



Australian Government
Department of Employment
and Workplace Relations

Skills for Education and Employment (SEE) Program

Stream 1

2024-28

(with options to extend for up to an additional 6 years)

Request for Tender - Information session

Released 6 November 2023

Introduction

Purpose of this session

Provide information on the Request for Tender (RFT) for Stream 1 of the Skills for Education and Employment (SEE) Program

Questions: espurchasing@dewr.gov.au

Answers: <https://tenders.employment.gov.au>

The SEE Program

- The SEE Program has been operating since 2002 and delivers high quality accredited training to help job seekers address language, literacy, numeracy and digital skills (LLND) barriers so they can obtain secure employment or undertake further education and training.
- The SEE Program is demand driven and provides uncapped free LLND training across Australia on both a part-time and full-time basis in metropolitan, regional and remote Australia for up to 25 hours per week.
- The SEE Program is currently delivered to job seekers either registered with Services Australia or an employment services provider, or as a voluntary job seeker.
- In the 2022-23 financial year, the SEE Program provided training to 19,914 individuals.
- The department commenced consultation on the future delivery model of the SEE Program in 2022.

Overview of the redesigned SEE Program

- At the 2022 Jobs and Skills Summit, the Australian Government committed to reinvigorating, in partnership with states, territories and stakeholders, foundation skills programs to support workers and vulnerable Australians to gain secure employment choices.
- In the 2023-24 Federal Budget, the Government announced it is investing **\$436.4 million over 4 years** in a redesigned SEE Program to improve access to LLND skills training from 1 July 2024.
- The SEE Program will be delivered across metropolitan, regional, and remote areas through two streams:
 - **Stream 1: \$366 million over 4 years** to deliver LLND skills training to individuals by contracted Registered Training Organisations (RTOs). This will include placed-based project delivery such as workplaces. This stream is expected to deliver training to around 25,000 people per year. **This is the subject of this RFT process.**
 - **Stream 2: \$46 million over 4 years** to deliver community based LLND skills training by First Nations organisations in partnership with RTOs or Adult Community Education (ACE) sector providers through place-based grants. This stream is expected to deliver training to around 2,000 people per year. **This is subject to a separate grants process, to be released in the first half of 2024.**
- On 16 October 2023, the landmark 5-year National Skills Agreement (NSA) was agreed by National Cabinet. The NSA commences on 1 January 2024, and includes a commitment to deliver a 10-year foundation skills strategy, to identify critical actions to strengthen the foundation skills sector.

Changes to Stream 1 of the SEE Program

This RFT is for Stream 1 of the SEE Program.

- Stream 1 builds on consultation that has occurred over the past 2 years.

Key changes to the SEE Program through Stream 1 include:

- Eligibility
- Introduction of Non-Accredited Training to better support Participant training needs.
- Funding for Participant Support Officers to improve Participant retention and SEE Program outcomes.
- Expansion of project funding to deliver more place-based training, including in the workplace.
- Introduction of longer-term contract arrangements (4 years initial period, one or more options up to 10 years) to provide greater stability in the market.
- Introduction of department employed Adult Literacy Brokers.

Changes – eligibility

Expanded eligibility to Australians over the age of 15 who have left school including job seekers (currently eligible), employees, apprentices, those in vocational education and training, and those not in education, employment, or training.

SEE Program 2017-2024

- Participants aged between 15 and Aged Pension age, registered as a job seeker.
- Deemed suitable for training without any barriers that would prevent successful participation.
- Participants may remain in the program for up to 2 years and must take a 3 month break between referrals.

SEE Program 2024-2028 (RFT reference 2.1.2)

- Participants must be an Australian citizen, a permanent visa holder, or on a provisional or temporary visa with working rights and eligible for the AMEP, or a Pacific Australian Labour Mobility visa holder. And be:
 - aged over 15 and have left school
 - assessed by a SEE Provider as having LLND skills below the Australian Core Skills Framework / Digital Literacy Skills Framework as below exit level 3, and
 - deemed suitable for training without any barriers that would prevent successful participation.
- Participants are no longer required to wait 3 months before being rereferred to the SEE Program.

Changes – Non-Accredited Training

SEE Program 2017-2024

- Non-Accredited Training is not delivered in the SEE Program.

