

Guideline:

# Delivering the Career Transition Assistance Trial

## Overview of CTA

Career Transition Assistance (CTA) is a program for mature age job seekers, aged 50 years and over, which will provide practical assistance to increase employability and competitiveness in the local job market. CTA comprises two elements: the Tailored Career Assistance Element and the Functional Digital Literacy Element. Job seekers may be referred to one, or both, Elements of the program.

Prior to a national rollout, CTA will be trialled in the following five CTA Trial Regions:

- Ballarat, Victoria
- Somerset, Queensland
- Central West, New South Wales
- Adelaide South, South Australia, and
- Perth North, Western Australia.

Job seekers who are registered with a jobactive Provider in one of the CTA Trial Regions are eligible to be referred to CTA by their jobactive Provider. CTA Providers are expected to collaborate with jobactive Providers to ensure that the Participant achieves the maximum benefit possible.

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Related documents and references

[Privacy Guideline](#)

[Insurance Reader's Guide](#)

[Records Management Instructions](#)

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## 1. Career Transition Assistance Trial

CTA was first announced in the Australian Government's Mature Age Employment package in the 2017-18 Federal Budget, along with:

- the expansion and enhancement of the National Work Experience Programme, and
- the establishment of a series of Pathway to Work Pilots.

The CTA Trial is a program for mature age job seekers, aged 50 years and over, which will provide practical assistance to increase employability and competitiveness in the local labour market.

In the 2018-19 Federal Budget, the Australian Government announced bringing forward the national rollout, along with expanding the eligibility of the program to people 45 years of age and above, to July 2019. This will ensure CTA is available sooner to more Australians.

CTA comprises two elements, the:

- Tailored Career Assistance Element – to increase participants' motivation and resilience, identify transferrable skills and knowledge of the local labour market and the skills required to enter it, and
- Functional Digital Literacy Element – to build participants' confidence in using every-day common digital equipment to support job application processes, and technology in the workplace.

Participants may undertake either or both CTA Elements.

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## 2. Eligibility

All job seekers aged 50 years and over who are registered with a jobactive Provider in one of the five CTA Trial Regions are eligible to participate in CTA. Those not currently registered with a jobactive Provider can approach a jobactive Provider to discuss registering as a volunteer, in order to be eligible for a referral to CTA.

(Deed reference: BACKGROUND B.)

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## 3. CTA Agreement between a jobactive Provider and a CTA Provider

A CTA Agreement must be completed, signed and dated by a CTA Provider and a jobactive Provider prior to commencing Referrals of job seekers to one or both CTA Elements. A [template agreement](#) is available on the Provider Portal for providers to use, however; CTA Providers may use their own agreement.

Where CTA Providers use their own agreement, they must ensure that all sections, and relevant points in the Department's template agreement are covered in their agreement and must include, word for word any specified clauses in the Department's template agreement. Each CTA Provider must retain written evidence

of the agreement and any agreed changes. In most cases, the CTA Provider will initiate the completion of the CTA Agreement with the relevant jobactive Provider.

Where a participant has been referred to CTA by the CTA Provider's own legal entity, a CTA Agreement is not required, except for the provision of Attachment A – [CTA Participant Referral](#) of the CTA Agreement, which must be completed by the Employment Provider as part of the Referral process.



**Documentary evidence:** The CTA Provider must retain a copy of the executed CTA Agreement and provide a copy to the Department on request.

(Deed reference: Clause 3.2(d))

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## 4. Referral

### Receiving Referrals

Referrals to CTA will be made by jobactive Providers and a Referral to CTA can be made at any time. Due to the trial nature of CTA, and to encourage direct relationships between CTA and jobactive providers, Referrals will be made manually, via a method agreed between the jobactive and CTA Provider.

Depending on the individual needs of the Participant, the CTA Provider will receive a written Referral from the jobactive Provider for a Participant to complete:

- the Tailored Career Assistance Element (six weeks)
- the Functional Digital Literacy Element (two weeks), or
- both elements, which can be undertaken either concurrently or consecutively.

On receiving a Referral, on the same or the next Business Day, the CTA Provider must arrange an Initial Meeting between the Participant and the relevant Facilitator which must occur within five Business Days. The CTA Provider must confirm the date, time and location of the Initial Meeting with the Participant's jobactive Provider.

The minimum delivery requirement for each of the two CTA Elements is outlined under [Program Delivery](#), however CTA Providers must not require any Participant to participate in CTA for more than 25 hours in a week, including if the Participant is undertaking each of the two CTA Elements concurrently. This reflects the maximum participation requirement for Participants able to participate full-time. If a Participant has a reduced capacity to participate, the Participant's jobactive Provider will notify the CTA Provider of this when making the Referral. CTA Providers must not require a Participant with a reduced capacity to undertake CTA for more than the maximum number of hours per week notified by the Participant's jobactive Provider.

At the point of Referral, the Participant will choose their CTA Provider from those delivering services in the relevant CTA Trial Region. jobactive Providers will be required to refer Participants to the CTA Provider chosen by the Participant.

(Deed reference: Section 1, item 2 of Schedule 2)

## Rejecting a Referral

CTA Providers should note that jobactive Providers will be required to confirm a Participant's suitability for CTA prior to Referring the Participant to a CTA Provider. CTA Providers should be aware that jobactive Providers are not able to Refer a job seeker to a CTA Provider if they have identified that a significant non-vocational issue exists which must be addressed as a priority before the job seeker can benefit from CTA.

