region Coverage

3.12 Can the department clarify when a police check required to be undertaken for Participants?

A police check is required for Participants attending Outbound Employer Visits only. CTA Providers are expected to work with jobactive providers to confirm whether a Participant has already undertaken a police check, should an Outbound Employer Visit be planned.

Reference: RFT Section 2.3.3 – Specific Requirements

3.13 Will the 8 week CTA activity meet the approved activity requirements and appear in the department's IT Systems?

Yes.

CTA will continue to be an approved Activity for the purpose of meeting a job seeker's Annual Activity Requirement (AAR). The department is still confirming how this will be reflected in the IT system, however a job seeker will be deemed to fully meet their AAR for the duration of their participation in CTA.

Reference: RFT Section 2.4.1 – Use of the Department's IT Systems and Draft Deed Clause 49.1 Definitions – Career Transition Assistance or CTA

3.14 Can the department clarify the definition of a rolling, flexible model?

CTA is specifically designed as a flexible 'rolling' model. A 'block' style arrangement is unsuitable for this program as referrals are to be accepted on a continuous basis.

CTA requires an Initial Meeting to take place within five (5) Business Days of the referral however, following this, the CTA Provider is able to deliver CTA Course Content flexibly over an eight (8) week period, as long as the minimum total hours (75) are delivered, with a minimum of 50 hours of this in a group setting. CTA Providers are encouraged to develop strong relationships with the jobactive providers in their Employment Region to facilitate appropriate and timely referrals into the program.

Reference: RFT Section 2.3.2.2 – General Delivery Requirements and Draft Deed Clause 49.1 Definitions – Initial Meeting

4. CTA fees

4.1 How will CTA Providers be paid?

Payments for CTA will be made by the jobactive provider who referred the Participant, using the Employment Fund. Payments for CTA will be automated on commencement of a Participant into CTA, using the department's IT Systems. Commencement occurs upon confirmation, in the department's IT Systems, that the Initial Meeting has been completed, including the completion of the Career Pathway Assessment.

Reference: RFT Section 2.6—Payments to CTA Providers

4.2 Will additional funding be available through the Employment Fund for CTA?

No.

Reference: RFT Section 2.6—Payments to CTA Providers

4.3 Will referrals made to CTA need to be made using the Employment Fund?

Yes. Referrals will be made by jobactive providers and paid for using the Employment Fund only.

Reference: RFT Section 2.6—Payments to CTA Providers

5. Eligibility to apply

5.1 Who is eligible to submit a response to deliver CTA?

To be eligible to apply to be appointed as a CTA Provider, Respondents must have a current and valid Australian Business Number (ABN). Where a response is being submitted by a Group Respondent, each member of the Group Respondent must have a current and valid ABN.

All Respondents that currently deliver any Australian Government or state, territory or local government funded employment services or business advisory or facilitation services must outline how any real or perceived Conflict of Interest issues will be addressed. Conflicts of Interest must be declared using the *Conflict of Interest Form* available from 360Pro.

State, territory and local government entities may respond to the RFT provided all the requirements to submit a response and enter into a Deed with the department are met. Foreign companies can only apply if they are registered under part 5B.2 of the *Corporations Act 2001* (Cth).

Any size organisation can apply to deliver this program, providing they meet the eligibility requirements outlined in the RFT.

Reference: RFT Chapter 4—Eligibility to Apply and RFT Section 6.3.4 – Conflict of Interest

5.2 Can jobactive providers apply to deliver CTA services?

Yes, jobactive providers are eligible to apply to deliver CTA services.

Reference: RFT Chapter 4—Eligibility to Apply

6. Quality and performance

6.1 How will the performance of CTA Providers be assessed?

CTA quality and performance management arrangements are in place which set out the expectations, roles and accountabilities of each party, including key performance indicators (KPIs) and mandatory service requirements. These will be set out in the Deed and in program Guidelines.

The performance of individual CTA Providers will be regularly assessed by the department and may be used to determine sanctions, including termination of the Deed if required. Respondents should refer to the Draft Deed for further information.

Reference: RFT Section 2.7.1—Quality and Performance and RFT Section 2.7.2—Key Performance Indicators (KPIs)

7. General questions

7.1 I am a current employment services provider and plan to respond to the RFT, can I still talk to my Account Manager?

Yes, however during business-as-usual interactions, the department will not discuss the RFT or answer any questions about the RFT. All questions about the RFT must be directed to the [Employment Services Purchasing Hotline](mailto:espurchasing@jobs.gov.au) (espurchasing@jobs.gov.au).

During the RFT process, the department will continue to interact with relevant stakeholders as a part of its ongoing business (on a business-as-usual basis), including continuing any regular discussions with a range of interest groups and industry representative bodies.

All contact from interested parties regarding the RFT will be fully documented.

