



Australia Awards

Australia Awards South and West Asia

Short Course Awards Handbook

In-Country



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Document Information

Version History

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18/01/2016	Section 6 - 6.5: Record Keeping & Reporting Section 7 - 7.6: Welfare Officer Responsibilities Section 10 - 10.2: Mobile Phone Usage
11/04/2016	Scope Global personnel, Sec 15.1 – Course Plan template.
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Ownership

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Acronyms and abbreviations

Acronym	Name
AQF	Australian Qualifications Framework
ARF	Adviser Remuneration Framework
CPM	Country Program Manager
DFAT	Department of Foreign Affairs and Trade (Australia)
DIBP	Department of Immigration and Border Protection (Australia)
GP	General Practitioner
HE	Higher Education
ICT	Information and Communications Technology
M&E	Monitoring and Evaluation
M&E Adviser	Monitoring and Evaluation Adviser
MC	Managing Contractor (Scope Global)
NAATI	National Accreditation Authority for Translators and Interpreters
NGO	Non-Government Organisation
OSHC	Overseas Student Health Cover
PDB	Pre-Departure Briefing
PG	Partner Government
RFT	Request for Tender
RM	Regional Manager
RTO	Registered Training Organisation
RWP	Return to Work Plans
SCA	Short Course Award
TAP	Technical Assessment Panel
VET	Vocational Education and Training

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1 Introduction

1.1 Background

Australia Awards are provided to build the skills and knowledge of individuals so that they can contribute to their country's development, and to support the ongoing development of links between Australia and the countries to which it provides aid. Australia Awards are an important part of the Australian Government's focus on public and economic diplomacy, and provide long term Scholarships as well as Short Course Awards, supported by complementary Enabling Activities.

Australia Awards in South and West Asia commenced in January 2015, bringing together under a single unified Program the former Australia Awards in South Asia and Australia Awards in Pakistan programs, along with limited elements of Australia Awards in Afghanistan.

The three long-term outcomes of the Program are that:

- (i) Alumni from priority groups or organisations, and other Program participants, are delivering positive forms of development contributions in priority sectors and/or locations;
- (ii) Alumni have positive links with Australians and Australian organisations, with other alumni, and with other global, regional and local networks; and
- (iii) Australia is viewed as a valued international partner.

1.2 Short Course Awards (SCAs)

SCAs are defined as:

- a) Formal study or training offered for a minimum of 10 days and up to 5 months duration;
- b) Delivered by an approved Australian Higher Education (HE) Provider (see Table A, B,C of the Higher Education Support Act 2003) or an Australian Registered Training Organization (RTO) that are:
 - Accredited for delivery within an approved Australian Qualifications Framework (AQF) award program; or
 - Approved in accordance with State specific legislative frameworks for Universities; or
 - Able to provide a formal Statement of Attainment in relation to a skills or competency covered by Australian nationally-recognized Vocational Education or Training (VET) material; or
 - Custom designed to meet specific requirements of a tender and identified needs of participants while including as much content as practicable of Degree programs recognized under the AQF, with all teaching provided by an accredited Australia tertiary institution.
- c) Comprise cohorts of 15-25 participants;
- d) SCAs are offered at any academic or vocational level;
- e) Vocational Education and Training SCAs target a 'train the trainer' approach to enabling participants to develop the skills, knowledge and attitudes appropriate to provide training upon return to their workplace;

- f) Flexible and responsive to clearly demonstrated demands to effectively meet technical needs; and
- g) Can be delivered in country, within the region, split - site or in Australia by registered Australian Higher Education Providers or an Australian Registered Training Organisation.

This Handbook provides Course Providers with information on the activities, applicable standards and associated management requirements for the design and delivery of an Australia Awards South and West Asia, Short Course Award. It is recommended that prospective tenderers review this document prior to developing their response to a request for tender.

2 Pre course activities

2.1 Purpose and content of this section

This section contains information relevant to Australian Course Providers. It provides information on the activities that take place prior to the commencement of an in country Short Course Award training activity.

2.2 Pre course needs survey and English language assessment

The Course Provider will be required to engage with participants prior to course commencement to ensure that the Short Course Award (SCA) is appropriately contextualised to the country context. It is preferable that the initial assessment is performed online using an accessible survey platform. The results of this survey will be provided to Scope Global.

An assessment of the English language support needs of participants is required for all Short Course Awards. This should be performed at the same time as the needs survey to ensure that sufficient time is allowed to incorporate findings into the finalisation of the course.

2.3 Return to work plan

All participants are required to complete a Return to Work Plan (RWP). This plan is designed to focus participants and their supervisor on the outcomes of the SCA and to integrate learnings from the Short Course Award into their workplace.

The Course Provider is required to engage with the participant and their immediate supervisor prior to the commencement of the SCA to provide guidance in the development of the Awardees initial Return to Work topic.

A copy of the Return to Work Plan Guidebook and associated Workbook for participants will be provided to successful tenderers.

2.4 Course plan

The Course Plan summarises the Course Provider's (CP) intentions for the SCA and is typically accompanied by a finalised budget for the activity. It is used by Scope Global to confirm the technical aspects of the SCA and the resourcing arrangements committed to by the CP as part of its original technical proposal. A copy of the Course Plan is provided to the successful tenderer once contract negotiations have been concluded.

The Course Plan template is contained in Section 15.1 while the indicative format for an AASWA SCA budget is in Section 15.2.

2.5 Participant briefing document

Course Providers are required to prepare a briefing document at least two weeks prior to the commencement of the in country course. The briefing document is designed to give participants information about; general arrangements, the provider organisation conducting the training activity, and the learning objectives and anticipated outcomes relating to the Short Course Award. Coverage varies depending on the delivery location for the SCA and may include any of the following:

- Customs and quarantine regulations;
- Provision of living allowances (per diem) and the amount payable to Awardees by the Program;
- Ticketing, travel insurance and baggage allowance;
- What to bring in terms of appropriate attire, equipment and information on local weather conditions;
- Introduction to the Course Provider, particularly the core delivery team, facilities and services available to Awardees;
- On arrival greeting arrangements;
- On arrival orientation activities including facilities, amenities and services provided;
- Transportation arrangements and reimbursement for local travel (where applicable);
- Location of accommodation and access to the training venue;
- Security arrangements and considerations;
- Meeting host country expectations/regulations;
- Health services and associated cover (where applicable);
- Emergency procedures and protocols;
- The course program and proposed activities including site visits and social events; and
- Approach to the training activity and expectations regarding Awardee participation.