If, during the Initial Meeting with the Participant, the CTA Provider believes the Participant will not benefit from participating in CTA, or is likely to cause significant disruption in a CTA Element, the CTA Provider must not progress the Participant any further. On the same Business Day, the CTA Provider must advise the Participant's jobactive Provider that they have not accepted the Participant into CTA and the reasons for this.

In this circumstance the CTA Provider should not complete a Career Pathway Assessment for the Participant. The CTA Provider will not be paid the applicable flat fee(s) for that Participant.

(Deed reference: Clause 11.4)

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## 5. Initial Meeting

A Participant must not be commenced into a CTA Element until the Initial Meeting has occurred. Regardless of the CTA Element the job seeker has been Referred to, the CTA Provider must ensure that the Facilitator completes an assessment at the Initial Meeting, as detailed below in the Career Pathway Assessment and Functional Digital Literacy Assessment sections.

The CTA Provider must confirm, on the same Business Day that the Initial Meeting is scheduled to occur, the Participant's attendance or non-attendance with the Participant's jobactive Provider. If the Participant is unable to attend the Initial Meeting, the Participant will be required to notify their jobactive Provider prior to the meeting, and the jobactive Provider will work with the CTA Provider to reschedule the Initial Meeting. The CTA Provider will not be eligible for the applicable flat fee(s) for that Participant until the Initial Meeting has been completed in accordance with the requirements in the Deed and this Guideline.

(Deed reference: Clause 3.2(d)(iii)(B), Section1, item 3 of Schedule 2)

## Career Pathway Assessment

If a Participant has been Referred to the Tailored Career Assistance Element, the CTA Provider must ensure that the Facilitator completes a Career Pathway Assessment at the Initial Meeting. The Career Pathway Assessment will help inform the development of the Participant's Career Pathway Plan, and must:

- document the Participant's life stage, employment and other goals
- identify the Participant's training needs, recent experience and expectations

- identify the Participant's main barriers to securing employment, and
- outline how the Tailored Career Assistance Element will be delivered in a way that addresses the Participant's individual needs.



**Documentary evidence:** The CTA Provider must retain a copy of the completed Career Pathway Assessment for each Participant of the Tailored Career Assistance Element, and provide a copy to the Department on request.

(Deed reference: Clause 20.2(c), Section 1, item 3.2(a) of Schedule 2, Section 2, item 8.4(a) of Schedule 2)

## Functional Digital Literacy Assessment

Where a Participant has been Referred to the Functional Digital Literacy Element, the CTA Provider must complete an assessment during the Initial Meeting that outlines:

- the Participant's confidence and capability in using digital technology, and
- key areas in which the Participant requires assistance.

Where a Participant is undertaking both the Tailored Career Assistance Element and the Functional Digital Literacy Element, the Functional Digital Literacy Assessment can be completed as part of the Career Pathway Assessment.

For Participants completing each of the two CTA Elements, the CTA Provider must include details of the Functional Digital Literacy Assessment as part of the progress report provided to the Participant's jobactive Provider.



**Documentary evidence:** The CTA Provider must retain a copy of the completed Functional Digital Literacy Assessment for each Participant of the Functional Digital Literacy Element, and provide a copy to the Department on request.

(Deed reference: Clause 20.2(e), Section 1, item 3.2(b) of Schedule 2)

## Privacy and Consent

During the Initial Meeting, the CTA Provider must ensure that the Facilitator seeks the Participant's consent to collect and use their personal information (including any sensitive information) by asking the Participant to read and sign the relevant Privacy Notification and Consent Form. This will allow the CTA Provider to share relevant information about the Participant with their jobactive Provider and potential Employers.



**Documentary evidence:** CTA Providers must retain evidence of the Participant's agreement to any Privacy Notification and Consent form.

If the Participant refuses to sign the Privacy Notification and Consent Form, this may limit the number of options and types of services the CTA Provider can offer, for example, referrals to employers. The Facilitator should make the Participant aware of this during the Initial Meeting.

A copy of the Privacy Notification and Consent Form for CTA can be found in the Privacy Guideline.

(Deed reference: Clause 20.2(g))

## Departmental Survey

For the purposes of the evaluation of the CTA Trial, CTA Providers must ensure that during each Initial Meeting and each Warm Handover Meeting, the relevant Facilitator asks the Participant to complete a Participant survey provided by the Department.



**Documentary evidence:** The CTA Provider must retain a copy of the completed survey for each Participant, and provide a copy of the results to the Department on request.

(Deed reference: Clause 20.2(f))

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## 6. Program Delivery

### Tailored Career Assistance Element

The Tailored Career Assistance Element includes a number of core components designed to increase Participants' motivation and resilience; increase awareness of their local labour market and the skills required to enter it; support the identification of transferrable skills; and help Participants set clear goals and form a pathway to achieve these goals. It must be delivered in an interactive and collaborative manner, and be reflective of an adult-learning environment.

The Tailored Career Assistance Element must be delivered to each Participant for at least 50 hours over a six-week period, with a minimum of 30 of those hours in a small group setting. The CTA Provider must not exceed a ratio of more than 15 Participants to one Facilitator for the delivery of any component of the Tailored Career Assistance Element. Maintaining this ratio will ensure each Participant receives focused support from the Facilitator, and will allow for optimal engagement between the group.

