Australia Awards
Papua New Guinea
Short Course Awards (SCA)\textsuperscript{1} Guidelines
November 2016

\textsuperscript{1} Also known as Australia Awards Fellowships
# Document Information

## Revision history

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# Abbreviations

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<tr>
<td>AAPNG</td>
<td>Australia Awards – Papua New Guinea</td>
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<td>DFAT</td>
<td>Department of Foreign Affairs and Trade</td>
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<td>DIBP</td>
<td>Department of Immigration and Border Protection</td>
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<td>M&amp;E</td>
<td>Monitoring and Evaluation</td>
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<td>OSHC</td>
<td>Overseas Student Health Cover</td>
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<td>PNG</td>
<td>Papua New Guinea</td>
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<td>SCA</td>
<td>Short Course Award</td>
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Guideline 1: Allowances and Travel

1.1 Purpose of this Guideline

This guideline outlines Australia Awards – Papua New Guinea (AAPNG) Short Course Awards (SCA) policy on the payment of allowances to recipients in Australia, as well as in Australia travel costs covered by the award. Any variation from the policies and rates set in this summary must be cleared before payment with the Professional Development and Partnerships Manager.

1.2 Introduction

SCAs are funded by the Australian Government through the Department of Foreign Affairs and Trade (DFAT). Allowances for recipients are based on DFAT Short Course Awards guidelines and limits and restrictions are set on what is paid. This guideline makes payment responsibilities clear and sets amounts to be paid.

1.3 Recipient travel costs in Australia

Travel costs in Australia incurred as part of the short course are funded through the award. The course provider will organise and procure this travel. Recipient per diems (detailed below) include an allocation for personal travel in the course location. All other travel by recipients (e.g. to visit relatives or friends outside of the course location) is prohibited. The SCA does not provide funds for reunion travel.

1.4 Recipient allowances in Australia

All recipients are paid a daily allowance or per diem of AUD82.20/day during their time in Australia. The course provider pays the allowance on the basis of the formula: “number of nights in Australia plus one” (to allow for return travel). The daily allowance is to cover meals not provided by the course provider, incidentals, personal travel, etc. No additional allowances will be provided. Allowances are paid in advance weekly by the course provider.

This 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 a reduction adjustment from the standard rate will be made, according to the following:

- Breakfast: Deduct 21% from the allowance
- Lunch: Deduct 23% from the allowance
- Dinner: Deduct 39% from the allowance

It is preferred however, that recipients are provided with lunch during course delivery and are able to prepare/buy breakfast and dinner.

Recipient allowances to attend pre and post course workshops in PNG are the responsibility of Australia Awards in PNG and are paid in line with Government of PNG guidelines.
Guideline 2: Accommodation

2.1 Purpose of this Guideline

This guideline details the SCA policy on the standard of accommodation provided for recipients 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 the Professional Development and Partnerships Manager prior to making any final bookings.

2.2 Standard/type of accommodation in Australia

Previous experience with short course recipients from other countries has demonstrated a strong preference for recipients to be able to prepare the majority of their own meals. Apartments with cooking facilities are available in all city locations and are the preferred style of accommodation. The standard is as follows:

- apartment accommodation with two bedrooms and a fully equipped kitchen;
- four star rated minimum wherever available and within budget; and
- separate bathrooms wherever available and within budget.

2.3 Twin share requirement in Australia

Recipients are required to share with one other person. However, this must be dealt with in a sensitive manner and not through a random allocation of rooms. This is especially the case for women recipients, who may wish to be grouped in adjacent rooms. The Professional Development and Partnerships Manager should be consulted about room allocation prior to mobilisation to avoid problems on arrival at the accommodation.

It is not acceptable to place three recipients in one apartment unless there are three bedrooms and multiple bathrooms. The Course Coordinator will need to exercise flexibility and discretion when rooms are allocated. There may occasionally be acceptable reasons for allocating a single room (e.g. health issue), but the general rule is that recipients share an apartment.

2.4 Location of accommodation in Australia

Providers must take location into account, especially where alternatives exist. Factors to be considered include:

- distance to training venue, especially where recipients are not bussed to the venue daily;
- proximity to city centre, shops, public facilities and take-away food outlets;
- proximity to bars, sex-shops or other potentially culturally offensive sites; and
- proximity to noisy, late-night entertainment venues.

2.5 Accommodation fact sheet

On arrival, providers should supply easily accessible information to recipients on the accommodation, any relevant rules, policies, procedures or guidance on appropriate
behaviour, accommodation services and surrounding facilities. This should include information such as:

- fire and emergency evacuation;
- use of shared accommodation facilities;
- location of nearby shops and public facilities;
- safety and security;
- smoking rules; and
- acceptable cultural behaviour (for Australian accommodation only).
Guideline 3: Health and Travel Insurance

3.1 Purpose of this guideline

This document provides guidance to course providers on recipient travel and health insurance requirements to reduce risk by having consistent policy arrangements across SCAs and ensure adherence to Australian Government immigration requirements. A separate guideline, Guideline 4: Medical Treatment Assistance outlines the level of service required by course providers in Australia in terms of supporting medical appointments, etc.

3.2 Background

It is planned that recipients will be travelling to Australia Student Visa (Sub-Class 500). The Australian Government through the Department of Immigration and Citizenship requires all holders of a Student Visa to maintain Overseas Student Health Cover (OSHC) during their stay in Australia².

3.3 Course provider responsibilities

During pre-departure preparations, course providers are required to organise and procure travel insurance for recipients during course delivery in Australia and single OSHC insurance³ to support the Australian visa application process. Course providers must provide a Certificate of Insurance for each of the recipients covering them from their time of arrival in Australia to their time of departure. Recipients are not eligible for assistance with family entry or assistance with family OSHC insurance coverage.