The Australia Awards country office team is responsible for providing Short Course Awardees with the following:

- Assistance and advice in the completion of participant nomination forms;
- Visa application processing support ensuring that required documentation is prepared and compiled in a timely manner;
- Familiarising Awardees with the Australia Awards South and West Asia Program and the services offered within the Short Course Awards;
- Initial introductions to the Alumni Online Network (AON), Program initiated Alumni activities and local Australia Awards Alumni Associations;

- An understanding of the undertaking and commitments made by Awardees in accepting a Short Course Award;
- Statements of support through the relevant agency hosting the course in country to enable participants of countries of the region and Australian personnel to process relevant visas;
- Issue Letters of Offer to Short Course Awardees;
- Provide Awardees with an understanding of the Return to Work Plan they will develop during their Award;
- Explain the Code of Conduct for Short Course Awards and retain signed agreements; and
- Outline the Program M&E framework for the Program and follow-up to be conducted post course.

2.6 Orientation for Australian Training Personnel

Australia Awards country offices will liaise with the Partner Government to collate relevant information to introduce the Australian training team to the country specific conditions. This may include political, economic, social and cultural contexts of countries of the region and in particular of the country in which training is to be delivered.

The briefing document will be complemented by an in-country briefing conducted by the Australia Awards country team. Orientation to culture, security, health and wellbeing inductions for the Australian provider to acclimatise to the context of course delivery will be carried out.

3 Allowances and travel

3.1 Purpose of this section

This section outlines the policy on the payment of allowances to participants in the country of delivery, as well as in-country travel costs covered by the Award. Any variation from the policies and rates set in this summary must be authorised by the Program before payment being made.

3.2 Introduction

SCAs are funded by the Australian Government through the Department of Foreign Affairs and Trade. Allowances may be provided to course participants at rates to be determined by the country where the activity takes place. Country program offices will advise providers accordingly.

Per Diem rates applicable to Australian personnel are set according to prevailing Australian Government (DFAT) rates on a country by country basis.

Authorised allowances are paid in accordance with Commonwealth Government regulations. Other payments may apply to individual CP budgets that have been negotiated with Scope Global.

3.3 Visas, international travel from home to international airport

The Country Program Manager is responsible for liaison with the partner government to arrange letters of support for visa applications.

The Course Provider will be responsible for all travel bookings for their personnel as well as any associated arrangements such as pre-departure health checks.

In cases where participants are travelling to a country of the region for a short course, country program offices will liaise with providers to arrange transportation as required.

3.4 Participant travel costs in-country

Travel costs incurred by participants as part of the short course may be funded through the award. In such cases, the Course Provider will liaise with the Australia Awards country office to organise and procure this travel.

In cases where participants are paid a daily allowance, this is aligned with DFAT prescribed per diem rates for countries of the region while participating in short courses delivered under Australia Awards. The Course Provider pays the allowance on the basis of the formula: “number of night’s in-country plus one” (to allow for return travel). The daily allowance is to cover meals not provided, incidentals, phone calls, personal travel, etc. No additional allowances will be provided. The budget template provided as part of the RFT documentation / contract for services provides details of the applicable per diem rate.

Allowances will be organised for payment to be made in advance. The Australia Awards office in each country can advise on current rate of the per diem. Australia Awards country offices may be called upon to facilitate payments although it is up to the Course Provider to budget for this in their financial proposal.

The allowance depends on whether some meals are already provided (e.g. breakfast by the accommodation provider or lunch at the training venue). When meals are provided as a part of the course an adjustment from the standard rate will be made, according to the following:

- a) Breakfast: Deduct 21% from the allowance
- b) Lunch: Deduct 23% from the allowance
- c) Dinner: Deduct 39% from the allowance

It is preferable that participants are provided with lunch during course delivery and are able to prepare/buy breakfast and dinner.

The calculation of the amount of per diem is to be explained in the Course Plan. The lump sum amount and the frequency of payment only is required to be detailed in the pre-departure briefing notes distributed to participants.

4 Accommodation

4.1 Purpose of this section

This section details the policy on the standard of accommodation provided for participants attending short courses. Where a Course Provider wishes to deviate from this policy, or is unable to meet the standards as set out, this must be discussed with Scope Global prior to making any final bookings.

4.2 Standard/type of accommodation in-country

Accommodation varies significantly across the region. The Course Provider will liaise with the Australia Awards country office regarding available options.

Request for tender documentation will specify the need to source accommodation for participants or whether accommodation for participants is to be provided by the Partner Government.

Standard Australian Government accommodation rates apply to Australian personnel travelling to countries within the region to deliver short courses.

4.3 Location of accommodation

If providers are responsible for sourcing accommodation for participants, the following factors must be taken into account regarding location:

- a) distance to training venue, especially where participants are not bussed to the venue daily
- b) proximity to city centre, shops, public facilities and take-away food outlets
- c) (avoiding) proximity to bars, sex-shops or other potentially culturally offensive sites and
- d) (avoiding) proximity to noisy, late-night entertainment venues.

The country program office will advise on accommodations available. In some cases, host agencies may provide accommodation for participants. In others, the country program office will provide information on options available following the guidelines specified above.

Australian training teams are recommended to be accommodated in close proximity to the training venue. In the event of host agencies offering accommodations to the training team, the provider can decide whether they will accept the suggested accommodation or source alternative options available in the vicinity.

4.4 Accommodation fact sheet

Country program offices and Course Providers will confer on information to be made available to participants regarding accommodation. Participants, in general, require easily accessible information (in their native language) regarding the accommodation, any relevant rules, policies, procedures or guidance on appropriate behaviour, accommodation services and surrounding facilities. This should include information such as:

- a) fire and emergency evacuation
- b) use of equipment and advice on safety switches (e.g. on hotplates)
- c) use of shared accommodation facilities (e.g. fitness centres)
- d) location of nearby shops and public facilities
- e) acceptable cultural behaviour
- f) safety and security
- g) rules on smoking.

5 Travel and health insurance

5.1 Purpose of this section

This section provides guidance to Course Providers on advisor and participant health insurance requirements. By having consistent policy arrangements across SCAs and ensuring adherence to country of delivery immigration requirements, risk to the program will be reduced. Section 6 of this Handbook deals with *Medical Treatment Assistance* and outlines the level of service required by Course Providers.