Reference: RFT Appendix A—Communication Protocol

8. Responding

8.1 Are there different character limits per Selection Criterion and what does this include?

Yes.

Each Selection Criterion has a specific character limit. This includes punctuation, spaces and formatting (including carriage returns).

The character limit per Selection Criterion is as follows:

- Selection Criterion 1 has a character Limit of 10,000 characters.
- Selection Criterion 2 has a character limit of 15,000 characters.
- Selection Criterion 3 has a character limit of 20,000 characters.

Reference: RFT Section 3.2— Responding to Selection Criteria

8.2 Where can I find the RFT documentation?

Organisations wishing to respond to the RFT must register with [360Pro](http://www.tinyurl.com/360Pro-employment) (www.tinyurl.com/360Pro-employment) to access all RFT documentation. Registration is free of charge.

The RFT will also be advertised on [AusTender](http://www.tenders.gov.au) (www.tenders.gov.au).

References: RFT Section 1.2—Scope and RFT Section 7.2—360Pro

8.3 How do I know my response has been submitted successfully?

When responses have been successfully submitted, an official receipt is automatically emailed to the registered 360Pro user. Respondents should save and print this receipt as proof of lodgement. Failure to receive a receipt means lodgement of the response has not been completed correctly.

Respondents should contact the [Employment Services Purchasing Hotline](mailto:espurchasing@jobs.gov.au) (espurchasing@jobs.gov.au) as a matter of priority if they do not receive an official receipt and believe they have successfully submitted their response.

Reference: RFT Section 7.2.1—Proof of Lodgement of Response

8.4 Can I change my response once it has been submitted?

Yes.

Prior to the closing date and time, Respondents can re-open their submitted response to make changes. Note that after re-opening a response, Respondents **must** re-submit the amended response if they wish it to be assessed.

Only responses with a status of 'submitted' in 360Pro after the closing date and time will be considered by the department.

Respondents can withdraw from the process by re-opening their response and not resubmitting it.

Reference: RFT Section 7.2.2—Changing or Withdrawing Responses

8.5 If my organisation is part of a Group response, can we also submit a stand-alone response for the same Employment Region?

No.

A Respondent must not compete against itself by submitting multiple or alternative responses for the same Employment Region.

This requirement does not apply to Subcontractors. A Subcontractor may be nominated as part of a response by one or more Respondents for the same Employment Region. A nominated Subcontractor may also respond in its own right for that Employment Region.

Reference: RFT Section 4.8—Competing Entities

8.6 Some organisations hire Coordinators/Facilitators using a Tax File Number (TFN) rather than an Australian Business Number (ABN). In what circumstances should organisations submit subcontractor information and forms when applying to deliver CTA?

Respondents are required, under *Section 4.4—Subcontracting Arrangements* of the RFT, to indicate if they intend to subcontract any or all of the CTA Services. Respondents that propose to subcontract any or all of the CTA Services must complete and lodge the *Subcontractors Form* detailing the proposed subcontracting arrangements.

It is a Respondent's responsibility to identify the legal nature of the arrangement between the Respondent and its proposed Coordinator(s)/Facilitator(s). If a Respondent proposes to subcontract CTA Services to another legal entity (which includes a natural person), then details of that arrangement must be included in the *Subcontractors Form*. Respondents should seek their own independent legal advice if required, to identify the legal nature of the proposed arrangement.

Reference: RFT Section 4.4—Subcontracting Arrangements

8.7 If specific names and subcontracting arrangements are unknown, e.g. if a Respondent will need to undergo a process to identify and engage subcontractors, can the subcontractor information be provided to the department after the RFT closing date and time?

No, unless a Respondent seeks a written agreement from the department before doing so.

As per *Section 4.4—Subcontracting Arrangements* of the RFT, Respondents must indicate in their response if they intend to subcontract all or part of the delivery of CTA, and must complete and submit the *Subcontractors* and *Subcontractor Credentials Information Forms*. If the names of proposed, identified

subcontractors are not included, this may be taken into account in evaluation of the response. If a Respondent has not named any subcontractors and wishes to add names of subcontractors after submission of its response, it must seek the written agreement of the department before doing so. A failure to submit *Subcontractors* and *Subcontractor Credentials Information Forms* or to seek prior written approval from the department to a change to subcontractors may result in the department deciding, in its absolute discretion, to exclude the response from further evaluation.

Clause 31 - Subcontracting of the CTA Draft Deed provides, among other things that a CTA Provider must not enter into a subcontract without the department's prior written approval.

References: RFT Section 4.4—Subcontracting Arrangements, and Draft Deed Clause 30

8.8 When will successful CTA Providers be notified?

It is anticipated that notification to Respondents and announcement of outcomes will be made in late March to early April 2019.

Reference: RFT Indicative Timeline (page ii)