While CTA Providers must deliver all core components of the Tailored Career Assistance Element to each Participant as outlined in the Deed, these may be delivered flexibly. CTA Providers may re-name or combine core components, but must be able to demonstrate that each core component is delivered.

CTA Providers should be innovative in their approach to developing content that will suit the characteristics of the local labour market. CTA Providers should also offer additional support or components that may be required to meet the needs of individual Participants.

(Deed reference: Section 2, item 8 of Schedule 2, Section 2, item 9 of Schedule 2)

### *Experience Different Industries*

Experience Different Industries is one of the core components of the Tailored Career Assistance Element and aims to give Participants the opportunity to get a 'feel' for a particular industry. The specific requirements for this component are outlined in the Deed.

When arranging Employers for Inbound Employer Visits and Outbound Employer Visits, CTA Providers should take into account the needs of the local labour market. Preference should be given to Employers who are willing to take on mature age people and who have, or are likely to have, available opportunities for mature age people in the near future.

For the purposes of arranging an Outbound Employer Visit, the CTA Provider must take a number of actions prior to a Participant going on the visit. These actions are outlined in the Deed and in the Managing Outbound Employer Visits section of this Guideline.

(Deed reference: Section 2, item 8.4(h) of Schedule 2)

### *Career Pathway Plan*

The CTA Provider must develop a Career Pathway Plan for each Participant who undertakes the Tailored Career Assistance Element. The minimum requirements of the Career Pathway Plan are outlined in the Deed. The Career Pathway Plan must be a clear plan of action outlining the steps that the Participant will need to take to pursue employment and/or training opportunities based on the Participant's goals, transferable skills, and the local labour market. The Participant must be involved in the development of the Career Pathway Plan and the CTA Provider must seek confirmation from the Participant, via signature, that the Career Pathway Plan has been developed specifically for them.

If the CTA Provider recommends training or Recognition of Prior Learning for a Participant, they may include this in the Career Pathway Plan. However, the CTA Provider can only make recommendations and must not seek to provide a guarantee to the Participant that the Participant's jobactive Provider will fund such activities. Decisions around funding for interventions post the conclusion of CTA is a decision for the Participant's jobactive Provider.

Given this is a trial, it is up to each CTA Provider to develop a template for a Career Pathway Plan. It is recommended that the template for the Career Pathway Plan is created in a way that is easy to tailor and change based on each Participant's requirements.



**Documentary evidence:** The final version of the tailored Career Pathway Plan prepared for a Participant must be provided to the Participant and the Participant's jobactive Provider at or before the Warm Handover Meeting.

(Deed reference: Section 2, item 8.4(i) of Schedule 2)

## Functional Digital Literacy Element

The Functional Digital Literacy Element will help Participants build their confidence in the every-day use of common digital equipment to support job application processes and technology in the workplace. A number of components must be delivered to each Participant commenced in the Functional Digital Literacy Element, as outlined in the Deed.

The Functional Digital Literacy Element must be delivered to each Participant for at least 25 hours over a period of no less than two weeks and primarily in a group based setting.

In delivering the Functional Digital Literacy Element, CTA Providers must provide each Participant with access to current information technology and media devices and equipment. This may include desktop computers and wireless, portable computer devices such as smartphones and tablets.

(Deed reference: Section 3, item 10 of Schedule 2)

## Ongoing Support

To support Participants in working towards and achieving the goals identified during the relevant assessment at the Initial Meeting, CTA Providers must provide ongoing support to each Participant for up to three months following the completion of the Tailored Career Assistance Element, or if the Participant is undertaking each of the two CTA Elements, following the completion of whichever CTA Element finishes later.

At a minimum, CTA Providers must offer each Participant two future Contacts to occur within four and twelve weeks of the completion of CTA. The specific dates for these future Contacts must be discussed and agreed on with the Participant. A written record stating the details for the future Contacts must be provided to the Participant and their jobactive Provider at the Warm Handover Meeting.

The two future Contacts may be held one-on-one between the Participant and the Facilitator or in a group setting, and should be tailored to the ongoing needs of the Participant. An example of this may be assisting a Participant to tailor a job application for a specific job they are applying for.

(Deed reference: Section 1, item 7 of Schedule 2)

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## 7. Insurance

The Department purchases Personal Accident Insurance and combined Public and Product Liability insurance to cover Participants undertaking CTA. This insurance covers participation in Outbound Employer Visits to Employers and industry groups as part of the CTA program and which are hosted on a third party's premises (i.e. the Employer's premises).

However, these policies have exclusions. See the [Insurance Reader's Guide](#) and insurance policies on the Provider Portal.

In accordance with the requirements in the Deed and this Guideline, the CTA Provider must effect and maintain a number of insurance policies. The CTA Provider must at the Department's request, provide an Insurance Requirements Declaration Form, in the form required by the Department.



**Documentary evidence:** The CTA Provider must retain a copy of the Insurance Requirements Declaration Form, and provide a copy to the Department on request.

(Deed reference: Clause 10, Clause 27)

### Sourcing Additional Insurance Coverage

If the specific tasks or activities involved in an Outbound Employer Visit are excluded under the Department's policies, the CTA Provider may only conduct the Outbound Employer Visit if the CTA Provider obtains, or otherwise ensures, that appropriate insurance coverage is in place for those tasks or activities.

CTA Providers can confirm with the Employer whether they have appropriate insurance coverage. If the Employer's coverage is insufficient, the CTA Provider can decide to purchase additional insurance at its own cost.