5.2 Background

The AASWA country program office will facilitate the dissemination of information on visa requirements to Course Providers by liaising with the relevant sponsoring agency in the country of delivery and its visa issuing authority.

The Australia Awards country program office will facilitate production of letters to support visa applications as required in the country where training is to be delivered for the Australian training team.

5.3 Course Provider responsibilities

Course Providers are required to organise and procure appropriate travel and medical insurance for Australian and international training personnel.

Travel insurance for participants travelling to a third country within the region to attend a short course will be arranged by the relevant country program office at the time of purchase of airline tickets.

Support for access to medical assistance when a participant is ill must be facilitated by the Course Provider through the Welfare Officer. The Welfare Officer appointed in countries of delivery will be responsible for facilitating medical assistance to participants during the course, as well as facilitating access as may be required to medical services for Australian training personnel.

Health and medical services available in-country will be included in a comprehensive briefing to be conducted by the Australia Awards country team.

5.4 Information for participants

Participants must be briefed on the following as part of the Orientation Program:

- a) The insurance policy in place including details of benefits and exclusions (if applicable)
- b) The claims process and timing of the reimbursement of expenses (if applicable)
- c) Procedures should they fall ill (e.g. assistance by the Welfare Officer)
- d) Issue of an information card (in the native language) providing relevant information on medical emergency procedures and non-emergency process for seeing a doctor, etc.

6 Medical treatment assistance

6.1 Purpose of this section

This guideline details expectations of the level of support from Course Providers to facilitate participant medical treatment. It should be read in conjunction with the section on *Travel and Health Insurance*.

6.2 Background

It is important to note when determining the appropriate level of support for facilitating health care service provision including that countries of the region may not have health insurance systems in place. Australian training personnel require information on services and amenities available in countries of the region and which can be facilitated through the country program office. The Course Coordinator (Welfare Officer) will be the focal point of service to participants and Australian training personnel in the event of medical assistance.

6.3 Welfare Officer

Course Providers **may be required** to have a dedicated Welfare Officer as part of their delivery team. Typically, the designated Course Coordinator assumes responsibility for all welfare matters in the delivery of in country courses. This officer is the key person involved in supporting participants and the Course Provider personnel who require medical assistance. It is required that the Course Coordinator / Welfare Officer will:

- a) make arrangements for attendance at a general practice or a suitable clinic (health centre) for any participant or Course Provider personnel who is ill
- b) attend the clinic with the individual, acting as interpreter if so requested
- c) explain the payment system and health insurance coverage applicable to the individual
- d) assist the individual to purchase prescribed medication from a local pharmacy
- e) ensure the individual fully understands the dosage and frequency of any medication
- f) support and monitor the individual while they are ill or under treatment
- g) keep Australia Awards informed of the situation, while maintaining individual privacy.

If the individual requiring medical assistance is of the opposite gender to the Welfare Officer, it may be appropriate to have another course participant or team member attend the appointment as well.

6.4 Specialist appointments

If a participant or trainer falls ill during the course and the attending doctor refers the individual to a specialist, the Course Coordinator / Welfare Officer will assist with this process.

6.5 Record-keeping and reporting

The Course Coordinator / Welfare Officer must keep a written record/diary of any health related issues or visits to doctors. Any serious illness, accident or hospital admission must be reported to Australia Awards within 24 hours, via phone or email. The Course Coordinator must advise Scope Global as soon as possible and within a maximum of 24 hours.

7 Staffing

7.1 Purpose of this section

This guideline outlines staffing requirements for Course Providers to effectively deliver quality short courses and provides Terms of Reference for core delivery personnel.

7.2 Remuneration framework

All SCAs operate under the *Adviser Remuneration Framework*. For details of the ARF go to: <http://dfat.gov.au/about-us/publications/Pages/adviser-remuneration-framework.aspx>

All positions within a short course must meet the requirements of this framework and are not eligible for the allocation of premium rates. When preparing the *Course Plan*, providers will need to include the levels and remuneration rates of staff. Discipline groups under this framework are outlined below.

7.3 Summary of mandatory staffing

The following minimum full-time staffing:

- a) Course Leader (ARF Group B) – leads the delivery team and is the major technical facilitator/lecturer.
- b) Course Coordinator (ARF Group A) – manages administration, logistics, program scheduling.
- c) Welfare Officer (ARF Group A) – preferably female position that supports participants' welfare, health needs and recreation. If the Welfare Officer is appointed by the lead agency in countries, the position will be remunerated according to country-specific entitlements. In some cases, the assignment of a Welfare Officer by the lead agency in country is considered as in-kind contribution to activity implementation. **Note that this position may not be required for all in country courses.**
- d) Interpreter/s will be sourced as required and will be remunerated at the rate specified within each country. Country program officers will advise on current rates. Interpreters will interpret proceedings within all sessions (there may be one or two interpreters depending on the English language competence of the cohort). **Note: this requirement will be subject to the specific requirements of the individual short course.**

7.4 Course Leader

Responsibilities	<ul style="list-style-type: none">▪ Lead the short course on behalf of the Course Provider and ensure the course is delivered according to the Scope of Services.▪ Manage the delivery of a flexible and experiential program of teaching, learning and site visits in accordance with the participant profiles and short course requirements.▪ Manage all support staff involved in course delivery (e.g. Course Coordinator, Interpreters, Translators, etc.).
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	<ul style="list-style-type: none"> ▪ Conduct course sessions, supervise and coordinate inputs from other presenters and organisations and make final decisions about the Course Program to ensure the course is able to adapt to participant profiles. ▪ Ensure participants' experiences are structured and analysed so they relate to the home country situation and their individual work requirements, and are linked to course objectives and learning outcomes. ▪ Lead the assessment and monitoring and evaluation of participants during course delivery and the subsequent compilation of client reports.
Qualifications and Experience	<ul style="list-style-type: none"> ▪ Relevant qualifications in the subject matter of the course being delivered ▪ Expertise in the subject matter of the course being delivered ▪ Experience in leading short course delivery to international students. ▪ Experience in project management/administration highly desirable. ▪ Understanding of the international development context (e.g. higher level goals and objectives of the Program). ▪ Knowledge of, or preferably experience in, issues surrounding the subject matter of the course being delivered in the participants' home country.

