

<b>Title:</b> <b>Customer Exit Process</b>	<b>Document Number: MQPR 9-2</b> <b>Custodian:</b> <b>General Manager Business Development</b>
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## Purpose

- To describe the processes by which MADEC establishes and maintains records of Job Seeker exits and officially withdrawn students
- To describe MADEC's processes in programme recording and reporting
- To describe MADEC's processes in identifying and addressing the needs of customers who are not achieving successful outcomes
- To ensure that disadvantaged groups and individuals are provided assistance and support enabling them to enjoy the same basic rights and opportunities generally available to all Australians
- To provide high quality employment services that enable Job Seekers to achieve sustainable employment to their maximum capacity, promote capacity of people with a disability leading to improved employment opportunities and encourage innovation and continuous improvement in the provision of employment services.

## Scope

- All client registrations in MADEC.
- Applies to employment consultants, teaching staff members, students, Job Seekers and employers.

## References

- Australian Quality Training Framework June 2010 Essential Conditions and Standards for Continuing Registration
- Disability Services Standards and Key Performance Indicators 2003, Evidence Guidelines Disability Employment Services (July) 2007
- Disability Services Standards Quality Framework 2010
- Job Services Australia Quality Framework 2010
- Job Services Australia Performance Management Advice
- Job Services Australia Quality Assessment Instructions Measure 1 JSA Provider Capability
- Job Services Australia Quality Assessment Instructions Measure 2 Service Delivery
- Job Services Australia Quality Assessment Instructions Measure 3 Engagement
- Job Services Australia Quality Assessment Instructions Measure 4 Client Experience
- ISO 9001:2008 Standard 4.2.4 – Control of Records
- ISO 9001:2008 Standard 7 – Product Realization
- VET Quality Framework / Standards for NVR Registered Training Organisations 2011

## DEEWR Contract References (DES Guidelines)

- Exits Guidelines
- Outcome Guidelines
- Transfer Guidelines

## Definitions

### Employment Services

Centrelink - means the Commonwealth Services Delivery Agency established under the Commonwealth Services Delivery Agency Act 1997. Centrelink's purpose is to assist people to become self sufficient and serving those in need. Centrelink acts in partnership with other levels of government and the broader Australian community and distributes payments to Australian families, communities and individuals.

Disability Employment Services (DES) – provides eligible people with disability to have access to individually tailored services that provide capacity building, training, work experience and other interventions to help participants obtain sustainable employment.

The objective of DES is to help individuals with disability, injury or health condition to secure and maintain sustainable employment. DES increases the focus on the needs of the most disadvantaged job seekers and achieves greater social inclusion. DES boosts employment participation and the productive capacity of the workforce, address Skills Shortage areas and better meet the needs of employers.

This includes two distinct demand-driven programs:

- Disability Management Service – for job seekers with disability, injury or health condition who require the assistance of a disability employment service (and who may require irregular or occasional support) but are not expected to need regular long-term support in the workplace, and
- Employment Support Service – for job seekers with permanent disability and with an assessed need for long-term regular Ongoing Support in the workplace to retain their job.

Most DES participants will be able to exit as independent workers once a 26-week outcome has been achieved. For those who require Ongoing Support to retain their job, three support options are available:

- Flexible Ongoing Support – available in both Programs: Disability Management Service and Employment Support Service
- Moderate Ongoing Support – available in Employment Support Service only
- High Ongoing Support – available in Employment Support Service only.

Disability Employment Services Code of Practice – reflects the Australian Government's expectations of how MADEC will interact with job seekers, employers and each other. Together with the Service Guarantee they form part of the performance framework and ensures each job seeker receives a high-quality service

Disability Employment Services Service Guarantees – specifies the level of service each client can expect to receive. Together with the Code of Practice they form part of the performance framework and ensures each job seeker receives a high-quality service.

Disability Services Act (1986) – provides the legal framework for the disability open employment services employment assistance.

DES Eligibility Criteria – is determined by Job Capacity Assessment providers. A job seeker is referred to the DES programme if they have a permanent or likely to be permanent disability and have a reduced capacity for communication, learning or mobility and require support for more than six months after placement in employment and/or require specialist assistance to build capacity in order to meet participation requirements.

DES Eligible Job Seeker – is a person who is not employed and has been specified as an eligible worker following assessment by a job capacity assessment (JCA) provider for the purposes of the DES programme.

**DES Eligible Worker** – is a person who is employed and has been specified as an eligible worker following assessment by a job capacity assessment (JCA) provider for the purposes of the DES programme.