(Deed reference: Clause 27)

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## 8. Managing Participation

### Recording Attendance



**Documentary evidence:** CTA Providers must maintain a Record of attendance for each Participant and provide a copy of this to the Department on request.

Attendance Records must be signed and dated by the Participant and include the day/s and times that the Participant attended and the component/s of the Tailored Career Assistance Element or Functional Digital Literacy Element they participated in. Any breaks such as lunch breaks and morning tea breaks will not be counted towards the total hours completed by the Participant.

(Deed reference: Clause 20.2(a))

### Managing Non-attendance

Participation in CTA is voluntary for all Participants, however; some Participants will use CTA to meet their requirements under jobactive. If any Participant fails to attend a CTA Element on a day that the Participant was scheduled to attend and does not make contact with the CTA Provider, the CTA Provider must attempt to contact the Participant to re-engage them in the program. If, by the end of the fifth Business Day after the Participant has failed to attend and the CTA Provider has not been able to make contact with the Participant, the CTA Provider must notify the Participant's jobactive Provider of this on the same day.

If a Participant informs the CTA Provider that they cannot or no longer wish to participate in an Element of CTA, the CTA Provider must, on the same Business Day it is informed, notify the Participant's jobactive Provider of this, including any

reasons provided by the Participant. This notification must be in writing – for example via email.

(Deed reference: Section 1, item 4 of Schedule 2)

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## 9. Working with jobactive Providers

### Facilitating Referrals

CTA Providers will need to work with jobactive Providers in their CTA Trial Region to facilitate Referrals to CTA, and improve Participants' chances of moving into employment during, or following, their participation in CTA. CTA Providers are encouraged to market their services to each jobactive Provider in their CTA Trial Region(s), noting Participants have the choice of which CTA Provider they will be referred to.

(Deed reference: Clause 32)

### Providing a Progress Report

For each Participant that undertakes the Tailored Career Assistance Element, the CTA Provider must provide a progress report to the Participant's jobactive Provider no later than three weeks after the Participant's commencement in that CTA Element.

The progress report must include:

- attendance and engagement information
- progress against CTA Elements the Participant is undertaking
- a copy of the Participant's Career Pathway Assessment (if the Participant is undertaking this Element)
- a copy of the Functional Digital Literacy Assessment (if the Participant is undertaking this Element), and
- any other information relevant to the jobactive Provider's ongoing servicing of the Participant.

The progress report should be provided via a method agreed between the CTA Provider and the jobactive Provider.

The purpose of providing a progress report is to enable the jobactive Provider to support the Participant in completing CTA. CTA Providers must include a copy of the Participant's Career Pathway Assessment as part of the progress report.



**Documentary evidence:** The CTA Provider must retain a copy of the progress report for each Participant of the Tailored Career Assistance Element, and provide a copy to the Department on request.

(Deed reference: Section 1, item 5 of Schedule 2)

## Warm Handover Meeting

The CTA Provider must arrange a Warm Handover Meeting between the Facilitator, the Participant and the Participant's jobactive Provider to occur within five Business Days of the Participant's completion of a CTA Element, or if the Participant is undertaking each of the two CTA Elements concurrently, within five Business Days of the Participant's completion of whichever CTA Element finishes later. If possible, the Warm Handover Meeting should be conducted face-to-face.

During the Warm Handover Meeting, the Facilitator must:

- discuss the Participant's next steps for pursuing employment opportunities or work experience opportunities
- offer the Participant two future support Contacts and provide a written record to the Participant of the agreed dates for these future Contacts
- ask the Participant to complete a survey provided by the Department, for the purpose of the evaluation of the CTA Trial
- if the Participant has undertaken the Tailored Career Assistance Element, provide an electronic copy of the Participant's Career Pathway Plan and updated résumé to both the Participant and their jobactive Provider, and
- if the Participant has undertaken the Functional Digital Literacy Element, provide to the Participant and to their jobactive Provider a list of the Functional Digital Literacy components completed by the Participant.



**Documentary evidence:** As part of each Warm Handover Meeting, the CTA Provider must provide the Participant and the Participant's jobactive Provider with a copy of:

- the Career Pathway Plan
- an updated Résumé, and
- agreed dates for the two future Contacts

for each Participant that completes the Tailored Career Assistance Element.

(Deed reference: Section 1, item 6 of Schedule 2)

## Invoicing and Payments

Fees for a Participant's participation in a CTA Element will be payable by the Participant's jobactive Provider in accordance with the CTA Agreement in place between the CTA Provider and the jobactive Provider. A fee will be paid once per CTA Participant per CTA Element.

The following flat fees are payable by the jobactive Provider to the CTA Provider in respect of each eligible job seeker who undertakes a CTA Element:

CTA Element	Non-regional CTA Trial Region (GST Inclusive)	Regional CTA Trial Region (GST Inclusive)
Tailored Career Assistance Element	\$1,200.00	\$1,500.00

CTA Element	Non-regional CTA Trial Region (GST Inclusive)	Regional CTA Trial Region (GST Inclusive)
Functional Digital Literacy Element	\$ 600.00	\$ 750.00

CTA Providers and jobactive Providers are required to include certain terms in their CTA Agreements, including with respect to the payment of fees. This includes a term to the effect that, to be paid the applicable flat fee(s) for a Participant, the CTA Provider must have completed the Initial Meeting and submitted a correctly rendered invoice to the relevant jobactive Provider.