7.5 Course Coordinator

Responsibilities	<ul style="list-style-type: none"> ▪ Work with Course Leader to coordinate the successful preparation, arrival and return of participants to their home country including pre-departure materials and an orientation program. ▪ Organise and liaise with service providers to ensure appropriate provision of transport, accommodation, health insurance, site visits, recreational activities and training venues for participants for the duration of the course. ▪ Act as key liaison point for participants on all administrative and logistical issues including course provision and pastoral care services. ▪ Coordinate all financial administration tasks including, but not limited to payment of per diems, service provider invoices, etc., and keeping accurate financial records. ▪ Provide necessary administration support to the course design and delivery teams.
Qualifications and Experience	<ul style="list-style-type: none"> ▪ Qualifications in administration or other relevant field is highly preferable.
	<ul style="list-style-type: none"> ▪ High level administration/coordination experience. ▪ Excellent interpersonal communication skills

	<ul style="list-style-type: none"> ▪ Experience in education administration, particularly short courses, is highly preferable. ▪ Course Provider employee is highly preferable. ▪ Experience working with international beneficiaries is highly preferable.
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7.6 Welfare Officer

Responsibilities	<ul style="list-style-type: none"> • Monitor and provide general welfare support for participants, including orientation support, advice on any issues encountered, accompanying group on all site-visits and supporting recreational trips. • Monitor and provide specific health-related welfare support for all participants, including explaining the country's health care requirements, medical insurance policy and exclusions, accompanying individuals to any medical appointments and providing interpreting if required. • Monitor and provide support to female participants in particular, including taking any opportunities to enrich the female participants' experience • Act as the key liaison between the group and course delivery team. • Assist the Course Coordinator as required particularly with arrival and departure, organising activities, site visits and recreational activities. • Provide backup interpreting in the absence of the official Interpreter during medical appointments, out-of-hours activities and recreational activities (but is not to be used as an interpreter during formal course sessions).
Qualifications and Experience	<ul style="list-style-type: none"> • Qualification in administration, human resources, social sciences (or equivalent work experience) is preferable. • Experience in a welfare/social services role is highly preferable. • Fluency in English and the language of the participant country. • Excellent interpersonal communication skills. • Strong understanding of country systems and culture. • Strong understanding of participant culture and cross-cultural issues. Native country background is highly preferable.

7.7 Interpreter(s)

Where the English language of all participants is below a minimum level (determined in country during course development), it is policy that courses have at least one qualified and accredited, main interpreter employed full-time. A second interpreter may be employed part-time or full time (dependent on the complexity of the course and the level of English spoken by participants) to provide relief for the main interpreter during the course.

8 Interpreting and translation

8.1 Purpose of this section

This document outlines the policy and guidelines for Course Providers on the provision of interpreting and translation services for short courses. This policy and guidelines will apply to all courses where the level of English is below the standard to fully comprehend the course material. If interpreters and translators are not required, this will be specified in the Request for Tender (RFT).

8.2 Interpreting and translation policy

Notwithstanding Section 8.1 above, it is SCA policy that:

- a) all courses will have at least one, preferably qualified and accredited, main interpreter employed full-time
- b) a second interpreter may be employed part-time or full-time to provide relief for the main interpreter during the course as needed
- c) all sessions within activities where delivery is in English will be fully interpreted into the participants' native language
- d) all information and instructions given to participants verbally will be interpreted into the native language
- e) all key learning resources and written information provided to participants should be translated into the native language
- f) presentations and notes used within sessions should be translated into the native language. Wherever possible, this should include presentations by third parties and site visit hosts.

Based on the English competence of the participants (as per the Pre-Course English Assessment and as assessed by the Course Coordinator and the Course Provider within the first week of course implementation), the Course Provider and Scope Global may agree on adjusting the required level of interpretation and translation.

8.3 Rationale for policy

As short courses are delivered by an Australian provider, and generally by Australian experts, they are likely to be delivered in English. A number of participants may not have enough knowledge of English to be able to effectively follow and understand sessions in English. Accordingly, it is vital to have an interpreter available for all sessions, and to interpret all administrative instructions and information. Similarly, effective learning and sustainability will be enhanced if the participants can take away translations of the materials.

While some participants will no doubt improve their knowledge of English while they are participating in the short course, learning/improving English is not an intended outcome of SCAs. Providers should not expect that all participants will be able to understand and/or speak English, and participants must be allowed to communicate freely in their native language.

8.4 Pre-course English assessment

As part of the course design process, the Course Provider may be required to design and administer an English competency test to determine the level of English language support required by participants during course delivery. This test will determine the appropriate level of interpreting and translating services to be provided.

8.5 Qualified Interpreters

It is recommended wherever possible, that the main interpreter within a short course is a professionally qualified and certified interpreter with the relevant national body of the country of training delivery.

Interpreting is an intensive process and even experienced and qualified interpreters need to have breaks. Course Providers must ensure that interpreters are not over-worked and that a second interpreter is available as required.

8.6 Second Interpreter

It is suggested that a second interpreter be employed to relieve the main interpreter on occasions during the course. How this is arranged is largely up to the Course Provider e.g. some will have interpreters work on different sessions during a day; others will have backup for a day or two each week.

It should be noted that the Welfare Officer is not to be considered as a second interpreter. The Welfare Officer may well provide interpreting services during social activities, on weekends or after hours, at doctor visits, etc., but should not be programmed to provide ongoing mainstream interpreting relief. It is also not appropriate for the Welfare Officer to work on translation of resources.

8.7 Support provisions

To assist interpreter/s to prepare, the program will pay for up to two extra days preparation time. It is recommended that interpreter/s should meet with the Course Leader to discuss course content, terminology and specific technical terms/meaning prior to daily course delivery.

8.8 Payment and management issues

Short Course Awards operate within the *Adviser Remuneration Framework*. Interpreters recruited in country are to be paid current rates applicable to years of experience as an interpreter.

If the provider sources an interpreter from Australia to function as a team member for implementation of a short course in a country of the region of Australia Awards South and West Asia, the interpreter is considered to be within Adviser Group A and paid according to years of experience as an interpreter.

The main interpreter will usually stay with the group throughout the course and travel with them as required. Therefore any travel and associated costs (e.g. accommodation) will be paid for. The payment of per diems for interpreter/s is a matter for each Course Provider to determine. Where a per diem is paid, then the maximum rate is as prescribed by Australian Aid for the location in South and West Asia for actual days worked.

