

Senate Standing Committee on Education Employment and Workplace Relations

QUESTIONS ON NOTICE Budget Estimates 2012-2013

Cross Portfolio

DEEWR Question No. EW0074_13

Senator Back provided in writing.

Question

Education expenses

"What are the department/agency's guidelines on study? Please provide details. For this financial year to date, detail all education expenses (i.e. in house courses and tertiary studies) for each portfolio department and agency. Include what type of course, the total cost, cost per participant, the employment classification of each participant, how many participants and the amount of study leave granted to each participant (provide a breakdown for each employment classification). Also include the reason for the study and how it is beneficial for the department/agency. "

Answer

An estimated \$4.5 million was spent by DEEWR on learning and development, courses, training and workshops in this financial year (as at 1 June 2012).

Of this:

- \$3.2 million was expended on external courses (including studies assistance) that were organised and approved at the business level. As a result, this information is captured at the aggregate level and detailed information on each course is not able to be provided.
- \$1,302,644.35 was expended on courses which were managed centrally and therefore able to be itemised. Table 3 provides a detailed breakdown of this expenditure, however in summary:
 - \$323,644.73 was spent on courses run in-house and facilitated by external providers.
 - \$863,724.20 was spent on executive coaching and leadership courses (refer SQ12-000760).
 - \$115,275.42 was spent on the external courses as outlined.

DEEWR sought information regarding education expenditure for the financial year to date from Education, Employment and Workplace Relations portfolio agencies.

Table 1 outlines the number of study leave hours granted, the number of participants who were granted study leave and the classification of study leave participants.

Table 2 outlines the high level reason for the study, how it is beneficial for the department/agency and the department/agency's guidelines on study.

Tables 3 -10 provide a summary of the expenditure, course type, participant numbers and classification, and cost per participant for DEEWR and portfolio agencies.

Details of executive coaching and other leadership training services purchased in the 2011-12 financial year (as at 1 June 2012) are detailed in DEEWR's response to Question on Notice SQ12-000760.

Table 1: Amount of study leave granted for each employee per portfolio department or agency.

Portfolio department or agency	Number of hours of study leave granted	Number of participants granted study leave	Classification
Department of Education, Employment and Workplace Relations (DEEWR)	22,900 (with pay) 6,753.5 (without pay)	330	APS, EL, SES
Australian Curriculum, Assessment and Reporting Authority (ACARA)	28	1	APS
Australian Institute for Teaching and School Leadership (AITSL)	175 (with pay)	1	APS
Comcare	9,360	39	APS, EL
Fair Work Australia (FWA)	6,954	44	APS, EL
Fair Work Building and Construction (FWBC)	1,332	32	APS, EL
Fair Work Ombudsman (FWO)	5,436.25	82	APS, EL
Safe Work Australia (SWA)	1,030.33	10	APS, EL

Table 2 Reason for the study, how it is beneficial and the department/agency's guidelines on study

Portfolio department or agency	Reason for the study, how it is beneficial and the department/agency's guidelines on study
Department of Education, Employment and Workplace Relations (DEEWR)	Studies assistance is designed to provide assistance to eligible employees to undertake an approved course of study to enhance their specific skills, knowledge, capabilities and the department's capacity to achieve its vision and goals. Studies assistance has direct linkages to an employee's Individual Performance and Development (IPAD) Plan. Training undertaken is relevant to the individual's role.
Australian Curriculum, Assessment and Reporting Authority (ACARA)	Executive Coaching and Leadership and Manager training commenced in Q3 and Q4 of 2011/12 to enhance specific skills and capabilities in the leadership team and provide experience for emerging managers for future roles.
Australian Institute for Teaching and School Leadership (AITSL)	Studies assistance is designed to provide assistance to eligible employees to undertake an approved course of study to enhance their specific skills, knowledge, capabilities and the department's capacity to achieve its vision and goals. Training undertaken is relevant to the individual's role and development and will help AITSL progress its objectives.
Comcare	<p>Studies Assistance is a component of Comcare's Learning and Development. It is beneficial by:</p> <ul style="list-style-type: none"> • Improving capability to meet current and future workforce needs. • Providing opportunities for employees to access programs of study identified within Individual Actions Plans (part of the Performance Development Framework). • Contributing to employee's career development and potential contribution within Comcare and the broader APS. <p>Developing and enriching employees' skills and knowledge to grow professionally and personally, enhancing Comcare's capacity to deliver the 2015 Strategic Plan.</p>
Fair Work Australia (FWA)	Studies assistance is designed to provide assistance to eligible employees to undertake an approved course of study to enhance their specific skills, knowledge, capabilities and the agency's capacity to achieve its vision and goals. Studies assistance has direct linkages to an employee's Performance and Development Plan (PDP). Training undertaken is relevant to the individual's role or development and will help FWA build capacity, including the critical skills sets identified in FWA's learning and development framework.
Fair Work Building and Construction (FWBC)	Studies assistance is designed to provide assistance to eligible employees to undertake relevant study as part of a planned career development strategy. Courses undertaken aim to enhance their specific skills, knowledge, capabilities and the department's capacity to achieve its vision and goals.
Fair Work Ombudsman (FWO)	Studies assistance is designed to provide assistance to eligible employees to undertake an approved course of study to enhance their specific skills, knowledge, capabilities and the department's capacity to achieve its vision and goals. Studies assistance that is provided forms part of any respective employee's performance agreement. Training

	undertaken is relevant to the individual's role or development.
Safe Work Australia (SWA)	Study assistance is designed to provide assistance to eligible employees to undertake an approved course of study to enhance their specific skills, knowledge, capabilities and the agency's capacity to achieve its vision and goals. Study assistance has direct linkages to an employee's Performance Development Agreement (PDA). Training undertaken is relevant to the individual's role.