A Participant is only deemed to have commenced CTA following the completion of the Initial Meeting and the relevant Assessment.

(Deed reference: Clause 3.2 (d) (iii))

## 10. Reporting and Managing Incidents



**Work Health & Safety content:** If a Participant or member of the public is injured during their participation in CTA, including during an Outbound Employer Visit, the CTA Provider should, first and foremost, encourage the injured person to seek appropriate medical attention or call emergency services depending on the nature of the incident. The Facilitator or Supervisor must try and protect other Participants from unnecessary trauma where possible.

(Deed reference: Clause 44, Clause 45)

### When to Report an Incident



**Work Health & Safety content:** If an incident results in the death or serious injury of a Participant, the CTA Provider must immediately notify the work health and safety regulator of the incident in accordance with laws of the relevant state or territory.



**Documentary evidence:** The CTA Provider must notify the Insurer, the Department's insurance broker, and their Department of Jobs and Small Business Account Manager (as outlined in the [Insurance Reader's Guide](#)) and include the relevant jobactive Provider within 24 hours of any incident and/or near miss that occurs during CTA, including those that result in accident, injury or death, of:

- any Participant (including where the incident occurred while the Participant was travelling to or from an activity)
- any Personnel involved in the delivery or supervision of the activity, and
- members of the public.

(Deed reference: Clause 44, Clause 45)

## Completing Incident Reports – both Personal Accident, and Public and Products Liability

CTA Providers must complete an incident report as outlined in the [Insurance Reader's Guide](#), giving full details of the incident (irrespective of whether a claim is being made at the time). These forms are available on the Insurance page of the Provider Portal.



**Documentary evidence:** The incident report must identify if the incident was caused by misconduct by a Participant. Misconduct is something that would, if the Participant was a paid employee, normally result in the paid employee being terminated from paid employment.

It is important that Participants have access to reporting mechanisms if they wish to report an incident, lodge a complaint, or provide positive or constructive feedback confidentially. The CTA Provider must ensure Participants can easily access an internal, impartial complaints mechanism regardless of the nature of the complaint.

For further information in relation to the process for reporting incidents and completing incident forms, refer to the [Insurance Reader's Guide](#).

(Deed reference: Clause 44, Clause 45)

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## 11. Experience Different Industries

CTA Providers are required to ensure that each Participant undertaking the Tailored Career Assistance Element has the opportunity to participate in at least one Outbound Employer Visit or Inbound Employer Visit as part of the Experiencing Different Industries component.

CTA Providers are encouraged to arrange Outbound Employer Visits to local Employers as part of the Experiencing Different Industries component of Tailored Career Assistance. In arranging either Outbound or Inbound Employer Visits, CTA Providers should consider the type of job(s), industries and Employers in the local area and the interests and skills of CTA Participants.

(Deed reference: Section 2, item 8.4(h) of Schedule 2, Section 2, item 9 of Schedule 2)

### Managing Inbound Employer Visits

Both Inbound and Outbound Employer Visits must meet the requirements specified in the Deed. If an Inbound Employer Visit is being arranged, the CTA Provider must ensure the Visit is as experiential as possible to meet these requirements.

In arranging an Inbound Employer Visit, CTA Providers should consider an innovative approach to allow Participants to get a 'feel' for the industry relevant to the employer or industry representative. For example, in addition to a guest speaker from an Employer, the CTA Provider may use videos, photos, anecdotes or other media to support an understanding of the requirements and opportunities in a particular industry.

(Deed reference: Clause 45, Section 2, item 8.4(h) of Schedule 2)

## Managing Outbound Employer Visits

CTA Providers are required to meet additional obligations when arranging and conducting Outbound Employer Visits, to ensure the health and safety of Participants.

In addition to the information provided below, CTA Providers must refer to the relevant Deed requirements in relation to any Outbound Employer Visits being undertaken.

(Deed reference: Clause 44, Clause 45, Clause 46, Section 2, item 8.4(h) of Schedule 2, Section 2, item 9 of Schedule 2)

## Checks on Participants, Personnel and Supervisors

For the purpose of this Guideline, 'checks' include Criminal Records checks, Working with Children checks, and/or Working with Vulnerable People checks. When arranging an Outbound Employer Visit, the CTA Provider must identify whether any checks will be required and any associated costs.

If an Outbound Employer Visit will involve close proximity with Vulnerable People (including, without limitation, Participants who are Vulnerable People), the CTA Provider must ensure relevant checks are undertaken on all Personnel and Supervisors involved in the Outbound Employer Visit, and must work with each Participant's jobactive Provider to ensure relevant checks are conducted on all Participants. This must be done prior to the Outbound Employer Visit occurring.

Outbound Employer Visits that require checks include those where:

- legislation to work in a specific industry requires checks to be conducted
- the Outbound Employer Visit is subject to industry standards or legal requirements that only people who have not been convicted of particular crimes are able to visit an Employer's premises
- the Outbound Employer Visit is specified by the Department as requiring checks, and
- Participants or Personnel and/or accompanying Supervisor(s) will have regular or unsupervised contact with children, the elderly or other classes of Vulnerable People.

Checks must be completed in accordance with the relevant state and territory laws and regulations. Checks may take some time to complete. If required, CTA Providers should identify alternative Outbound Employer Visits for Participants awaiting the outcomes of the checks.

CTA Providers should take appropriate action once the checks are completed. If checks show that Participants, or Personnel or Supervisors must not participate in particular Outbound Employer Visits, the CTA Provider must arrange an alternative Outbound Employer Visit or Inbound Employer Visit.