The extent that material/resource translations can be arranged beforehand will be a matter of good planning and early preparation. Course Providers are asked to have major

materials and resources translated prior to the course. They are also encouraged to put in place a system that allows presentations and other materials/resources to be translated as the course progresses. One way of ensuring that this happens is to use more than one translator, sending them materials for translation on a rapid turn-around basis.

9 In-Country orientation program

9.1 Purpose of this section

This document outlines objectives and requirements for the successful orientation of participants and provides guidance on content, activities and scheduling.

9.2 Objectives of the Orientation Program

The objectives of the Orientation Program are:

- a) participants are “settled in” to their new home for the course duration
- b) participants understand relevant short course policies and procedures
- c) participants know how to access academic and welfare support
- d) participants are informed of recreational activities
- e) participants have the opportunity to further their cross-cultural understanding of the country context.

9.3 Required Orientation Program content

The Orientation Program should cover the following key areas:

- a) **Introduction to the Course Provider team** and explanation of roles and responsibilities.
- b) **Course** venues, facilities, attendance and behaviours
- c) **Per diem** amounts, payment processes and intended use
- d) **Accommodation** rules and policies, security arrangements and considerations, fire and emergency evacuation, use of shared facilities
- e) **Local orientation** including nearby shops and public facilities
- f) Course and local **transport** including pick up points, payment methods, schedules and to/from the course venue.
- g) **Health insurance policy** including coverage, exclusions and treatment of pre-existing medical conditions, payments, insurance claims and health care assistance
- h) **Communications and IT** including for example and as required, SIM cards and credit, international phone cards, use of laptops and internet and email access.
- i) Outline of **academic and welfare support** mechanisms available (e.g. medical assistance, out of hours support, etc.).
- j) Planned **recreational activities** including schedule, coordination and participation.
- k) **Cultural norms and acceptable behaviour**, and cross-cultural communication relevant to training delivery and pertinent to country of delivery and/or participants from countries of the region.

9.4 Suggested activities

Some suggested activities for inclusion in the Orientation Program are: a)

“Getting to know you” activities with the Course Provider team

- b) Interactive tour of the local area
- c) Local transport excursion
- d) Cross cultural communication case studies

9.5 Scheduling of the orientation program

The orientation program should commence within 24 hours of participants’ arrival and prior to commencement of the course.

9.6 Evaluation of the orientation program

The Orientation Program should be assessed as part of the end of course evaluation to enable participants to assess and reflect on the effectiveness and usefulness of the program in preparing them for the country where training is delivered.

10 Communications and IT

10.1 Purpose of this guideline

This document outlines policies and requirements on participant phone usage and computer and internet access.

10.2 Mobile phone usage

In the case of multi-country participation in a course, participants will be advised to bring their own mobile phone handsets with them. Course Providers are to provide recipients with a pre-paid mobile phone SIM card on arrival (maximum \$30 pre-loaded credit per SIM).

Recipients are to be briefed on:

- a) the value of the allocation for each pre-paid component (e.g. calls, text, data)
- b) all relevant local and international call and usage charges;
- c) how to purchase and re-charge their phone credit and;
- d) how to purchase and use phone cards for international calls to minimise costs associated with contacting relatives.

In cases where training is delivered with cohorts from a single country and within their own country, a flat rate equivalent of AUD20 will be paid to participants to credit their mobile phones to maintain contact with relatives for the duration of the course.

10.3 Accommodation phone

To assist in managing communication expenditure and in consideration of the higher charge rates of some accommodation providers, it is strongly recommended that participants only have access to land lines which are “pay as you go”.

10.4 Computer access

It is an SCA requirement that participants have access to a computer for use at night and on the weekend. This may be a desktop, laptop or tablet. It is recommended that computers are available at a minimum of one per two participants. Information collected prior to participant mobilisation will determine which of them are intending to bring their own computer.

10.5 Internet access

Participants must be provided with internet access for study and personal use. Where not provided and included in the room charge at the accommodation or easily available at the location at which the course is to be delivered, then prepaid internet connection is to be provided. Instructions on how to access the internet and information on all applicable charges must be explained to participants.

11 Short course monitoring and evaluation

11.1 Purpose of this guideline

This guideline outlines the expected outcomes and outputs of all Short Course Awards as part of the broader Australia Awards South and West Asia Program and the required monitoring and evaluation (M&E) frameworks and tools Course Providers are required to use to monitor progress and evaluate the outputs of short courses.

11.2 M&E framework

Scope Global has developed a Monitoring and Evaluation (M&E) Framework which provides for pre-award, on-award and post-award M&E for all short courses. It is aligned with the Kirkpatrick Evaluation Framework for short courses – outlined below. The Course Provider is responsible for Level 2 M&E, but it is important that they see where this fits into the Australian Government’s commitment to sustainable development and the overall M&E approach taken. The Course Provider’s approach to M&E for those elements for which they are responsible will be specified in the tender.

The Kirkpatrick Evaluation Framework (refer to www.kirkpatrickpartners.com) for short courses is based on four sequential levels of evaluation as below:

- a) Level 1 Reaction: to what degree participants react favourably to the training.
- b) Level 2 Learning: to what degree participants acquire the intended knowledge, skills, attributes, confidence and commitment based on their participation in a training event.
- c) Level 3 Behaviour: to what degree participants apply what they learned during training when they are back on the job.
- d) Level 4 Results: to what degree targeted outcomes occur as a result of the training event and subsequent reinforcement.

11.3 Short Course Awards outputs and outcomes

The following outputs and outcomes are drawn directly from the Australia Awards South and West Asia M&E Framework and are to be monitored, evaluated and reported against by the Course Provider.

Outputs	
Kirkpatrick level one	<ul style="list-style-type: none"> ▪ Courses are managed well and meet participant learning needs.
Kirkpatrick level two	<ul style="list-style-type: none"> ▪ Participants complete good quality relevant training or other activities in support of their Return to Work Plan; ▪ Participants establish networks with Australians.