SEE Program 2024-2028

- Introduction of Non-Accredited Training supported by a draft Commonwealth Non-Accredited Training Framework.
- Enable SEE Providers to design and develop training options where there are no available Accredited Training courses.
- Can be delivered for a period of up to two semesters per Participant.

Changes – Participant Support Officers

SEE Program 2017-2024

- Participant Support Officers (PSOs) not separately identified or funded.

SEE Program 2024-2028

- PSOs will be employed by SEE Providers to help Participants feel supported in their learning and remain engaged in training to achieve their goals.
- Funding of 3 hours per Participant, paid on commencement of training.
- Support may be provided virtually or face to face with an initial minimum 15-minute session with the PSO in the first 25 hours of training.
- If a Participant does not use their full 3-hour allocation of PSO support, SEE Providers can redistribute the unused hours to other Participants within and across Contract Regions.

Changes – Project delivery

SEE Program 2017-2024

- SEE Providers may apply to deliver Innovative projects.

SEE Program 2024-2028

- SEE Providers may apply to deliver one of four project types in addition to the delivery of General SEE Services and Distance Learning Services:
 - Scoping Projects – supporting the development of Workplace-based projects.
 - Workplace-Based Training Projects – supporting the delivery of LLND training in the workplace.
 - Complementary Training Projects – supporting General SEE Services and Distance Learning.
 - Resource Development Projects – developing resources that can support the SEE Program.

Changes – contracting arrangements

SEE Program 2017-2024

- Deed of Standing Offer for 7 years. Work Orders in place for 3 plus 2 plus 1 plus 1 years.

SEE Program 2024-2028 (RFT reference 2.2.1)

- Deed of Standing Offer for an initial period of 4 years to 30 June 2028 with option periods to extend up to a total of a further 6 years.

Subcontracting

- Tenderers may use subcontracting arrangements to deliver the services, this includes subcontracting to other RTOs, or to non-RTO Providers in the Adult Community Education sector.
- Subcontracting arrangements may be specified when tendering or entered over the life of the Deed subject to the department's approval.

Overview of Stream 1 Services

Services

Core services

These are the services applicable to all Work Orders delivering LLND skills training to Participants in General SEE Services, Distance Learning Services and Workplace-based Training Projects:

- **Pre-Training Assessments:** assessment of an individual's suitability for training, including LLND skills need.
- **Customised Training Plan:** captures suitability for training, identified training, learning needs and goals, training enrolments and placement into a training stream.
- **LLND skills training delivery through the following training types:**
 - **Accredited Training:** units of competency, skills sets or modules as listed on the national register of VET. This LLND specific training and VET Contextualised Training which is the delivery of vocational courses with LLND support.
 - **Non-Accredited Training:** training that is not nationally recognised and does not lead to a nationally recognised certification.
- **Progressive/Completion Assessments:** assessment of a Participant's LLND progress against the Australian Core Skills Framework (ACSF) and Digital Literacy Skills Framework (DSLF).

Work Experience (WEX) – for General SEE Services and Distance Learning Services

Participants can undertake work experience to gain practical experience and an understanding of employers' needs and expectations and improve their foundation skills. It may also be a requirement of a Training Product.

Participant Support Officers (PSO) – for General SEE Services and Distance Learning Services

Virtual or in-person support for Participants to remain in training. All Providers will be paid 3 hours of support per Participant which can be redistributed across Participants on an as needed basis. A business case can be made to apply for additional PSO funding.

Work Order types

Tenderers may tender solely for **General SEE Services** or may tender for both **General SEE Services** and **Distance Learning Services**. Providers cannot have a **Distance Learning Services** Work Order without a **General SEE Services** Work Order. Providers with a **General SEE Services** Work Order can apply to deliver Projects.

General SEE Services

Delivery of LLND skills training in **Contract Regions** via the following training modes:

- **Face-to-Face Delivery:** training and assessment in real time in a classroom context to a student or a group of students.
- **Blended Learning:** combination of Face-to-Face Delivery and remote learning to provide flexibility for Participants.

Distance Learning Services

Delivery of LLND skills training **nationally** by the Distance Learning training mode which involves training delivery to Participants through a variety of training options including online course content and printed course materials.