The results of checks are personal and confidential. CTA Providers must not disclose the information to other parties unless given permission by the person for whom the check was undertaken. Results must be handled in accordance with the requirements outlined in the Deed and Privacy Guideline.

If checks are required for Outbound Employer Visits which are re-occurring, CTA Providers must ensure, prior to each Outbound Employment Visit, that the checks previously conducted are still valid. Further checks must be conducted if required by law or regulation in the relevant state or territory, or if the initial check is no longer valid.

A CTA Provider may approach a Participant's jobactive Provider to ask it to cover the costs of a relevant check in relation to a Participant through use of the Employment Fund. Use of the Employment Fund is at the discretion of each jobactive Provider and is not guaranteed.

(Deed reference: Clause 12, Section 2, item 9 of Schedule 2)

### Keeping People Safe

 **Work Health & Safety content:** Prior to the commencement of, and throughout, any Outbound Employer Visit, the CTA Provider **must** satisfy itself that the Employers' premises and any work that will be observed by Participants is safe as part of its responsibility for Outbound Employers Visits. This includes that the Employer is complying with relevant Work Health and Safety Laws.

 **Work Health & Safety content:** The CTA Provider must take all reasonable steps to minimise the likelihood of injury to Participants and any other people at the Outbound Employer Visit location. Participants are to be provided with all things necessary to undertake their Outbound Employer Visit safely, including, but not limited to, appropriate and adequate:

- training and Supervision
- personal protective equipment
- on-site facilities (for example, access to drinking water and toilets), and
- information about the processes for reporting any work health and safety issues and any other concerns.

CTA Providers must consult, coordinate and cooperate as appropriate with Employers and industry groups to ensure that any work health and safety issues in relation to an Outbound Employer Visit are appropriately managed.

(Deed reference: Clause 44, Section 2, item 9 of Schedule 2)

### Risk Assessments

 **Work Health & Safety content:** Before an Outbound Employer Visit occurs the CTA Provider must ensure a risk assessment is undertaken by a Competent Person for each Participant and for each Outbound Employer Visit.

### *Competent Person to Conduct Risk Assessments*

The CTA Provider must ensure that a Competent Person conducts and documents a risk assessment before an Outbound Employer Visit commences. If the CTA Provider does not itself have a Competent Person, it must engage a Competent Person for this purpose.

### *Participant Risk Assessments*

**Work Health & Safety content:** CTA Provider must, in accordance with the Deed, ensure a risk assessment is undertaken by a Competent Person for each Participant proposed to participate in the Outbound Employment Visit. The risk assessment must consider the different needs and requirements of each individual Participant and this must be documented along with any appropriate methods to mitigate any identified risks.

The Participant risk assessment must ensure that the Outbound Employer Visit is suitable for the Participant, taking into account any relevant circumstances and restrictions for the Participant.



**Work Health & Safety content:** In conducting the Participant risk assessment, the CTA Provider must review the Outbound Employer Visit details and its related risk assessment to ensure that the Outbound Employer Visit is appropriate for the Participant. Where an Outbound Employer Visit is not assessed as suitable, the Participant must not participate. The Participant risk assessment must specify:

- that the Outbound Employer Visit risk assessment has been reviewed
- the Participant's personal circumstances and restrictions. This could include, but is not limited to:
  - transport restrictions
  - carer responsibilities
  - specific injuries
  - allergies or other health issues (e.g. diabetes), and
  - history of aggressive behaviour.
- any training, including work health and safety training, required for safe participation, and ensure that training is of sufficient length and quality
- any appropriate facilities (such as toilets and access to drinking water) that are required to be available to the Participant for the duration of the Outbound Employer Visit
- any specific personal protection equipment, clothing or materials required for the Participant to participate safely, and ensure that such materials will be provided to the Participant
- that the level of supervision being provided is adequate and appropriate for the Participant
- the Participant has been advised of the work health and safety and incident reporting and escalation processes

- the Participant has been provided with the location or access to the Job Seeker Insurance Guide
- that the Activity is covered by the Department's insurance policy or if not, that additional insurance has been purchased
- whether any checks (for example, National Criminal Records and/or Working with Vulnerable People/Children Checks) are required and ensure that such checks will be completed prior to participation in the Outbound Employer Visit.



**Work Health & Safety content:** The Participant risk assessment must also be signed and dated by the Participant before participation in the Outbound Employer Visit.



**Work Health & Safety content:** The format of the Participant risk assessment is not prescribed. The Department has provided a [CTA Participant Assessment Checklist](#) to assist providers in checking that they cover Deed and Guideline requirements for the Participant risk assessment. Use of the Department's checklist is not mandatory and does not replace the risk assessment.



**Documentary Evidence:** CTA Providers must keep a record of each Participant risk assessment, and CTA Participant Assessment Checklist, conducted and provide these to the Department upon request. A verbal risk assessment does not meet the Department's requirements.

(Deed reference: Clause 46, Section 2, item 9 of Schedule 2)

### *Outbound Employer Visit Risk Assessments*



**Work Health & Safety content:** The CTA Provider must ensure that for each Outbound Employer Visit, a risk assessment is undertaken by a Competent Person. The Outbound Employer Visit risk assessment must consider the environment of the Employer's premises being visited and the work undertaken at these premises which will be observed by Participants. Where risks are present, these must be documented along with appropriate methods to mitigate any identified risks. The CTA Provider must be satisfied that there is a safe system of work in place prior to commencing any Outbound Employer Visit.