Support with access to medical assistance in Australia when a recipient is ill must be facilitated by the course provider (e.g. through the Welfare Officer). Course providers are also required to provide recipients with a comprehensive briefing on the travel and OSHC insurance policy on arrival in Australia.

3.4 Information for recipients

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

- The policies: the benefits and exclusions. Recipients should be advised of all exclusions under the policies including pre-existing medical conditions and dental and optical expenses.
- The claims process and timing of the reimbursement of expenses.
- Procedures should they fall ill in Australia (e.g. assistance by the Welfare Officer).
- The need to contribute to medical expenses where gap fees apply in Australia.
- Assistance to arrange treatment in Australia for non-urgent existing conditions may not be supported by the course provider and will not be covered under the insurance policy.
- Issue of an information card providing relevant information on medical emergency procedures and non-emergency process for seeing a doctor, etc.

² For more information on these requirements go to http://www.immi.gov.au/students/students/576-2/.
Guideline 4: Medical Treatment Assistance

4.1 Purpose of this Guideline

This guideline details expectations of the level of support provided by course providers to facilitate recipient medical treatment in Australia. It should be read in conjunction with Guideline 3: Health Insurance.

4.2 Background

There are a number of background issues to consider when determining the appropriate level of support in facilitating health care service provision including:

- Australia has a high reputation in health care and recipients may understandably want to take advantage of Australian health services and
- OSHC Worldcare Standard policy excludes coverage for pre-existing medical conditions.

4.3 Welfare Officer

All course providers will have a Welfare Officer as part of their delivery team in Australia. This officer is the key person involved in supporting recipients who require medical or dental assistance in Australia. It is required that the Welfare Officer will:

- make arrangements for attendance at a general practice or a suitable clinic (e.g. university health centre) by any recipient who is ill;
- attend the clinic with the recipient, acting as interpreter if so requested by the recipient;
- explain the payment system and health insurance coverage applicable to the recipient at the time of the doctor’s visit;
- assist the recipient to purchase prescribed medication from a local pharmacy;
- ensure the recipient fully understands the dosage and frequency of any medication;
- support and monitor the recipient while they are ill or under treatment; and
- keep the Professional Development and Partnerships Manager informed of the situation, while maintaining recipient privacy.

4.4 Specialist appointments

If a recipient falls ill during the course and the attending GP refers the recipient to a specialist, the Welfare Officer will assist with this process. However, some recipients may arrive in Australia with the intention to consult a specialist, usually because they have not been able to get specialist advice at home. While this is not an unreasonable expectation, it should not take precedence over meeting the requirements of the course. The following points are relevant:

- specialist appointments can only be made with a GP’s referral;
• specialist appointments are difficult to arrange at short notice – the Welfare Officer may assist in arranging early appointments but should make it clear that appointments may not be possible in the timeframe;

• the requirements of attendance at the course come first and any appointments should be made at a time that minimises impact on activity session attendance; and

• specialist appointments are not covered by health insurance where they relate to a pre-existing medical condition.

4.5 Record-keeping and reporting

The 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 the Professional Development and Partnerships Manager within 24 hours, via phone or email.
Guideline 5: Staffing

5.1 Purpose of this Guideline

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

5.2 Remuneration framework

The SCAs operate under the Adviser Remuneration Framework\(^4\). All positions within short courses 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.

5.3 Summary of mandatory staffing

The following minimum staffing:

- Course Leader (Group B) – leads the delivery team and is the major technical facilitator/lecturer.
- Course Coordinator (Group A) – manages administration, logistics, program scheduling.
- Welfare Officer (Group A) – preferably female position that supports recipients' welfare, health needs and recreation.

5.4 Course Leader

**Responsibilities:**

- 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 recipient profiles and short course requirements.
- Manage all support staff involved in course delivery (e.g. Course Coordinator, Interpreters, welfare officer, etc.).
- 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 recipient profiles.
- Ensure recipients’ experiences are structured and analysed so they relate to the Papua New Guinean situation and their individual work requirements, and are linked to course objectives and learning outcomes.
- Lead the assessment and monitoring and evaluation of recipients during course delivery and the subsequent compilation of client reports.

**Qualifications and Experience:**

- Relevant qualifications and experience in the technical subject matter.

- 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, the technical subject matter in PNG.

5.5 Course Coordinator

Responsibilities:
- Work with Course Leader to coordinate the successful preparation, arrival and return of recipients to PNG including pre-course materials and an orientation program.
- Organise and liaise with service providers to ensure appropriate provision of in-Australia transport, accommodation, health insurance, site visits, recreational activities and training venues for recipients for the duration of their stay in Australia.
- Act as key liaison point for recipients 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:
- Qualifications in administration or other relevant field is highly preferable.
- High level administration/coordination experience.
- Excellent interpersonal communication skills
- Experience in education administration, particularly short courses, is highly preferable.
- Course provider employee is highly preferable.
- Experience working with international beneficiaries is highly preferable.

5.6 Welfare Officer

Responsibilities:
- Monitor and provide general welfare support for Papua New Guinean recipients in Australia, 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 recipients, including explaining Australian health care requirements, the medical insurance policy and exclusions, accompanying individuals to any medical appointments and providing interpreting if required.
- Monitor and provide support to female recipients in particular, including taking any opportunities to enrich the female recipients’ experience while in Australia.
- 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.
Qualifications and Experience:

- 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.
- Excellent interpersonal communication skills.
- Strong understanding of Australian systems and culture.
- Strong understanding of Papua New Guinean culture and cross-cultural issues.
Guideline 6: Pre-Course and Orientation Programs

6.1 Purpose of this Guideline

This document outlines SCA requirements for the successful preparation and orientation of recipients and provides guidance on content, activities and scheduling.