Outcomes	
Kirkpatrick levels three and four	<ul style="list-style-type: none"> ▪ Alumni develop new policies and implement new practices in the sector of development.
Kirkpatrick level four	<ul style="list-style-type: none"> ▪ Alumni activities impact broadly across their organisations ▪ Increased public visibility of the Australian Government awards program

11.4 Short Course Awards indicators and data collection

Outcomes			
Indicators	Source of information	Responsibility	When collected
Alumni are appropriately applying new knowledge, skills or Australian links in their workplaces?	Alumni Development Impact Survey	Scope Global	At three months plus and nine months plus following course completion
Awardees are maintaining positive	Alumni Development	Scope Global	At three months plus and nine months plus following course
Outcomes			
Indicators	Source of information	Responsibility	When collected
linkages with Australia?	Impact Survey		completion

Alumni activities impact broadly across their organisations	Case Studies	Scope Global	Variable
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Outputs			
Indicators	Source of information	Responsibility	When collected
Course Provider understands the entry skills and knowledge of intended participants	Participant information; pre-tests	Course Provider	Prior to and at commencement of course
Courses are managed well and meet participant learning needs	Participant satisfaction survey	Scope Global	At conclusion of course
Participants complete good quality relevant training or other activities in support of their Return to Work Plan	Pre-test and post-test assessments	Course Provider	At commencement and conclusion of course
Participants establish networks with Australians	Course Provider sourced	Course Provider	At commencement and conclusion of course

11.5 M&E by Scope Global

Scope Global will liaise with the Course Coordinator to arrange a monitoring and evaluation visit toward the end of course delivery. This will usually involve observation of course activities; review of course program and resources and discussing any operational/contractual matters as appropriate with the participants and the Course Provider.

The course evaluation visit at the end of the course will involve, in addition to the above, completion of the student satisfaction survey independent of the Course Provider; and a group discussion (with no Course Provider personnel present) with the participants to get feedback on the quality of course delivery and support services. The date and time will be negotiated with the Course Provider.

In addition to monitoring visits, Scope Global will communicate regularly with the Course Provider to discuss and monitor progress, address any issues and make any necessary forward plans or amendments.

12 Short course reporting

12.1 Purpose of this section

This section outlines the reporting requirements for Short Course Awards.

12.2 Responsibilities for reporting

Scope Global is responsible for reporting to Australian Aid on the management, progress and outcomes of Short Course Awards as part of the Australia Awards South and West Asia Program. This is done via six monthly and annual reports, as well as the final program completion report. To compile these reports feedback and data is collected from a variety of sources including the Course Provider.

The Course Provider is responsible for reporting on the short course through the development of a *Course Completion Report*. This report will include a Financial Report detailing actual expenditure incurred. In the case of reimbursable costs, documentary evidence of payments made may be requested by Scope Global.

12.3 Course completion report

At the completion of the course the Course Provider is responsible for:

- a) administering assessments of learning and reporting on demonstrated outcomes
- b) organising a debriefing of core personnel
- c) finalising financial payments associated with course delivery and;
- d) preparing the Course Completion Report.

The *Course Completion Report* must be submitted electronically within three weeks of course completion. The body of the report should be no more than 10 pages with annexes including relevant M&E tools and analysis, as well as a CD or USB stick containing all course materials and a selection of photos taken during the course. The purpose of this report is to:

- a) provide an overview of the short course
- b) assess achievement of the short course against its intended outputs
- c) describe any issues, constraints and lessons learned, and make recommendations for future short course delivery and;
- d) provide a financial report on short course delivery. **All conclusions drawn in the report must be evidence-based.**

12.4 Course completion report content

Course overview	<ul style="list-style-type: none"> ▪ Description of the course purpose, objectives, learning outcomes, topics and outputs
Participants and their learning	<ul style="list-style-type: none"> ▪ Change in participants test scores in pre and post-tests. ▪ Particular individuals or sub-groups who did well.

<p>Course design and delivery</p>	<ul style="list-style-type: none"> ▪ Suitability and selection of participants, including recommendation for future targeted participants. ▪ Cross-cutting issues including gender and disability ▪ Attitude and commitment of participants. ▪ English language skills within the group. ▪ Any inhibitors or constraints to success. ▪ Relevance of course to the current roles of participants. ▪ Teaching methods used and assessment of applicability to the group. ▪ The value of site visits and/or practical experiences. ▪ Sessions and approaches that worked well. ▪ Use of interpreter/s and assessment of how this worked.
<p>Course outputs</p>	<ul style="list-style-type: none"> ▪ Description of course outputs. ▪ Assessment of course outputs. ▪ Return to Work Plan - review with participants during the course to further develop capacity to implement and to facilitate monitoring and evaluation of outcomes in workplaces
<p>Logistics, administration and welfare</p>	<ul style="list-style-type: none"> ▪ Contracting, financing and other pre-activity processes. ▪ Mobilisation/demobilisation of participants. ▪ Orientation program. ▪ Accommodation and transport arrangements. ▪ Per diems and meals. ▪ Welfare support for participants and any general issues ▪ Health care support.
<p>Lessons learned during course delivery</p>	<ul style="list-style-type: none"> ▪ Any lessons learned during the course? ▪ What should be done differently if this course was to be repeated? ▪ How could the course have been improved? ▪ Recommendations for future courses?
<p>Financial report</p>	<ul style="list-style-type: none"> ▪ Expenditure against the original budget, using the budget template as a basis. ▪ Comment on any budget/cost issues.

13 Missing participants

13.1 Purpose of this section

This section details the approach and procedures to be followed if a participant leaves the group or fails to board scheduled transport to return home.

13.2 Background and summary

It is possible that a participant may over-stay their visa or seek asylum while in another country. Any such incident needs to be treated with caution and sensitivity.

13.3 Indications of intention to leave

The Course Provider or their staff may become aware that a participant is contemplating leaving the course and not returning to their home country. At this stage, the Course Provider must immediately inform Scope Global. It may also be appropriate for the Course Provider to raise the concern with the participant although this needs to be done with care and tact. It is not appropriate, where such an indication is received or made in confidence, to discuss the situation with other participants. However, in reality, where a participant is openly making such plans it is likely that the other participants will already be aware of the situation.

The most appropriate person to raise the concern with a participant is the Welfare Officer, who is in a position to be able to provide realistic counsel. Of course, the Welfare Officer may not assist with any such planning, nor should they provide supportive advice or encouragement.

13.4 Dissuading “over-stayers”

Having a participant over-stay is not in the best interests of the Australia Awards. The program makes no apologies for discouraging such over-staying and encouraging all participants to return to their home country at the conclusion of the course.