**Work Health & Safety content:** The Outbound Employer Visit risk assessment must assess and record all identified work health and safety issues associated with the Outbound Employer Visit, including any work that will be observed by Participants during the Outbound Employer Visit, and any other concerns at the site or premises where an Outbound Employer Visit will occur, such as:

- physical (noise, heat, cold, dust, step/stairs, slippery surfaces, lifting, manual handling)
- chemical (acids, poisons, asbestos, flammable and hazardous substances)
- biological (radiation, lead)
- work that is inherently dangerous (working with electricity, heavy machinery, at heights or requiring formal competency/operator tickets)
- electrical equipment (electrical equipment not tested and tagged e.g. machinery, power tools, kitchen appliances)

- warehousing, traffic management and driving (traffic and pedestrian interactions not marked appropriately with safe clearances and walkways, vehicles and mobile plant registered and well maintained)
- emergency preparedness (emergency drills/procedures, floor maps, exit signs, fire extinguishers and first aid kits must be in place).



**Work Health & Safety content:** The Outbound Employer Visit risk assessment must also identify/include:

- that the Employer hosting the Outbound Employer Visit and Competent Person are satisfied that the Employer has adequate work health and safety processes in place to host the Outbound Employer Visit safely and, if the Competent Person is not satisfied that such processes are in place, the Outbound Employer Visit must not proceed
- all steps and measures that will be put in place to mitigate any identified issues and concerns
- the nature, scope and duration of any training, including work health and safety training, to be undertaken by the Participant at commencement and for the duration of the Outbound Employer Visit
- availability of appropriate facilities (access to drinking water and toilets) to the job seeker for the duration of the Outbound Employer Visit
- any specific personal protection equipment and clothing that is required for the safe participation in the Outbound Employer Visit and whether this material will be provided by the Employer or will be arranged by the CTA Provider or Participant's jobactive Provider
- if the Outbound Employer Visit will involve direct or indirect interaction with Vulnerable people and whether relevant checks should be undertaken
- the Supervision arrangements, including the level (that is, ratio and frequency) of Supervision that will be provided to the Participant and the experience, skills and knowledge of the Supervisor(s), and the Employer has undertaken relevant checks on Supervisors and that Supervisors meet any additional statutory requirements, prior to being given responsibility for the Supervision of job seekers
- confirmation that where the Outbound Employer Visit involves vulnerable people, the Employer or CTA Provider will provide continuous supervision for the duration of the Outbound Employer Visit
- that the Employer and Competent Person are satisfied that the Employer is compliant with the relevant legislative and regulatory work health and safety obligations
- confirmation that the Employer is satisfied it has current and appropriate insurance to cover any risks associated with the Outbound Employer Visit, and
- any other reason(s) it would be inappropriate for the potential Outbound Employer Visit to proceed, including any work health and safety issues that could not be reasonably and appropriately managed.

- △ **Work Health & Safety content:** Where an Outbound Employer Visit risk assessment identifies significant work health and safety concerns that cannot be mitigated to create a safe working environment and/or cannot be adequately managed by the CTA Provider and/or the Employer, the Outbound Employer Visit must not be considered suitable, and the Outbound Employer Visit must not proceed.

#### *Multiple Outbound Employer Visits and/or multiple locations*

- △ **Work Health & Safety content:** One comprehensive Outbound Employer Visit risk assessment may be conducted in cases where there are multiple Outbound Employer Visits, or where an Outbound Employer Visit is re-occurring:

- with one Employer, and
- are of the same or similar nature.

- △ **Work Health & Safety content:** Where any Outbound Employer Visit involves Participants attending multiple locations, one comprehensive Outbound Employer Visit risk assessment may be conducted. However, the Outbound Employer Visit risk assessment must clearly identify the multiple locations and corresponding hazards and risks at each of the different locations.

**Work Health & Safety content:** The format of the Outbound Employer Visit risk assessment is not prescribed. The Department has provided an [Outbound Employer Visit Assessment Checklist](#) and an [Outbound Employer Visit risk assessment template](#) on the Provider Portal to assist CTA Providers in checking that they cover Deed and Guideline requirements. Use of the Department's checklist is not mandatory and does not replace the risk assessment. The risk assessment template should be used as a guide only. While it is mandatory to undertake a risk assessment, the use of this template in documenting that risk assessment is optional and not mandatory.

#### *Updating the Outbound Employer Visit risk assessment*

It is the responsibility of the CTA Provider to monitor, review and revise the Outbound Employer Visit risk assessment. For example, where the Employer or Participant advises the CTA Provider of any proposed or actual changes to the Outbound Employer Visit or this comes to the attention of the CTA Provider, the CTA Provider must update the Outbound Employer Visit risk assessment, including the Outbound Employer Visit Assessment Checklist.

Any time the Outbound Employer Visit risk assessment is updated the CTA Provider must immediately update the relevant Participant risk assessments and determine if the Outbound Employer Visit is still suitable for the Participant.

If the proposed or actual changes to the Outbound Employer Visit include risks that cannot be mitigated or adequately managed by the CTA Provider and/or the Employer, the CTA Provider must cease the Outbound Employer Visit and notify the Employer and their Departmental Account Manager.