6.2 Pre-Course Workshop

The Australia Awards PNG team will organise and support the implementation of a pre-course workshop in PNG approximately one month prior to recipient's departure. As part of this event recipients will be briefed on the course program, as well as the logistical and support services, to be delivered by the course provider.

In preparation for these sessions, the course provider is responsible for developing the presentation content, as well as a Pre-Departure Information Booklet detailing all relevant information.

The pre-course workshop may include introductory course modules facilitated by the training provider.

When the course provider is required to travel to PNG for the Pre-Course workshop, the security and safety of the course provider personnel is sole responsibility of the course provider.

6.3 Orientation Program

The course provider is required to organise an Orientation Program upon arrival of the participants. Courses must include an orientation to the city location, accommodation and learning institution.

6.4 Objectives of the Orientation Program

The objectives of the Orientation Program are:

- recipients are “settled in” to their new home for the course duration;
- recipients understand relevant short course policies and procedures;
- recipients know how to access academic and welfare support;
- recipients are informed of recreational activities; and
- recipients have the opportunity to further their cross-cultural understanding of the Australian context.

6.5 Required Orientation Program content

The Orientation Program should cover the following key areas:

- Introduction to the course provider team and explanation of roles and responsibilities
- Course venues, facilities, attendance and behaviours
- **Per diem** amounts, payment processes and intended use
- **Accommodation** rules and policies, security arrangements and considerations, fire and emergency evacuation, use of shared facilities
- **Local orientation** including nearby shops and public facilities
- Course and local **transport** including pick up points, payment methods, schedules and to/from the course venue
- **Health insurance policy** including coverage, exclusions and treatment of pre-existing medical conditions, up-front payments, insurance claims and health care assistance
- **Communications and IT** including for example, SIM cards and credit, international phone cards, use of laptops and internet and email access
- Outline of **academic and welfare support** mechanisms available (e.g. medical assistance, out of hours support, etc.)
- Planned **recreational activities** including schedule, coordination and participation
- **Australian cultural norms and acceptable behaviour**, cross-cultural communication and basic slang/colloquialisms

### 6.6 Suggested activities

Some suggested activities for inclusion on the Orientation Program are:
- “Getting to know you” warmers with the course provider team;
- Campus tour and its surrounding area;
- Interactive tour of the local area;
- Local transport excursion; and
- Cross cultural communication case studies.

### 6.7 Scheduling of the Orientation Program

The orientation program should commence within 24 hours of recipients’ arrival and prior to commencement of the course. The program should be a day long in duration.

### 6.8 Evaluation of the Orientation Program

The Orientation Program should be assessed as part of the end of course evaluation to enable recipients to assess and reflect on the effectiveness and usefulness of the program in preparing them for Australia.

### 6.9 Post-Course Workshop

The training provider is expected to come to PNG to facilitate a post course workshop for participants, which may include work-place visits, final assessments and presentations or a graduation ceremony. The logistical arrangements will be facilitated by AAPNG.
Guideline 7: Communications and IT

7.1 Purpose of this Guideline

This document outlines SCA polices and requirements on recipient phone usage and computer and internet access.

7.2 Mobile phone usage in Australia

Recipients will be advised to bring their own mobile phone handset to Australia. Course providers are to provide recipients with a mobile phone SIM card on arrival with $30 – 50 pre-loaded credit.

Recipients are to be briefed on:

- all relevant local and international call and usage charges;
- how to purchase and re-charge their phone credit; and
- how to purchase and use phone cards for international calls to minimise costs associated with contacting relatives.

7.3 Accommodation phone

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

7.4 Computer access

It is an SCA requirement that recipients have access to a computer for use at nights and on the weekend for study and personal use. This may be a desktop or lap-top. It is recommended that computers are available at a minimum of one per three recipients.

7.5 Internet access

Recipients must be provided with internet access for study and personal use. Instructions on how to access the internet and information on all applicable charges must be explained to recipients.
Guideline 8: Short Course Monitoring and Evaluation

8.1 Purpose of this Guideline

This guideline outlines the expected outcomes and outputs of the SCA as part of the broader Australia Awards PNG and the monitoring and evaluation (M&E) frameworks and tools that course providers are required to use to monitor progress and evaluate the outputs and outcomes of the short courses.

8.2 M&E Framework

The course provider will develop and implement a brief course Monitoring and Evaluation (M&E) Framework which is aligned to the Australia Awards PNG M&E Framework and the Kirkpatrick Evaluation Framework for short courses. The framework, tools and activities will cover pre, on and post-course M&E, and must be developed in close coordination with Coffey and submitted for approval prior to implementation.

The Kirkpatrick Evaluation Framework\(^5\) for short courses is based on four sequential levels of evaluation as below:

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

8.3 SCA outputs and outcomes

The following outputs and outcomes are to be monitored, evaluated and reported against by the course provider\(^6\).

**Outputs:**

- Kirkpatrick level one: the short course meets recipient needs.
- Kirkpatrick level two: the short course results in new learning.

**Outcomes:**

- Kirkpatrick level three: Development of new policies and implementation of new practices in the management of the focus areas identified in course objectives.
- Kirkpatrick level four: Impact of training on recipients’ organisations or activities
- Increased public visibility of Australia Awards PNG.