**DES Eligible School Leaver** – means a participant who meets the eligibility requirements for and eligible school leaver in accordance with DEEWR guidelines.

**DES Job Capacity Assessment** – means a holistic assessment of a participant's participation barriers and current work capacity, undertaken by a Job Capacity Assessment provider.

**DES Job in Jeopardy Participant** – means a participant who meets the eligibility requirements for a Job in Jeopardy participant according to DEEWR Guidelines.

**DES Non-vocational Barriers** – means the range of barriers that can prevent a person from obtaining and sustaining employment or education or from undertaking further skills development, other than Vocational Barriers.

**DES Vocational Barriers** – means a lack of appropriate training, skills or qualifications for employment.

**DES Ongoing Support** – means the DES program services a participant may receive while they are in employment, unsubsidised self-employment, an apprenticeship or a traineeship after a 26 week employment outcome or job in jeopardy outcome until they exit.

**DES Ongoing Support Assessment (OSA)** – means an assessment by an Ongoing Support Assessor as to a participant's need for ongoing support. In both Programs: Disability Management Service and Employment Support Service, ongoing support in the workplace is available for as long as the participant is assessed by an OSA Assessor as requiring it. OSA assessors independently assesses the ongoing support needs of participants to determine whether ongoing support is required and which level will best suit the needs of the participant and employer.

**DES Participant** – is an eligible job seeker and an eligible worker.

**DES Special Class Client** – means a Disability Management Service participant who meets the eligibility requirements of a class of persons determined by DEEWR to be a Special Class Client in accordance with DEEWR guidelines.

**Department of Education, Employment and Workplace Relations** – purchases employment services on behalf of the Australian Government and is responsible for contract management and administration and will continually monitor, evaluate and promote performance improvement in the employment and related services market in achieving the government's objectives.

**Department of Human Services** – was established in October 2004 to support the Minister for Human Services and improve the development, delivery and coordination of Government services. Its' role is to administer Comprehensive Work Capacity Assessment / Job Capacity Assessment activities and direct, coordinate and broker improvements to service delivery with other departments and agencies to ensure the effective and efficient implementation of Government policy.

**Disability Services Act (1986)** – provides the legal framework for the Disability Employment Services employment assistance.

**Eligible Job Seeker** - means a person to whom Employment Services are provided, or have been provided, by MADEC.

Employment Services - means the services described and set out in the Employment Services Contract.

Job Services Australia - means the services that MADEC is required to provide under a clause in the employment services contract.

## Community College Services

Access and Equity – means the policies and approaches aimed at ensuring that Vocational Education and Training are responsive to the individual needs of clients whose age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location may present a barrier to access, participation and the achievement of suitable outcomes. Access and equity do not mean that an RTO has to accept anyone as a client.

Client (in Community College) – means learner, enterprise or organisation which uses or purchases the services provided by MADEC.

Customer Agreement – is the enrolment contract between a customer and MADEC.

Fair and Reasonable Refund Policy – Criteria used by an RTO to develop its refund policy, and used by clients and interested parties to form a judgement of that policy. A fair and reasonable refund policy is one free from bias, dishonesty and injustice. While taking account of the RTO's business requirements, the policy also takes into account unforeseen circumstances that may befall a person and affect their ability to continue their training (for example, long-term illness or injury).

Fee for Service Fee – a fee charged on a full cost recovery basis.

Learning Concern – is an impediment to a student's progress which may put them at risk of not achieving successful outcomes in their chosen area of learning.

Learning Difficulty – is an identified learning problem that has been demonstrated in the student's previous learning experience and environment.

Materials Fee – a fee charged to recover cost of providing goods or materials that are retained by the student as their personal property.

New South Wales Contracted Training Provision – is a NSW program established by the NSW Board of Vocational Education and administered by the Department of Education and Training and forms part of a nationally agreed strategy to expand vocational training relevant to industry skill needs.

Risk Management - is the systematic application of management policies, procedures and practices to the tasks of identifying, analysing, evaluating, treating and monitoring risk.

Short Courses - courses are deemed short at the discretion of the Community College.

Student Tuition Fee – is a compulsory academic fee as per MADEC's Fees and Charges Policy.