Projects

Providers can deliver 4 categories of Projects **nationally** and in **Contract Regions**:

- **Scoping Projects:** funding to scope Workplace-Based Training Projects.
- **Workplace-Based Training Projects:** projects that develop and deliver LLND Skills training that are employer, industry association and union specific, and improve the LLND skills of employees. As part of these projects, Providers must administer a **Completion Assessment** to determine LLND skills acquisition as a result of training.
- **Complementary Projects:** projects that develop and deliver LLND skills training models which complement the General SEE Services.
- **Resource Development Projects:** projects to develop for publication, National LLND Training and Assessment Resources that can be used by the sector.

Access to training

Referrals of job seekers

- Registered job seekers can request a direct referral to the SEE Program.

Direct registration

- Individuals can access training by contacting or visiting a local SEE Provider
- Employers, unions and industry associations can contact their local SEE Provider

Pre-Training Assessment and Customised Training Plan

- Following referral or direct registration, the SEE Provider conducts a Pre-Training Assessment (PTA) interview.
- SEE Providers create a Customised Training Plan (CTP)

Training delivery

- Training is delivered through Face-to-Face, Blended Learning or Distance Learning training modes.

Support

- Participants undertaking training through General SEE Services or Distance Learning Services will have access to support from the Participant Support Officer and be able to undertake Work Experience.

Assessment

- Participants will undertake either LLND Progressive Assessments or Completion Assessments.

Provider requirements – Contract Regions & sites

General SEE Services and Contract Regions

- The SEE Program will be delivered nationally and is divided into 58 Contract Regions, that broadly align with employment service regions.
- Tenderers must submit responses on a Contract Region basis for General SEE Services. Successful tenders will only be able to deliver General SEE Services within the Contract Regions for which they receive a work order.
- Tenderers will be required to demonstrate they can meet demand in each Contract Region they have tendered for and will need to nominate and maintain a permanent part-time or full-time delivery site according to contract region type (metropolitan, regional and remote). These training sites will need to be established within 12 weeks after issuance of a Work Order.
- The department has provided a summary of historical data about each Contract Region at Appendix G of this RFT.

Sites

- Successful Tenderers will be required to establish their sites within 12 weeks after issuance of an executed Work Order.
- All sites, both existing and proposed, must comply with SEE Program requirements.

Provider requirements – sites cont'd

Training hours

- The SEE Program will support flexible training of up to 25 hours per week
- SEE Providers may deliver less than 10 hours of training per week however must ensure that individuals who are registered job seekers and have mutual obligations requirements can access training on a part time (10-19 hours per week) or full time (20 -25 hours per week) basis.
- This is a change to the current SEE Program which requires that a SEE Provider must provide access to training on a part-time (10-19 hours per week) or full time (20 to 25 hours per week).

Training breaks

- The SEE Program will support greater flexibility in training breaks. Training breaks are temporary cessation of training delivery and are implemented at the SEE providers discretion.
- SEE Providers can cease training for period totalling up to 12 weeks or any single period off greater than 6 weeks. This aligns with VET term periods.
- This is a change to the current SEE Program which requires that SEE Providers must not cease training for periods totalling more than 6 weeks or any single period of greater than 3 weeks.

Provider requirements – Distance Learning

- Distance Learning Services will be delivered nationally
- Multiple Providers will be able to deliver SEE Distance Learning Services
- A Distance Learning Provider may deliver services to Participants who are unable to attend a Face-to-Face delivery option if they:
 - are employed on a full-time basis
 - live in a rural or remote area
 - have a disability, health issues, have primary caring responsibilities or religious or cultural practices.
- This is a change from the current SEE program delivery which has a single provider delivering nationally.
- Tenderers bidding to deliver Distance Learning Services must also bid to deliver General SEE Services in at least one Contract Region.

Provider requirements – qualifications and promotion and marketing

Qualifications of trainers and assessors

- Trainers and Assessors delivering Accredited and Non-Accredited Training must have the minimum credentials as specified in the Standards for RTOs 2015, including the qualification requirements of Accredited Training products being delivered.
- SEE Providers developing Non-Accredited Training must meet minimum requirements as described in section 2.2 of the RFT. The department may issue waivers to these requirements for Non-Accredited Training delivery.