(Deed reference: Clause 46, Section 2, item 9 of Schedule 2)

### *Retaining Risk Assessment Records*



**Documentary evidence:** The CTA Provider must retain Records of each risk assessment (for both the Participant and the Outbound Employer Visit) and any action taken in accordance with each risk assessment. The CTA Provider must provide these Records to the Department upon request.

(Deed reference: Section 2, item 9.7 of Schedule 2)

### Transporting Participants to Outbound Employer Visits

CTA Providers must arrange appropriate and safe transport for Participants when going on an Outbound Employer Visit. This may involve modes of public or private transport.

The CTA Provider must have current insurance for any motor vehicle or other mode of transport used by the CTA Provider to transport Participants to and from any Outbound Employer Visit.

Where Providers are transporting job seekers to and/or from Outbound Visits, this must be included in the risk assessment of the Outbound Employer Visit.

(Deed reference: Clause 27.1(b), Section 2, 9.4 of Schedule 2)

### Supervision Requirements for Outbound Employer Visits

CTA Providers must ensure that the Outbound Employer Visit is well supervised to protect the health, welfare and safety of Participants and others.

There must be a higher level of Supervision if the Outbound Employer Visit involves contact with children, the elderly, or other Vulnerable People. This may mean additional staff member/s or Supervisor/s, as engaged by the CTA Provider, will need to accompany the Facilitator to some Outbound Employer Visits to ensure there is a higher ratio of Supervisors to Participants.

The CTA Provider must ensure that all Personnel and Supervisors attending an Outbound Employer Visit:

- are fit and proper persons to be involved in an Outbound Employer Visit
- have a high level of skill or knowledge, and training or experience in the part of each Outbound Employer Visit in which they are engaged and can maintain a high level of Supervision with regard to the health, welfare and safety of each Participant and members of the public
- have a high level of skill or knowledge in training and supervising people in such Outbound Employer Visits
- have relevant work health and safety training
- have had checks as required by the Deed and this Guideline and have met any additional statutory requirements before being given responsibility for the Supervision of Participants during the Outbound Employer Visit, and
- are aware, and inform Participants, that the Department may terminate the Outbound Employer Visit at any time.

(Deed reference: Clause 46)

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## 12. Performance Management

The Department is committed to working with CTA Providers to ensure delivery of high quality services for Participants that also meets the needs of local Employers. To support this, performance assessments will be conducted for each Performance Period, being each consecutive six-month period during the Term of the Deed, and at such other times as the Department determines.

The Department may provide feedback to the CTA Provider on the Department's assessment of its performance in each CTA Trial Region within which the CTA Provider delivers services. Outcomes of performance assessments may be used to determine sanctions, including termination of the Deed if required.

The Department may gather information on a CTA Provider's performance from a variety of sources, including through client satisfaction surveys and post-program monitoring surveys. In assessing performance, the Department may also take into account other factors including but not limited to:

- the CTA Provider's performance in working collaboratively with jobactive Providers
- the CTA Provider's performance in building linkages with industry and Employers to understand and meet the skill needs of the local labour market
- the CTA Provider's compliance with the CTA Trial Panel Deed 2018-2020, Guidelines and its Service Delivery Plan,
- performance against Key Performance Indicators, and
- any other information available to the Department.

(Deed reference: Clause 13)

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## 13. Summary of Documentary Evidence Requirements



**Documentary evidence:** CTA Providers must collect and maintain the following documentary evidence and make it available to the Department on request:

- a copy of the CTA Agreement with each relevant jobactive Provider
- a copy of the Career Pathway Assessment for each Participant who undertakes the Tailored Career Assistance Element
- a copy of the Functional Digital Literacy Assessment for each Participant who undertakes the Functional Digital Literacy Element
- signed Privacy Notification and Consent form for each Participant
- surveys completed by Participants and any other information collected for evaluation purposes as directed by the Department
- a copy of each Career Pathway Plan completed for each Participant who undertakes the Tailored Career Assistance Element
- a copy of the Insurance Requirements Declaration Form

- records of each Participant's attendance, signed by the Participant, as outlined in this Guideline
- a copy of each progress report for each Participant who undertakes either the Tailored Career Assistance Element, or the Functional Digital Literacy Element, or for each Participant who undertakes both Elements
- a copy of the updated Résumé for each Participant who undertakes the Tailored Career Assistance Element
- evidence that two ongoing support Contacts have been offered to each Participant
- incident report forms
- records of each risk assessment undertaken in relation to an Outbound Employer Visit, including Records of any:
  - individual Participant specific needs and strategies put in place to mitigate risks, and any action taken in accordance with the risk assessment for each Participant, and
  - Outbound Employer Visit specific risks and strategies put in place to mitigate risks, and any action taken in accordance with the risk assessment for the Outbound Employer Visit.

The CTA Provider must, consistent with relevant Deed requirements, ensure that all Records and documentary evidence provided to the Department in any form and by any means is a true, accurate and complete Record.

CTA Providers must provide documentary evidence and any other Records, if requested, to the Department or the Department's nominee within the timeframe required by the Department and in accordance with the Records Management Instructions.

(Deed reference: Clause 20)

All capitalised terms in this Guideline have the same meaning as in the Career Transition Assistance Trial Panel Deed 2018-2020.

This Guideline is not a stand-alone document and does not contain the entirety of CTA Providers' obligations. It must be read in conjunction with the Deed and any relevant Guidelines or reference material issued by Department of Jobs and Small Business under or in connection with the Deed.