\(^5\) For details go to www.kirkpatrickpartners.com

\(^6\) Outcome level monitoring and evaluation activities and reporting will not be included in the initial sub-contract for the SCA.
### 8.4 SCA indicators and data collection

#### Outputs

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<th>Item</th>
<th>Indicators</th>
<th>Source of Information</th>
<th>When Collected</th>
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<tr>
<td>Short courses meet awardee needs</td>
<td>Satisfaction of awardees with program</td>
<td>Recipient satisfaction survey</td>
<td>At conclusion of course</td>
</tr>
<tr>
<td>Short courses result in new learning</td>
<td>Change in test scores in pre and post-tests</td>
<td>Pre and post-tests of learning</td>
<td>At commencement and conclusion of course</td>
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#### Outcomes

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<th>Item</th>
<th>Indicators</th>
<th>Source of Information</th>
<th>When Collected</th>
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</thead>
<tbody>
<tr>
<td>Increased public visibility of the Australian Awards PNG</td>
<td>List of personal, published or official references to the SCA that imply positive recognition of Australian Government's efforts to support the short course objectives</td>
<td>Media and correspondence monitoring</td>
<td>Continuous</td>
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<td></td>
<td>Recipient communication including formal surveys</td>
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<td></td>
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<td>Short Course Alumni utilising their knowledge and skills and contributing to their professional fields and communities</td>
<td>To be developed in consultation with Australia Awards PNG</td>
<td>To be developed in consultation with Australia Awards PNG</td>
<td>To be developed in consultation with Australia Awards PNG</td>
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<tr>
<td>Short Course alumni having established links with Australians and Australian organisations.</td>
<td>To be developed in consultation with Australia Awards PNG</td>
<td>To be developed in consultation with Australia Awards PNG</td>
<td>To be developed in consultation with Australia Awards PNG</td>
</tr>
<tr>
<td>Implementation of new practices for the management of focus areas identified in course objective</td>
<td>Number and type of Short Course Projects implemented and level of implementation, disaggregated by (policy development and practice implementation).</td>
<td>Short Course Project assessment (from Australia)</td>
<td>After the completion of the post-course workshop</td>
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8.5 Monitoring & Evaluation by AAPNG

Australia Awards PNG, through the Professional Development and Partnerships Manager (or AAPNG representative), will undertake monitoring and evaluation visits during course delivery in Australia. This will usually involve observation of course activities, review of course program and resources and discussing any operational/contractual matters as appropriate with the recipients and the course provider.

It is possible that the evaluation visit at the end of the course will involve, in addition to the above, a group discussion (with no course provider personnel present) with the recipients 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, the Professional Development and Partnerships Manager will communicate regularly with the course provider to discuss and monitor progress, address any issues and make any necessary forward plans or amendments.
Guideline 9: Short Course Reporting

9.1 Purpose of this Guideline

This guideline outlines the reporting requirements of SCA as part of Australia Awards PNG.

9.2 Responsibilities for reporting

AAPNG is responsible for reporting to DFAT on the management, progress and outcomes of SCA as part of Australia Awards PNG. This is done on an ad-hoc basis and also via six monthly and annual program-level 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 and a Reintegration Report.

9.3 Course Completion Report

At the completion of the course the course provider is responsible for:

- administering post-assessments of learning and the recipient satisfaction survey;
- organising a debriefing of core personnel;
- finalising financial payments associated with course delivery; and
- preparing the Course Completion Report.

The Course Completion Report must be submitted electronically within one month of course completion. The body of the report should be no more than ten (10) pages with annexes including relevant M&E tools and analysis, as well as a CD-ROM containing a selection of photos taken during the course.

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 Coffey.

The purpose of this report is to:

- provide an overview of the short course;
- assess achievement of the short course against its intended outputs, in line with the monitoring and evaluation framework;
- describe any issues, constraints and lessons learned, and make recommendations for future short course delivery; and
- provide a financial report on short course delivery.

9.4 Course Completion Report content guideline

Course Overview

- Description of the course purpose, objectives, learning outcomes, topics and outputs
Recipients and their learning
• Change in recipients’ test scores in pre and post-tests (where administered)
• Particular individuals or sub-groups who demonstrated high potential and leadership and those who required additional support
• Suitability and selection of recipients, including recommendation for future targeted recipients
• Attitude and commitment of recipients
• English language skills within the group
• Any inhibitors or constraints to success

Course design and delivery
• Relevant of course to the current roles of recipients
• 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

Course outputs
• Description of course outputs
• Assessment of course outputs
• Return to Work Plan development and approach to successful implementation and monitoring

Logistics, administration and welfare
• Contracting, financing and other pre-activity processes
• Mobilisation/demobilisation of recipients
• Orientation program
• Accommodation and transport arrangements
• Per diems and meals
• Welfare support for recipients and any general issues
• Health care support

Lessons learned during course delivery
• 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?

Financial report
• Expenditure against the agreed reimbursable costs, using the provided template as a basis.
• Comment on any cost issues.
9.5 Reintegration Report

The course provider is responsible for monitoring and supporting recipient's implementation of their Short Course Projects. After the post-course workshop the course provider must evaluate and report on the outcomes of the Short Course Project activity resulting in the development of the Reintegration Report.

The Reintegration Report must be submitted electronically within four (4) weeks of post-course workshop completion. The body of the report should be no more than five (5) pages with annexes including relevant M&E tools and analysis, as well as the financial report for this activity.

The purpose of this report is to assess implementation of the Short Course Award activity including:

- monitoring of recipients’ progress;
- evaluation of the activity at the group level;
- evaluation of the activity at the individual level including case studies of “outstanding alumni” and nomination of those eligible for certification; and
- lessons learned and recommendations.
Guideline 10: Service Fees

10.1 Purpose of this Summary

This document summarises SCA policy on the formulation and approval of Service Fees for short courses.

This statement provides information and guidance relating to standard cost lines. It should be read in conjunction with the Course Service Fees template and the other Short Course Awards Guidelines including: Staffing, Allowances and Travel Costs, Communications and IT and Accommodation.