Where it becomes clear that such action is being considered, the Welfare Officer should broach the issue with the participant. This discussion should be in private and treated confidentially. Participants may be in contact with others from their country already resident in countries of the region other than their own. In this situation these people may be encouraging the participant to consider over-staying. The advice that they give may be rather optimistic, in terms of job prospects, permanent residency and accommodation. In the discussion with the participant, the Welfare Officer may be able to give a more realistic, less ‘rosy’ view.

13.5 Limitations to any action

While it is reasonable for participants to be given realistic advice in the circumstances above, Course Providers need to take care to avoid taking any stronger steps to dissuade a participant from such action. Where it is suspected that a participant intends to leave the course or not return to their home country it is not appropriate to take steps such as holding his/her passport, making or implying threats or denying the participant their rights in any way.

Where a participant leaves the course or fails to board a flight, the Course Provider will not provide any information on this participant to any person or organisation outside of Scope

Global or the Government of the country where the course is being delivered. This includes providing the name or any details about the participant (including whereabouts and mobile phone number) to any other party.

13.6 Actions to be taken if an incident occurs

These steps are to be followed by the Course Provider:

Check on the participant's whereabouts and safety

It should not be assumed that a missing participant has 'absconded' – they may have met with an accident, fallen ill or been delayed. The first step is therefore to ask other participants as to his/her whereabouts and movements. If it is not clear that they have left (e.g. luggage left behind, no indication of intention to leave) then it should be treated as a disappearance and the usual checks of hospitals and a police report made. A call should be made to the participant's mobile phone to seek information.

Report the incident to Scope Global

This should be done as soon as possible and the incident discussed, as each case will be different and may require a different specific response.

Implement the confidentiality procedure

Do not respond to queries or requests for information about the participant from any party or organisation outside of Australian Government agencies and/or the Government of the country where training is being delivered.

Do not issue any further allowances for the missing participant.

Stay in touch with Scope Global.

14 Budget

14.1 Purpose of this section

This section summarises Short Course Awards policy on the formulation and approval of budgets for short courses.

This statement provides information and guidance relating to standard budget lines. It should be read in conjunction with the *Course Budget* template and the other *Short Course Awards Handbook* sections, including: Staffing, Allowances and Travel, Communications and IT, Accommodation and Interpreting and Translation.

14.2 Introduction

Short Course Awards are funded by the Australian Government. Scope Global, as the Managing Contractor for the Short Course Awards, is responsible for the development, management and reporting of the overall Short Course Awards budget. For individual short courses, Scope Global is responsible for budgeting and pays for expenses incurred for predeparture preparations and domestic travel to the international gateway, international airfares, transit costs and travel allowances are the responsibility of the Course Provider.

14.3 Budget timing and justification

During contract negotiations the *Course Budget* is submitted to Scope Global along with the *Course Plan*, as the latter document provides details of staffing, travel, course presenters, etc. Please justify the budget lines, especially any additional or unusual items, within the *Course Plan*. Once approved, the *Course Budget* is attached to the Contract between Scope Global and the provider and becomes part of that Contract.

14.4 Fixed and reimbursable costs

The *Course Budget* divides course costs into fixed and reimbursable budget lines. The fixed costs are approved on the basis of the *Course Plan* and, while they are subject to reporting and possible audit, these will not be varied unless through a further budget request or a contract variation. The reimbursable costs are also approved on the basis of the *Course Plan*, however these are more fluid and variable and can be difficult to accurately predict. Payment against the reimbursable budget lines will be for the actual, verified course costs that have been incurred. Providers will need to provide details of these costs when making their final claim. Scope Global may request that receipts or other documentation be attached to this claim for reimbursable expenses. Scope Global may also check these claims through an audit process.

All personnel costs included in both the fixed and reimbursable components of the budget must be aligned to the *Adviser Remuneration Framework*. Premium rates under this framework are not applicable to Short Course Awards.

14.5 Fixed costs detailed

See the *Course Budget* for the standard lines in this category and below related comments/guidance:

- a) **Course Designer** – this line covers all staff costs associated with developing the course, arranging sessions and site visits, preparing the program, developing materials to be used within the course, etc.

- b) **Course Leader** – this line covers the cost of engaging the Course Leader in course delivery management/oversight, presentation and reporting (excluding post-course M&E activities).
- c) **Course Coordinator** – this line covers the cost of engaging the Course Coordinator in the administration and coordination of the course including pre and post-delivery and reporting.
- d) **Welfare Officer** – this line covers the cost of the engagement of the Welfare Officer. It is expected that the Welfare Officer would have a minimum of one day off a week.
- e) **Fixed Management Fee** – the tendered management fee as approved by Scope Global. This includes any “other financial or administrative fees” required to perform the services in accordance with the Contract. These fees must be justified by the Course Provider and are subject to approval by Scope Global.

14.6 Reimbursable costs detailed

See the *Course Budget* template for the usual lines in this category. Where additional costs are proposed, please insert these into the template. Comments are provided below on specific line items as necessary:

- a) **Interpreters** – this line covers the cost of interpreter/s required for the delivery of short courses. The allocation of interpreting personnel must be aligned to the English language levels of the selected short course participants. The Course Provider may be requested to provide services to determine these levels. If necessary due to the English language ability of any of the participants, all information, instruction and course presentations must be provided in the native language.
- b) **Other expert presenters** – this line covers the cost of the engagement of expert presenters in course delivery. Details of these expert presenters must be provided in the *Course Plan*. Rates for expert presenters are constrained by the Adviser Remuneration Framework.
- c) **Provision of meals/food during course delivery** – it is recommended that participants are provided with lunch during course delivery.
- d) **Communications and IT** – refer to *Section 10: Communications and IT*.
- e) **Translation** – if necessary due to the English language ability of any of the participants, all learning resources and written information provided to participants will be translated into the native language. This line covers the costs associated with this requirement.
- f) **Participant accommodation** – refer to *Section 4: Accommodation*; insert additional lines where more than two locations are planned.
- g) **Participant daily allowance** – refer to *Section 3: Allowance and Travel*.
- h) **Health insurance** – the actual cost of purchasing the OSHC insurance (*refer to Section 5: Health Insurance*).
- i) **Travel and transfers** – refer to *Section 3: Allowance and Travel*. Any proposed travel associated with course delivery must be detailed in the *Course Plan* and negotiated with Scope Global according to available funds.
- j) **Training team flights** – in line with head contract requirements the cost of any airfares will be reimbursed at the cost of economy class. Travel must be via the most direct and cost effective route.