## **Acronyms**

AQTF	– Australian Quality Training Framework
ASQA	– Australian Skills Quality Authority
DEEWR	– Department of Education, Employment and Workplace Relations
DES	– Disability Employment Services

DESQA	– Disability Employment Services Quality Assurance
DSS	– Disability Services Standards
FaHCSIA	– Department of Families, Housing, Community Services and Indigenous Affairs
JCA	– Job Capacity Assessment
JSA	– Job Services Australia
NVR	– National Vocational Regulator
RTO	– Registered Training Organisation
VET	– Vocational Education and Training
VRQA	– Victorian Registration and Qualifications Authority

## Procedure

### Employment Services

- A1 Effective Exits occur via DEEWR's IT Systems and do not require any JSA provider action.
- A2 Provisional Exits are performed by a JSA provider if a Job Seeker is placed in employment that is expected to result in a Full Outcome for employment.
- A3 Provider Exits are performed by a JSA provider for Job Seekers who do not have participation requirements, or some that are fulfilling, or on an Exemption from, their participation requirements.
- A4 Employment Consultants shall comply with DEEWR Guidelines regarding
  - A4.1 Exits
  - A4.2 Outcome
  - A4.3 Service Fee
  - A4.4 Period of Service
  - A4.5 Transfer, and the
  - A4.6 Documentary Evidence Guidelines for Claims for Payment.
- A5 Employment Consultants shall refer to MADEC's work instruction regarding Outcomes.

### Disability Employment Services

- B1 A participant is exited when an effective exit occurs, a provider (MADEC) exit occurs or any other event that DEEWR may advise MADEC of from time to time occurs.
- B2 Where an exit occurs for a participant, but the participant returns to the program services less than 13 consecutive weeks after the date of the exit, the participant's previous period of service is deemed to continue from the date of the return and Employment Consultants shall, as soon as it becomes aware of the return resume providing program services to the participant and record the resumption of program services on DEEWR's IT systems.
- B3 Unless the participant is returning as a Job in Jeopardy participant, where an exit occurs and the participant subsequently returns to the program services, the participant must have a valid JCA, except where the exit occurred while the participant was receiving ongoing support or the participant exited as an independent worker. The participant must receive a new JCA and subject to that JCA begin a new period of service.
- B4 Where an exit occurs and the participant subsequently returns to the program services at 13 consecutive weeks or more after the date of the exit, the participant must have a valid JCA and subject to that JCA begin a new period of service, unless the participant is returning as a Job in Jeopardy participant (in which case the participant does not require a valid JCA).

## Activity Tested Participants who stops receiving Income Support Payments

- C1 If Centrelink notifies MADEC that an activity tested participant stops receiving income support payments or commences education or training that changes their income support status and the participant advises Employment Consultants that they do not wish to receive program services, Employment Consultants shall perform a Provider Exit for the participant.
- C2 If an activity tested participant advises MADEC that they wish to continue to receive program services Employment Consultants shall update the participant's record on DEEWR IT system, and specify that the participant is a volunteer (non-activity tested).

## Volunteers (Activity Tested)

- C3 If a volunteer (activity tested) ceases to participate in voluntary activities, no longer wishes to participate in voluntary activities and Employment Consultants have confirmed that the volunteer (activity tested) is either fully meeting their activity test requirements or is the subject of an exemption and the volunteer (activity tested) is eligible for a provider exit, Employment Consultants may perform a provider exit for the volunteer (activity tested).

## Volunteers (Non-Activity Tested)

- C4 If a volunteer (non-activity tested) advises MADEC that they do not wish to continue to participate in voluntary activities, Employment Consultants shall perform a provider exit for the volunteer (non-activity tested).

## Ongoing Support

- C5 If a participant receiving ongoing support ceases to be in employment, unsubsidised self-employment, traineeship or apprenticeship, Employment Consultants shall perform a provider exit of the participant.

## Program Services No Longer Appropriate

- C6 If an OSA or JCA recommends that program services are no longer an appropriate service for a participant, Employment Consultants shall perform a provider exit of the participant.

## Program Summaries

- C7 Employment Consultants shall complete a program summary on DEEWR's IT systems for each participant within the following timeframes
  - C7.1 Within 20 business days after the exit where Centrelink exits the participant for any reason or the participant is transferred to another program provider or to Australian Disability Enterprises or
  - C7.2 Within 5 business days after an exit for any other reason.

## Disability Management Service Participant Exit Notifications

- C8 Where a Disability Management Service Participant is exited for any reason, Employment Consultants shall provide the participant with an Exit notification within 14 calendar days of the exit.

## Other Suspensions and Exits

C9 Participants may be otherwise suspended or exited in accordance to DEEWR guidelines.