10.2 Introduction

SCAs are funded by the Australian Government through DFAT. Coffey, as the Managing Contractor for the Short Course Awards, is responsible for the development, management and reporting of the overall Short Course Awards costs. For individual short courses, Coffey is responsible for budgeting and pays for expenses incurred for pre-departure preparations and en route, including airfares, transit costs and travel allowances.

Course providers need to budget and pay for all costs associated with course design and from the arrival of the group to their departure i.e. airport to airport.

10.3 Service Fees timing and justification

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

10.4 Fixed and reimbursable costs

The Course Service Fees divides course costs into fixed and reimbursable cost 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 are more fluid and variable and can be difficult to accurately predict. Payment against the reimbursable cost 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. Coffey may request that receipts or other documentation be attached to this claim for reimbursable expenses. Coffey may also check these claims through an audit process.

All personnel costs included in both the fixed and reimbursable components of the Service Fees must be aligned to the Adviser Remuneration Framework7. Premium rates under this framework are not applicable to SCAs.

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10.5 Fixed costs detailed

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

- **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.

- **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).

- **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.

- **Welfare Officer** – this line covers the cost of the engagement of the full-time Welfare Officer. It is expected that the Welfare Officer would have a minimum of one day off a week.

- **Fixed Management Fee** – the tendered management fee as approved by Coffey. 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 Coffey.

10.6 Reimbursable costs detailed

See the Course Service Fees 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:

- **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.

- **Provision of meals/food during course delivery (where required)** – it is recommended that recipients are provided with lunch during course delivery. However, this will cause a deduction in per diem allowances to be paid by the course provider.

- **Communications and IT** – refer to Guideline Eight: Communications and IT.

- **Recipient accommodation** – refer to Guideline Two: Accommodation; insert additional lines where more than two locations are planned.

- **Recipient daily allowance** – refer to Guideline One: Allowance and Travel Costs.

- **Health and travel insurance** – the actual cost of purchasing the OSHC insurance (refer to Guideline Three: Health and Travel Insurance).

- **In Australia travel and transfers** – refer to Guideline One: Allowance and Travel Costs. Any proposed travel associated with course delivery must be detailed in the Course Plan and negotiated with Coffey according to available funds.

- **Training team flights** – Economy class airfares will be reimbursed. Travel must be via the most direct and cost effective route.
• **Training team accommodation** – only payable where the team member stays in the same accommodation as the recipients. No payment is made for alternative accommodation. Training team accommodation is not paid when the team member lives in that city.

• **Training team per diems** – per diems are not a right and some course providers regard these as included within the personnel daily fee. Per diems are only payable when the provider considers them necessary and appropriate and payment is approved by Coffey. Per diem rates must be aligned to the current approved DFAT travel rates available from Coffey.

• **Costs for in-country delivery (travel to/from PNG)** – Economy class travel will be reimbursed and must be via the most direct and cost effective route.

• **Costs for in-country delivery (accommodation)** – Costs for accommodation in PNG must be aligned to the current approved DFAT travel rates available from Coffey.

### 10.7 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 cost lines, both fixed and reimbursable.

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

Coffey may request further detail and evidence of expenditure on any of the reimbursable cost lines.
Guideline 11: Welfare Incidents

11.1 Purpose of this Guideline

The Short Course Awards are a key component of Australia Awards PNG and as such fall under the overarching Australia Awards. This guideline is aligned with the welfare incident procedures and policies outlined in the Australia Awards Scholarships Policy Handbook.

DFAT and Coffey's primary concern is the welfare of recipients. The policies and procedures outlined below are based on an early warning approach so that Coffey can be assured that appropriate support is in place for recipients facing welfare issues.

Coffey understands that this Guideline will not cover every eventuality. The course provider is ultimately responsible for the management of recipients and is required to use its best judgement in response to any particular situation. Coffey is to be advised of any deviation from this recommended Guideline in advance of any action taken.

11.2 What is a welfare incident?

- A welfare incident is any event or situation that adversely affects, or has the potential to adversely effect, a recipient's ability to successfully complete their short course. A range of situations may qualify as welfare incidents including:
  - any incident where a complaint is lodged or a recipient is otherwise accused, of harassment, sexual harassment or bullying;
  - any incident where a recipient lodges a complaint or otherwise alleges they have been the victim of harassment, sexual harassment or bullying;
  - any time that a recipient is referred for counselling;
  - any time a recipient notifies that a member of their family has died overseas; and
  - a natural disaster that occurs in PNG.

11.3 Notification procedure

Course Leaders must notify Coffey by email as soon as possible within business hours when they become aware of any welfare incident that has the potential to affect a recipient's ability to successfully complete their short course.

Email to: Trish.Sawford@australiaawardspng.org and cc: Kaye.Eldridge@australiaawardspng.org and Clara.Numbasa@australiaawardspng.org.

Course Leader is required to provide only sufficient information so that Coffey can be assured that appropriate action and support has been put in place to ensure the welfare of the recipient. There is no exception to this requirement.
Coffey will report welfare incidents to DFAT as per the policies and procedures outlined in the *Australia Awards Scholarships Policy Handbook*.

### 11.4 Privacy

Recipients should be made aware by the course provider that they will not be penalised for reporting welfare incidents.

DFAT and Coffey respects recipients’ privacy, however in order to be assured that recipients are properly supported in times of crisis the disclosure of welfare incidents is required.

Recipients agree when they sign their Short Course Award offers that personal information about themselves may be exchanged amongst a number of organisations, including Coffey and the course provider, for the purpose of administration of the Short Course Award.

Coffey does not require full disclosure of all personal and sensitive details of a welfare incident, only enough information that is reasonably necessary to understand and assess any risk to the recipient and to be confident that they are being appropriately supported. Coffey will not use or disclose the information for any other purpose.