- k) **Training team accommodation** – payable where the team member stays in accommodations which are not offered in-kind by lead agencies in countries where training is delivered.
- l) **Training team per diems** – Per diems are payable and payment is approved by Scope Global. Per Diem rates must be aligned to the current approved Australian Aid travel rates.

14.7 Budget line transfers

Within the negotiated Fixed Costs budget, funds cannot be transferred between budget lines.

In the Reimbursable budget, transfers between lines are possible, but must be approved by Scope Global in advance.

14.8 Reporting requirements

All invoices linked to the achievement of contractual milestones must include a detailed financial report. No standard format is provided for this as different Course Providers will have different systems and reporting formats. However, a spreadsheet format is preferred to summarise costs against relevant budget lines, both fixed and reimbursable.

The reimbursable expenditure will require more detailed reporting of expenditure against all budget lines, along with comments.

Scope Global may request further detail and evidence of expenditure on any of the reimbursable budget lines

15 Templates

15.1 Course Plan

General Details of Course				
Course Name				
Activity Number	(Scope Global to insert)			
Contracted Course Provider				
Dates of Course & Location				
Overview of Course				
Course Learning Objectives				
Personnel and organisations involved in delivery				
Position	Name	Discipline category (A-D)	Job level (1-4)	Proposed daily rate
Course Designer – Lead (mandatory) <i>Usually does pre-course planning and design.</i>				
Course Designer 2 (optional) <i>Supports Lead Designer (add additional rows as required)</i>				
Course Leader (mandatory) <i>Main technical expert/presenter</i>				
Course Coordinator (mandatory) <i>Responsible for day-to-day administration, logistics & management of course.</i>				
Interpreter (Only if Required) <i>NAATI qualified interpreter to interpret main sessions.</i>				

Back-up or second interpreter (optional) <i>Interpreter to share interpreting load or provide back-up interpretation.</i>				
Welfare Officer (mandatory) <i>Native speaker, pref. female.</i>				
Lecturer/s and Specialist presenter/s	Name	Discipline category (A-D)	Job level (1-4)	Proposed daily rate
Program and venues				
Training venue/s				
Comments				
Site and organisation visits planned				
Teaching/learning approach				
Summary				
Interactions with Australian organisations				
Assessment approach				
Proposed accreditation				
Accommodation and other arrangements				
Participant accommodation				

Meals/food arrangements	
Orientation arrangements	
Transport arrangements	
Airport transfers	
Daily transport arrangements to training venue	
Interstate travel arrangements (if applicable)	
Recreational travel e.g. bus passes provided	
Participant Insurance coverage	
Insurer	
Policy level and benefits	
Policy number	
Includes travel/lost luggage insurance?	
Dates of coverage	
Evaluation of course	
Proposed survey of participants	
Ongoing review approach within Course	
Any proposals re follow-up and ongoing support for participants post-course	
Recreational activity plans	
Weekend group trips	
Evening activities	
Resources provided	
Pre-arrival manual	

Access to phones, mobiles	
Computer access	
Internet & email access	
Translated resources	
Budget	
	Course budget in format attached separately
Other information or comments	

15.2 Budget Template

Budget templates vary between short courses. The following is provided as an example only.

ITEM	Units	No.	Cost	Total
PART A: NON-REIMBURSABLE (FIXED) COSTS				
A1 Staffing costs for design of course				
Course Designer - Preparation & materials development (Name)	person days			\$0
Course Designer - Preparation (Add additional personnel with names, if required)	person days			\$0
Course Leader - Preparation (Name)	person days			\$0
Subject Matter Specialists - Preparation	person days			\$0
Sub-total: A1				\$0
A2 Staffing costs for delivery of course				
Course Leader - Training delivery (Name)	person days			\$0
Presenters (preparation and delivery) - Training delivery (only if required)	person days			\$0
Other Specialist Presenters (or subject matter experts - only if required)	person days			\$0
Course reporting - preparation of 10 page report	person days			\$0
Project Director part-time oversight, monitoring & reporting (Name)	person days			\$0
Course Coordinator (full time administration & logistics support) (Name)	person days			\$0
Welfare Officer (NOT REQUIRED FOR IN-COUNTRY SHORT COURSE AWARDS)	person days			\$0
Other staffing costs (to be detailed in the Course Plan)	person days			\$0
Sub-total: A2				\$0
A3 Fixed Management Fee				
Fixed Management Fee (as per tendered price)	Fixed Fee			\$0
Sub-total: A3				\$0
Total Fixed costs payable to Contractor (Sum of A1, A2 and A3)				
				\$0
PART B: REIMBURSABLE EXPENSES INCURRED BY CONTRACTOR				
B1: Personnel Costs for Delivery of Course (in-COUNTRY)				
Specialist Interpreter 1 - (Main interpreter, full-time for course duration, ARF A2) (Only if required)	days			\$0
Specialist Interpreter 2 - (Back-up interpreter, part-time for course duration, ARF A2) (Only if required)	days			\$0
Specialist Translator - Selected translation of key documents & session reports (Only if required)	lump sum			\$0
Sub-total: B1				\$0

B5: In Country Travel & Transfers				
Bus hire for course related transport including regional travel	bus trips			\$0
Participant domestic flights	flights			\$0
Delivery team flights	flights (sectors)			\$0
Taxis and other transfer costs	trips			\$0
	Sub-total: B5			\$0
B6: In Country Travel & Transfers				
Delivery team International flights	flights			\$0
Per Diem				\$0
Accommodation (Note that this is covered in Section B3 above)				\$0
Taxis and other transfer costs				\$0
Travel Insurance				\$0
	Sub-total: B6			\$0
B7: Other costs and expenses (as justified in Course Plan)				
				\$0
	Sub-total: B7			\$0
Total Reimbursable Costs - Contractor (Sum of B1 to B7)				\$0
TOTAL (FIXED AND REIMBURSABLE COSTS)			AUD	\$0
GST			AUD	\$0
TOTAL PAYABLE TO CONTRACTOR (INCLUDING GST)			AUD	\$0

Assumptions:	
Number of Participants	
Number of days participants on the training activity in country	
Number of days Provider is in country	
Number of days pre and post study	
Number of site visits	
Number of social field trips	

Note: 1. All costs entered into the body of the table are exclusive of GST.
GST is added at Line 100

2. Rates for participant per diems vary by country and will be provided with the specific tender.

Note: the above is a generic template. A course specific template will be provided with each RFT in Excel format.

