

Guideline

Work Readiness Assessment Guideline

Work Readiness Assessments measure a Participant's Work Readiness.

The Department of Employment, Skills, Small and Family Business will use data from Work Readiness Assessments to measure the effectiveness of ParentsNext in meeting the program's aim to improve Participants' Work Readiness. The Department will also use the data to evaluate the Provider performance against the Key Performance Indicator (KPI), provide feedback to Providers and inform future policy development.

Providers are required to undertake a set number of Work Readiness Assessments with Work Readiness Participants.

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Changes from the previous version (Version 1.1)

Policy changes:

Nil

Wording changes:

References to the ParentsNext Work Readiness QAP Mashup report updated - throughout

Reference made to Work Star Processing document for related information for paper based assessments – page 4

Clarification on the correct terminology for unique identifiers – page 4

A full document history is available at Provider Portal.

Related documents and reference

Reference documents relevant to this Guideline include:

- [Work Readiness Assessment Tool User Support](#)
- [Work Star Processing Document](#)
- [ParentsNext Performance Guideline](#)
- [ParentsNext Key Performance Indicator Explanations](#)

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1. Purpose of Work Readiness Assessments

The objective of ParentsNext is to increase Participants' Work Readiness by assisting them to plan and prepare for employment before their children are at school.

A person who is 'Work Ready' is defined in the ParentsNext 2018–2021 Deed as a person possessing behaviours and skills required by Employers. This includes teamwork skills, communication skills and a positive attitude and work ethic, including motivation, reliability and a willingness to work.

The Work Readiness Assessment tool measures improvements in Work Readiness over time. Providers use the Work Readiness Assessment tool to better understand Participants' barriers and help shape the Activities and assistance Providers deliver to Participants.

The Department's Data Requirements

The Department uses the data from the Work Readiness Assessments to measure Providers' performance under the 'effectiveness' KPI. This KPI relates to Work Readiness improvement in Work Readiness Participants and the proportion of Participants who have increased their Education or found Employment.

As part of evaluating a Provider's KPI, the Department takes into account the quality, timeliness and completeness of Work Readiness Assessments.

For further information on the KPI, read the [ParentsNext Performance Guideline](#) or [KPI Explanation Document](#).

(Deed reference: Clause 82.2; Clause 84.1, Clause 86)

2. Work Readiness Participants

Participants may be randomly selected to be Work Readiness Participants if they are Commenced and are unlikely to Exit before a second Work Readiness Assessment can be undertaken. They continue to be Work Readiness Participants for the entire period they are in the Program.

(Deed reference: Clause 82.2; Clause 84.1, Clause 86)

Identifying Work Readiness Participants for KPI target

The Department updates the ParentsNext Work Readiness QAP Mashup report with the required number and list of Work Readiness Participants for each Provider at the beginning of each reporting period.

The number of Work Readiness Participants a Provider is required to assess in each Employment Region is either 100 participants or 50 per cent of the Provider's Actual Caseload, whichever is lowest.

Work Readiness Participants who require recorded Work Readiness Assessments can be identified under the 'KPI Flag' column, with a value of 'Yes' in the Work Readiness QAP Mashup report. The number of flagged Participants is higher than the required target to allow for any changes in the caseloads or exemptions.

The Department encourages Providers to embed Work Readiness Assessments into day-to-day servicing for all Participants.

For further information, read [Work Star Processing Document](#).

3. Undertaking a Work Readiness Assessment

Providers must complete a Work Readiness Assessment for each Work Readiness Participant every Six Month Period. Six Month Periods are July–December and January–June each year. This excludes the initial assessment period where Work Readiness Assessments should be conducted between September–December 2018.

Providers must use the Work Star 3rd Edition tool to complete Work Readiness Assessments and ensure staff who will be conducting Work Readiness Assessments have attended the required training.

For further information, see [Work Readiness Assessment Tool User Instructions](#).

Providers are encouraged to also conduct Work Readiness Assessments for Participants who are not Work Readiness Participants. However, this will not be used in evaluating a Provider's KPI.

Building a Positive Relationship

It is important to build trust and a positive rapport with Work Readiness Participants to produce an accurate reading. In some situations it might be appropriate to develop a Participation Plan and discuss Activities in first instance, introducing the Work Readiness Assessment once a rapport has been established.

It is important Work Readiness Participants are aware of the purpose of the assessments and how it will assist in tailoring the servicing they receive from their Provider. It is also important Participants understand the results do not affect their income support payments.

Using Paper Based Assessment

In some circumstances, the online tool may not be available and a paper-based form may be used. When a paper-based form is used, the data must be entered into the online tool as soon as practicable (refer Work Star Processing Document for ParentsNext 2018 for more information).

(Deed reference: Clause 82.2; Clause 84.1, Clause 86)

Using de-identified data

The Department has allocated a unique identifier (also known as the Work Readiness ID) to all Work Readiness Participants. The identifier can be found in the Work Readiness QAP Mashup report. This identifier must be used to complete a Work Readiness Assessment in the tool. No other identifier is to be used.

The Provider must not enter the Job Seeker Identification (JSID) or Centrelink Customer Reference Number (CRN) anywhere in the Work Readiness Assessment tool.

The Department will access data uploaded by Providers and monitor for compliance purposes.

(Deed reference: Clause 82.2; Clause 84.1, Clause 86)

Summary of required Documentary Evidence

Nil.

All capitalised terms in this guideline have the same meaning as in the ParentsNext Deed 2018–2021 (the Deed). This Guideline is not a stand-alone document and does not contain the entirety of Employment Services Providers' obligations. It must be read in conjunction with the Deed and any relevant Guidelines or reference material issued by Department of Employment, Skills, Small and Family Business under or in connection with the Deed.