### 11.5 Course provider’s responsibilities

Course providers are responsible for the management of welfare incidents on a case by case basis. In all cases it is expected that course providers will:

- work with the recipient to establish a response or strategy to help them address the welfare incident and/or minimise the ongoing effect of the incident on their studies; and
- continue to monitor the welfare incident, keep up-to-date records and report regularly to Coffey.

Further guidance on the management of specific welfare issues is provided below.

### 11.6 Conflict, harassment and bullying

In the scholarships context, harassment and bullying may be described as repeated and unreasonable behaviour directed towards a recipient, or a group of recipients, that creates a risk to physical or mental health, safety and well-being. It includes behaviour (generally a pattern of behaviour) that intimidates, offends, degrades or humiliates another recipient. Harassment and bullying could be sexual in nature, could be based on gender, race, religion or disability or could be unconnected to any particular characteristic of an individual.


In the event that a recipient is involved (in any capacity) in a serious interpersonal conflict, harassment, bullying or complaints, it is expected that course providers will

- ensure the safety and well-being of all recipients;
- facilitate the provision of support to the recipient which may include access to counselling services; and
• manage the incident as per the course provider's standard conflict resolution and bullying and harassment policies.

11.7 Health issues and scheduled hospitalisations

Recipients may experience physical or mental health problems whilst they are on scholarship. Physical and mental health issues can significantly affect a recipient's ability to concentrate, focus, organise themselves and keep on track with their studies.

If a recipient experiences a change in their physical health Coffey expects that course providers will follow the guidelines provided in Guideline 4: Medical Treatment Assistance.

In addition it is expected that course providers will ensure recipients are made aware of health and well-being facilities and services available at the institution. This expectation is the same for recipients facing mental health issues. Recipients facing mental health issues may also be assisted to access counselling services as required.

11.8 Death of a recipient’s family member

The death of a family member is a traumatic event that may affect a recipient's capacity to successfully complete their studies.

In the event that a recipient's family member dies, it is expected that course providers will facilitate the provision of support to a recipient, which may include access to counselling services.

If a recipient is unable to continue with their studies, Coffey may approve the early return of a recipient to PNG. This will be determined on a case by case basis.

DFAT does not provide any additional financial support to recipients in the event that a family member dies overseas.

11.9 Pregnancy

A female recipient may discover she is pregnant whilst participating on the short course. In this event the course provider must provide assistance as per Guideline 4: Medical Treatment Assistance.

It should be noted that the recipient will not be covered for obstetrical related services under the insurance policy whilst in Australia, if the pregnancy is deemed as a pre-existing medical condition.

11.10 Natural disasters in Papua New Guinea

If a natural disaster affects, or is predicted to affect, PNG or a region of PNG, it is expected that course providers will provide appropriate support. This may include:

• access to counselling services;
• altered study plans to allow the recipient to successfully manage their study load during a difficult time; or
• early return to PNG when safe to do so.
If the affected recipient/s is to return to PNG within 14 days of a natural disaster, the course provider should contact Coffey to confirm it is safe for the recipient to return.

If travel is restricted or considered unsafe Coffey will contact the course provider as soon as possible so that this information can be passed on to the affected recipient/s. Coffey will provide guidance on next steps in accordance with DFAT advice.
Guideline 12: Critical Incidents

12.1 Purpose of this Guideline

The Short Course Awards are a key component of Australia Awards PNG and as such fall under the overarching Australia Awards. This guideline is aligned with the critical incident procedures and policies outlined in the Australia Awards Scholarships Policy Handbook. It outlines the response and management processes for all critical incidents including notification procedures and roles and responsibilities.

DFAT and Coffey's primary concern with any critical incident is the welfare of recipients. Coffey expects course providers to respond to critical incidents effectively, professionally, and in strict adherence to the policies and procedures outlined in this Guideline.

Coffey understands that this Guideline will not cover every eventuality. The course provider is ultimately responsible for the management of recipients and is required to use its best judgement in response to any particular situation.

Coffey is to be advised of any deviation from this recommended Guideline in advance of any action taken.

12.2 What is a critical incident?

A 'critical incident' is a clearly defined event or situation that may happen to a recipient while they are on-scholarship that adversely affects, or has the potential to adversely affect, a recipient's ability to successfully complete their scholarship.

The following events or situations are always critical incidents:

- any time that a recipient is missing (e.g. fails to attend any scheduled activity for one day without a pre-approved reason, leaves the group or fails to board scheduled transport);
- any suspected breach of Australian laws by a recipient, which results in the recipient being questioned, detained or charged with any criminal offence;
- any incidence of gender or domestic violence involving a recipient as either a victim or a perpetrator;
- any time that a recipient is the victim of a crime in Australia;
- a natural disaster in Australia that affects, or is predicted to affect, any accommodation or study location of the recipients;
- any time that a recipient is admitted to hospital unexpectedly or in an emergency; and
- death of a recipient while they are on-award.

12.3 Notification of critical incidents

Course Leader must notify Coffey immediately the course providers become aware of a critical incident. There is no exception to this requirement.

Phone and email to: Trish.Sawford@australiaawardspng.org and cc: Kaye.Eldridge@australiaawardspng.org and Clara.Numbasa@australiaawardspng.org.
During business hours, notification should be via a phone call to the Australia Awards PNG team in Port Moresby and nominated persons’ mobile followed by an email that clarifies all the relevant information. Mobile phone numbers will be provided at a later date.

Out of office hours, notifications should be via a phone call to the Professional Development and Partnerships Manager’s mobile followed by an email that clarifies all the relevant information.