## DEEWR Contract Requirements and DES Guidelines

C10 Disability Employment Services managers, team leaders and staff are responsible for complying with DEEWR contract requirements and DES Guidelines for

C10.1 Exits Guidelines

C10.2 Outcome Guidelines

C10.3 Process for Concluding 2006-2009 Funding Deeds and Contracts Guidelines

C10.4 Transfer Guidelines

## Community College Services

### Approved reasons

D1 Approved reason for non-attendance due to exceptional circumstances includes

D1.1 Illness or disability

D1.2 Death of a close member of the student's family

D1.3 Financial hardship

D2 For full time on campus students (4-5 days a week required attendance) the designated period would be two consecutive scheduled class attendance weeks.

D3 For student with classes scheduled on a weekly basis, where applicable, the designated period would be four consecutive scheduled class attendance weeks from date of course commencement.

D4 For students who enrol after the commencement of the course, with classes scheduled on a weekly basis the designated period would be two consecutive scheduled class attendance weeks from student's commencement date.

D5 For students scheduled to attend in blocks, where applicable, the designated period would be two scheduled blocks.

D6 For Flexible Delivery students with classes scheduled on a weekly basis the designated period would be four consecutive scheduled class attendance weeks from student's commencement date.

### Withdrawing from courses

E1 Students are informed of the withdrawal process during the enrolment process, at orientation programs and when students announce their possible departure.

E2 The withdrawal of a student from a course delivered by MADEC may be either student or MADEC initiated.

## Student Initiated Withdrawal

- E3 Students requests for a withdrawal form from their teacher.
- E3.1 If the student fails to attend scheduled classes during the designated period and fails to provide proof of an approved reason, the relevant teacher will advise the student of the Withdrawal Policy regarding student's attendance and supply the Withdrawal Form if required. A standard letter may be used for this purpose.
- E3.2 If the student provides proof of an approved reason and wishes to continue with training, they may continue in the course.
- E3.3 If the student fails to provide proof or fails to submit a Withdrawal Form within 15 working days the teacher will complete a Withdrawal Form on the student's behalf and forward to the Student Records Officer.
- E4 The teacher informs the Community College admin staff to check for students identified as having a payment by instalment intending to withdraw from the course.
- E5 The student completes the withdrawal form and returns to the teacher. The teacher ensures that their records are amended regarding withdrawals.
- E6 The teacher forwards the completed withdrawal form to the Student Records Officer.
- E7 The Student Records Officer forwards the completed withdrawal form for authorisation to the Community College Manager (or delegate).
- E8 The Student Records Officer shall ensure that the withdrawal form is authorised correctly before processing onto the VETTRAK system.
- E9 Where a refund is sought a Refund Form is completed by the student and submitted to the Student Records Officer for evaluation against the MADEC Refund Policy.
- E10 The Student Records Officer recalculates the fees and forwards the refund form to the Finance Manager to calculate the refund and adjusts records accordingly.
- E11 The Finance Manager prepares a refund cheque payment where applicable and payment is made to the student.
- E12 If the refund is not applicable the Student Records Officer will advise the student in a timely manner.

## Trainee Initiated Withdrawal

- E13 Trainees and employers must complete a withdrawal form.
- E14 The Community College Manager (or delegate) must notify relevant government authorities of trainees' withdrawal from courses.

## MADEC Initiated Withdrawal

- E15 If MADEC cancels a course after students have enrolled the relevant teacher will have the students advised or request the Student Records Officer to advise students in a timely manner.
- E16 Withdrawal forms and refund forms are completed on behalf of students and a full refund of all fees associated with the course is made to students.
- E17 The Community College Manager is responsible to ensure that prospective participants and relevant staff members are notified when courses are cancelled and customers have been selected, enrolled or placed on a waiting list.
- E18 The Community College Manager is responsible to ensure that relevant staff members follow the refund and concession of fees policy when students withdraw from a course.
- E19 The Chief Executive Officer may terminate an enrolment as a result of a grievance process where appropriate when disciplinary action and grievance procedures have failed to resolve an issue.

## **Records**

Completed Application for Refund Forms  
Completed Withdrawal Forms

## **Associated Quality Documents**

AATP Checklist prior to submitting to AATP Coordinator  
Withdrawal Form  
Withdrawal Student Contact Hour Formula  
Unit Withdrawal Formula

## **Associated Work Instructions**

Job Services Australia – Outcomes Work Instruction

## **Authority**

Chief Executive Officer

## **Reviewed By**

Custodian of this Procedure