Promotion and marketing

- SEE Providers must undertake marketing and promotional activities to build awareness of the Program in their appointed Contract Region. This includes developing a SEE Promotional Strategy and updating it annually in line with the annual report.
- All publications produced by SEE Providers or products related to department funded projects must meet SEE Style Guide requirements and be approved by the department.

Provider requirements – IT requirements

The department uses the Workforce Australia Online for Providers System (SEE System) to administer and monitor the SEE program. The SEE System enables users to:

- fulfil contractual requirements such as recording the delivery of assessments and training to participants
- receive referrals and directly register individuals
- generate automatic claims for payment of services delivered
- monitor expenditure and performance against the SEE program Key Performance Indicators (KPIs).
- manage users within a relevant organisation and manage different levels of access (permission groups).

The SEE System will be undergoing the following major enhancements in preparation 1 July 2024:

- Ability for SEE providers to import attendance and assessment results into the SEE system for Providers.
- Allow SEE providers to maintain a calendar in the SEE System to manage their availability for Pre-Training assessment interviews.
- Allow SEE providers to input ACSF/DLSF Performance feature information.

A demonstration of the SEE System is attached to this presentation and can be found at the Employment Services Tenders website (tenders.employment.gov.au) or AusTender (tenders.gov.au).

Provider requirements – performance

The evaluation of services by SEE Providers will be managed through a new Performance Management Framework (PMF).

The PMF will look at SEE Provider effectiveness against KPIs, quality of service and training being delivered, and compliance against the Deed and SPIs.

PMF assessments will occur every 6 months. Please note that the department will report but not assess performance in the first 6 months of the deed.

Key Performance Indicators

An element of the PMF is the KPIs. The department has introduced a draft set of KPIs. These are framed by the principles:

- Valid and reliable baseline commencement data of each Participant's foundation skill levels.
- The learning program supports the SEE Program aims and successful outcomes for Participants.
- The training results in reportable data relating to gains in Participant foundation skills.

The department proposes to work with Service Providers in the first 6 months of the Deed to finalise the KPIs, particularly focussing on training results in reportable data relating to gains in Participant foundation skills.

This is a change to the current KPIs for participation, attainment, accurate assessment and data timeliness.

Payment structure

General SEE Services

- **Pre-Training Assessment – paid on a per participant basis**
 - 100% fee claimed on completion of the PTA
 - 50% fee claimed on partial completion of PTA
- **Training delivery**
 - Face-to-Face – Hourly rate per participant paid on scheduled class attendance when Participant attends for 1 hour.
 - Blended Learning - Hourly rate per participant for the remote component paid on nominal hours of work completed each week.

Distance Learning Services

- **Pre-Training Assessment – paid on a per participant basis**
 - 100% fee claimed on completion of the PTA
 - 50% fee claimed on partial completion of PTA.
 - Training delivery – Hourly rate per participant paid based nominal hours of work completed at the end of each week

Payment structure

Participant Support Officer

- Paid per Participant per commencement for up to 3 hours of support.

Work Experience

- Paid per Participant per new Work Experience Placement.

Workplace-Based Training Projects

- Pre-Training Assessment - maximum hourly rate for the assessment process to be claimed as part of the first project milestone
- Training delivery – maximum hourly rate per training hour delivered to a group of participants registered in the project. To be claimed as a project milestone when the training hours have been delivered and reported to the Department.

Resource Projects

- Maximum hourly rate for resource development. to be claimed as a as a project milestone when the developed resource and/or non-accredited module has been provided and reported to the department.