Notification should include the following:

- who the recipient is;
- what happened, where and when;
- the recipient’s current situation;
- what support has already been provided by the course provider; and
- known next steps.

Notification should not be delayed while course providers seek to fill information gaps. If key details are unclear or awaiting confirmation this should be highlighted as part of notification.

After notifying Coffey, create and maintain a critical incident report (template provided in Appendix A).

- This report must be regularly updated until the incident is formally closed.
- The course provider must be prepared to provide the report to Coffey at short notice.
- Once an incident is formally closed the course provider must ensure the report is complete and submit this final version to Coffey.

Coffey will report critical incidents to DFAT as per the policies and procedures outlined in the Australia Awards Scholarships Policy Handbook.

### 12.4 Principles for course provider’s management of critical incidents

Responses to all critical incidents involving recipients are based on the following principles:

- **support for the recipient**: This may include medical, emotional, legal or financial support for the recipient.

- **protection of privacy**: The privacy of the recipient should be respected. Only information that is reasonably relevant to supporting and managing the recipient should be collected, used or disclosed.

- **implementation of confidentiality procedure**: information about the recipient from any party or organisation outside of Australian Government agencies must not be responded to.

- **Rule of Law**: Consistency with the legal framework of the relevant State or Territory jurisdiction. All parties will endeavour to support the recipient and their family to understand the operation of laws.

Further guidance on the management of specific critical incidents is provided below.
12.5 Recipients who are victims of, or charged with, a crime in Australia

In their immediate response, course providers shall:

- confirm the wellbeing, safety and whereabouts of the recipient;
- ensure that the recipient is supported to access medical services, counselling and other support services as required;
- ensure that the recipient is offered information regarding legal representation noting that DFAT does not fund legal assistance. This may be by the course provider itself or by third party such as staff at a University Law School, a pro-bono legal service, or Legal Aid; and
- facilitate the provision of any necessary additional support to recipient if directed by Coffey.

Longer term responses will be determined by DFAT.

Recipients found guilty of a criminal offence in Australia will have their scholarship terminated.

Recipients who are victims of crime may require additional support, which may include

- providing the recipient referrals for counselling services if required;
- liaising with Coffey if any other support is considered appropriate; and
- if necessary, discussing options such as altered study plans or tutoring to allow the recipient to successfully manage their study load during a difficult time.

Recipients will not be entitled to financial compensation from the course provider, Coffey or DFAT if they are victims of crime in Australia.

12.6 Unexpected or emergency hospitalisation of a recipient here

Any instance where a recipient is admitted to hospital unexpectedly or in an emergency is a critical incident. This includes for example any time that:

- a recipient is injured and taken to hospital;
- a recipient is taken to hospital without a referral;
- a recipient is taken to hospital because of an unexpected health emergency; or
- a recipient has a pre-existing condition (or was already scheduled to attend hospital for tests or treatment) but their health condition changes and they are admitted to hospital earlier or unexpectedly.

If a recipient is admitted to hospital unexpectedly or in an emergency Coffey expects that course providers will follow the guidelines provided in Guideline 4: Medical Treatment Assistance.

12.7 Death of a recipient

If a recipient passes away, DFAT and Coffey expect all parties to demonstrate appropriate cultural sensitivity, act with discretion and professionalism, and strictly comply with the additional responsibilities outlined in this section.
Course providers’ responsibilities

The course provider should immediately notify Coffey as per the notification procedures outlined in relation to critical incidents. Coffey will notify DFAT Post accordingly, who will discuss repatriation arrangements with the next of kin.

If required, liaise with the Police and/or hospital about the circumstances of the death and keep Coffey updated.

Course providers will not contact the relevant High Commission or Consulate directly in response to the death of a recipient without first notifying Coffey. Coffey will notify DFAT Post, who will facilitate any such discussions.

To ensure appropriate repatriation of a recipient’s remains, course providers must, in consultation with Coffey:

- seek advice from the Diplomatic/Consular representative concerning the requirements for returning the body to PNG
- enquire whether the Diplomatic/Consular representatives have a preferred provider of repatriation services and, if so, make the necessary arrangements with that provider if at all possible.

If costs are going to be incurred in arranging repatriation of remains course providers must:

- inform Coffey in writing, in advance, of all arrangements and costs for approval by DFAT
- monitor costs and ensure that all costs being incurred are reasonable and appropriate
- liaise with Coffey as costs are incurred
- submit separate invoices (outside of the contract service fees) for approved costs by DFAT.

Coffey will reimburse pre-approved costs by DFAT unless an insurance claim is pending following an accident.

Course providers will make arrangements for return of the recipient’s possessions as instructed by the next of kin.

DFAT’s responsibilities

DFAT will:

- liaise with and provide support to next of kin in-country
- relay the next of kin’s wishes to the course provider
- assist with arrangements in PNG
- liaise with any nominating authorities and;
- pass on any information required by the course provider to carry out its obligations.

DFAT will liaise with Diplomatic/Consular representatives and prepare a letter of condolence to the next of kin.

12.8 Natural disasters in Australia

If a natural disaster affects, or is predicted to affect, the accommodation or study location of the recipients the following responsibilities apply.
Course providers must consider the wellbeing of recipients as paramount. This includes ensuring affected individuals:

- have safe and secure accommodation
- have access to information regarding emergency relief funding where appropriate/available
- have access to counselling services
- are able to return to their studies with minimum disruption as appropriate.

**Notification procedure**

The course provider must notify Coffey immediately when it becomes aware of a natural disaster.

The course provider must prepare a group critical incident report to AAPNG noting:

- the number of affected recipients
- the status (e.g. health, wellbeing and location) of all recipients
- the anticipated disruption to the short course
- if there is prior warning of a natural disaster, what steps are being taken to ensure the welfare of affected recipients
- if at all possible, the report template should be used.

The course provider must continue to monitor the situation, keep up-to-date records of the natural disaster and its implications for recipients.

The course provider must report regularly to Coffey.

If there is no prior warning and the natural disaster affects electricity or telecommunications infrastructure, Coffey will accept non-standard notification. However, Coffey expects the course provider to make contact with Coffey as soon as possible.

### 12.9 Child Protection

DFAT has clear and strict policies in relation to managing and reducing risks of child abuse and child exploitation.

SCA recipients must act in accordance with the DFAT Child Protection Policy principles and sign the Code of Conduct attached to their Short Course Award offer. If a Recipient is involved in a child protection incident in Australia, the DFAT’s Scholarships and Alumni Branch Welfare and Critical Incident Management process applies. Allegations of child abuse or child exploitation involving a Recipient will be handled in accordance with relevant Australian Commonwealth, State and Territory laws, subject to an order of a Court should an allegation be proven against an awardee, this would result in the termination of the SCA and return to their country.

Course providers must ensure they provide a copy of their DFAT-compliant Child Protection Policy to the SCA recipients and ensure they have signed the Child Protection Code of Conduct attached to the Short Course Award offer.
Guideline 13: Missing Recipients in Australia

13.1 Purpose of this Guideline

This guideline details the approach and procedures to be followed if a recipient leaves the group, defers from scheduled/known activities or fails to board scheduled transport in Australia.

13.2 Background and summary

There is a possibility that a recipient/s may unexpectedly go missing or over-stay their visa or seek asylum in Australia. Any such incident needs to be treated with caution and sensitivity.

When accepting their Award, recipients agree to:

• attend the short course;
• undertake and complete their scholarship within the stipulated course start and end dates;
• abide by the conditions of their visa; and
• return home on completion of the Award.

Non-compliance with these conditions may result in termination of the Award by DFAT and issuance of a Debt to the Commonwealth up to the value of their scholarship.

Recipients that remain in Australia without the support of DFAT may be reported to the Department of Immigration and Border Protection (DIBP).

13.3 Indications of intention to leave

The course provider or their staff may become aware that a recipient is contemplating leaving the course and not returning to PNG. At this stage, the course provider must immediately inform Coffey. It may also be appropriate for the course provider to raise the concern with the recipient 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 recipients. However, in reality, where a recipient is openly making such plans it is likely that the other recipients may already be aware of the situation. Any information volunteered by other recipients should be shared with Coffey.

The most suitable person to raise the concern with a recipient is the Welfare Officer, who is in the appropriate position to remind recipients of their award conditions and 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 recipient leave or over-stay a short course is not in the best interests of Australia Awards. We expect that course providers will discourage any over-staying and encourage all recipients to return to PNG 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 recipient. This discussion should be in private and treated confidentially. The Welfare Officer should remind the recipient of their scholarship conditions and the potential consequences of their actions including termination of their scholarship, issuance of a Debt to the Commonwealth and notification of the DIBP.

Please note, recipients may be in contact with Papua New Guineans already resident in Australia, and in this situation these people may be encouraging the recipient 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 recipient, the Welfare Officer may be able to give a more realistic view.

13.5 Limitations to any action

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

Where a recipient leaves the course or fails to board a flight, the course provider will not provide any information on this recipient to any person or organisation outside of the Australian Government. This includes providing the name or any details about the recipient (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 in the cases where a recipient:

- fails to attend any scheduled activity for one day without a pre-approved reason
- leaves the group; or
- fails to board scheduled transport.

Check on the recipient’s whereabouts and safety

It should not be assumed that a missing recipient has ‘absconded’ – they may have met with an accident, fallen ill or been delayed. The first step is therefore to ask other recipients 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. The course provider should try to contact the recipient’s mobile phone and email account to seek updated information.

Report the incident to Coffey

Any incident should be reported within an hour of identification by the course provider and in accordance with the critical incident notification procedures (see Guideline 14: Critical Incidents).
Each case will be different and may require a different specific response. Whilst guidance can be provided by Coffey based on its experience of contracting short course delivery, the course provider is responsible for managing the incident and is required to use their best judgement in response to any particular situation.

Coffey is to be advised of any deviation of guidance provided in this Guideline in advance of any action taken.

Coffey will report the incident to DFAT. DFAT will notify the necessary authorities (including DIBP) if and when required.

**Implement the confidentiality procedure**

Do not respond to queries or request for information about the recipient from any party or organisation outside of Australian Government agencies.

**Do not issue any further allowances for the missing recipient**

All payment to the missing recipient must stop immediately.

**Keep checking on recipient’s whereabouts and safety until the group boards the schedule transport to PNG**

Course providers must make every reasonable effort to keep in touch with awardees for the duration of the course in Australia and make every reasonable effort to locate missing recipients and support their return to PNG.

**Stay in touch with Coffey**

Course providers must provide Coffey with a regular update of the situation.
## Appendix A

### Incident Report Form

<table>
<thead>
<tr>
<th>Name of short course recipient</th>
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<tbody>
<tr>
<td>Citizenship</td>
<td></td>
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<tr>
<td>Course Provider</td>
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<tr>
<td>Gender</td>
<td></td>
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<tr>
<td>Course start date</td>
<td></td>
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<tr>
<td>Course end date</td>
<td></td>
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<tr>
<td>Course of study</td>
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<tr>
<td>Summary of incident</td>
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<tr>
<td>Reputational Risks</td>
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<tr>
<td>Chronology of events</td>
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<tr>
<td>Record of any media interest / reporting</td>
<td></td>
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<tr>
<td>Costs incurred</td>
<td></td>
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<tr>
<td>Course Coordinator’s name</td>
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<td>Date</td>
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