Request For Tender – Key Information

Overview of the Request for Tender

- The RFT was released on 6 November 2023.
- The RFT will close at 3:00 pm (Canberra time) 14 December 2023. No late tenders will be accepted.
- Deadline for questions/clarifications to be submitted is 5:00pm (Canberra time) 7 December 2023.
- Responses to this RFT must be submitted via the 360 Providers' Portal System, not AusTender. Access and register on the 360 Providers' Portal via the link on the Employment Services Tenders website (tenders.employment.gov.au).
 - Some information will need to be entered on a Contract Region basis.
 - Tenderers should familiarise themselves with the amount of information needed to complete their response and allow appropriate time to complete their response. For Tenderers tendering for multiple Contract Regions, it may take several hours to input and upload all required information.
- Tenderers must address everything the RFT requires – see the checklist at Appendix H of the RFT.
- All questions relating to the procurement process must be directed to the Employment Services Purchasing Hotline:
 - Phone: 1300 733 514
 - Email: espurchasing@dewr.gov.au

Conditions for Participation

All procurement processes will be conducted in accordance with the Commonwealth Procurement Rules.

Tenderers should carefully note the conditions for participation:

- Legal entity
- Australian Registered Training Organisation
- Statements of Tax Record, including proposed subcontractors
- Compliance with *Workplace Gender Equality Act 2012* and Regulation 40 of the *Charter of the United Nations (Dealing with Assets) Regulation*
- Not a designated terrorist organisation
- Judicial decisions relating to unpaid entitlements

Tenderers **will be excluded** from participation where any condition for participation is not met.

Minimum content and format requirements

- Tenders must meet minimum content and format requirements and conditions of lodgement
- Tenders not complying will be excluded from evaluation

Statement of Tax Record

- This is a condition for participation **and** minimum content & format requirement.
- Tenderers **MUST** hold a Statement of Tax Record for its entity type by the closing date and time or hold receipt demonstrating it has been requested from ATO by the closing date and time (and then hold the Statements no later than 4 business days from closing date and time).
- Required for Tenderer and any proposed first-tier subcontractor.
- More than one Statement of Tax Record may be required.

Tender Prices

- Tenders will be required to submit proposed prices for services into 360 Providers' Portal.
- Prices will be required in the following manner:
 - On a Contract Region basis for General SEE Services delivery.
 - *Tenderers may not tender for different rates within the same Contract Region*
 - Nationally for Distance Learning Services delivery
- Tenders **may** also submit combined pricing for multiple Contract Regions if tendering for more than one Contract Region
- Tenderers should submit their best and final offer for the delivery of services.
- Tenderers should not expect an opportunity to review their pricing.
- Only provide pricing information where it has been requested.

Indigenous Participation Plan

- Department is committed to stimulating Indigenous entrepreneurship and providing First Nations Australians with more opportunities to participate in the economy.
- All Tenderers are required to submit a proposed Indigenous Participation Plan as part of their response.
- Template available on 360 Providers' Portal.
- Evaluated as outlined in Stage 5 and Stage 7 of evaluation process.

Selection Criteria

3 areas of capability:

1. Organisational capacity – once per Tenderer
2. Service delivery capability (General SEE Services)
 - Must be completed for each Contract Region bid for
3. Services delivery capability (Distance Learning Services)
 - Must be completed if bidding for Distance Learning Services – once per Tender

Evaluation of Tenders

The department will act:

- in accordance with Commonwealth Procurement Rules
- fairly and be consistent in dealings with Tenderers.

The department has engaged Clayton Utz to provide independent probity advice.

Evaluation of Tenders cont.

Tender evaluation across 8 stages:

1. Receipt and screening of Tenderers
2. Assessment of Tenderers against selection criteria
3. Right Fit For Risk assessment
4. Financial viability assessment
5. Indigenous Procurement Policy consideration
6. Pricing consideration
7. Value for money assessment and recommendations
8. Potential negotiations and final decisions

Debriefing arrangements

Debriefing

- Tenderers may request a verbal debriefing following announcement of outcomes.
- Tenderers will be debriefed against the selection criteria.

Summary

- Read all documents thoroughly including appendices, attachments, and any Addenda.
- Submit Tender electronically on the Employment Services Tenders site through 360 Providers' Portal.
- Include all relevant information and required documents in your Tender.

Close

- Thank you for listening to today's industry briefing for the SEE Program Request for Tender.
- This webinar will be made available on tenders.employment.gov.au.
- Please email us at espurchasing@dewr.gov.au if you have any questions following this webinar. Questions close at 5:00 pm (Canberra time) 7 December 2023.
- Questions and answers will be published in Frequently Asked Questions document on AusTender and 360 Providers' Portal.