Table 3: Breakdown of L&D courses for DEEWR staff, expenditure, participant numbers, classification and cost per participant for the 2011-12 financial year (as at 1 June 2012).

Course name	Participants	Classification	Cost per participant	Total (incl GST)
Courses run in-house facilitated by external providers				
Enhancing your performance in the APS	119	APS, EL	\$207.50	\$24,691.39
Contract management	66	APS, EL	\$361.20	\$23,839.80
Indigenous cultural awareness training	154	APS, EL	\$235.88	\$36,324.50
Developing policy - an introductory class	82	APS, EL	\$165.74	\$13,590.91
Writing ministerial briefs	90	APS, EL	\$170.90	\$15,380.80
Presenting with confidence	25	APS, EL	\$270.01	\$6,750.45
Constructive conversations	294	APS, EL	\$287.16	\$84,425.45
Clear writing	125	APS	\$379.64	\$47,455.63
Developing project management expertise	103	APS, EL	\$282.58	\$29,106.00
Emotional intelligence	67	APS, EL	\$284.77	\$19,079.80
Senate estimates training	333	APS, EL	\$36.04	\$12,000.00
Torres Strait Islander culture appreciation	56	APS, EL	\$196.43	\$11,000.00
Total	1,514		N/A	\$323,644.73
Executive coaching and leadership				
Total	300	EL, SES	N/A	\$863,724.20
External courses				
Executive Masters in Public Administration	2	EL	\$41,419.50	\$82,839.00
Graduate Diploma in Economic Studies	4	APS	\$8,109.10	\$32,436.42
Total	6		N/A	\$115,275.42
Courses facilitated by DEEWR Staff				
Ddocs (document management) for contributors	50	APS, EL	\$0.00	\$0.00
Ddocs (document management) for site owners and delegates	21	APS, EL	\$0.00	\$0.00

Course name	Participants	Classification	Cost per participant	Total (incl GST)
TRIM (records management)	40	APS, EL	\$0.00	\$0.00
Financial management in DEEWR	543	APS, EL	\$0.00	\$0.00
Bargaining workshops	28	APS, EL	\$0.00	\$0.00
Bite Size Seminars – Delegation	Unknown ¹	APS, EL, SES	\$0.00	\$0.00
Risk Management Framework & Riskactive (DEEWR's Risk Management IT System)	64	APS, EL	\$0.00	\$0.00
RAP/Closing the Gap – Employment Cluster	62	APS, EL	\$0.00	\$0.00
Total	808		N/A	\$0.00
DEEWR TOTAL	2,622		N/A	\$1,302,644.35

¹ This figure is unknown as the Bite Size Seminars were held live, but also live-streamed across DEEWR and a recorded version made available to all staff.

Table 4: Breakdown of L&D courses for Australian Curriculum, Assessment & Reporting Authority (ACARA) staff, expenditure, participant numbers, classification and cost per participant for the 2011-12 financial year (as at 1 June 2012).

Course name	Participants Note: staff # difference due to absences	Classification	Cost per participant	Total (incl GST)
Courses run in-house facilitated by external providers Equal employment opportunity (EEO), harassment and bullying prevention	104	APS EL Temporary staff and contractors	\$92.36	\$9,605.44
Total	104		N/A	\$9,605.44
Courses provided off-site facilitated by external providers				
Prince2 Project Management training	5	APS - EL	\$1,650.00	\$8,250.00
EEO training (one-on-one)	4	APS - EL	\$3,003.00	\$12,012.00
Coaching – minute taking	2	APS	\$412.50	\$825.00
Total	11		N/A	\$21,087.00
Executive coaching and leadership courses	14	EL	\$2,675.35	\$37,454.90
Total	14		N/A	\$37,454.90
Courses facilitated by ACARA staff				
TRIM (records management) training	94	APS EL	\$0.00	\$0.00
Stakeholder Relationship Management system training	94		\$0.00	\$0.00
Total	188		N/A	\$0.00
ACARA TOTAL	317		N/A	\$68,147.34

Table 5: Breakdown of L&D courses for Australian Institute for Teaching and School Leadership (AITSL) staff, expenditure, participant numbers, classification and cost per participant for the 2011-12 financial year (as at 1 June 2012).

Course name	Participants	Classification	Cost per participant	Total (incl GST)
Courses run in-house facilitated by external providers	11	EL	N/A	\$24,389.81
Executive coaching and leadership courses	4	SES	N/A	\$14,960.00
Courses facilitated by AITSL staff	0		\$0.00	\$0.00
AITSL TOTAL	15			\$39,349.81

Table 6: Breakdown of L&D courses for Comcare staff, expenditure, participant numbers, classification and cost per participant for the 2011-12 financial year (as at 1 June 2012).

Course name	Participants	Classification	Cost per participant	Total (incl GST)
Courses run in-house facilitated by external providers				
Assess your leadership capabilities	13	APS	\$103.08	\$1,340.00
Enhancing your performance in the APS	18	APS	\$292.00	\$5,256.05
Client service skills	28	APS, EL, SES	\$353.57	\$9,900.00
Effective feedback and coaching conversations	105	APS, EL, SES	\$555.44	\$58,321.29
Certificate IV in injury claims	164	APS	\$356.11	\$58,402.55
Pathways to leadership	57	APS	\$780.57	\$44,492.60
Getting that selection right	62	APS	\$84.68	\$5,250.00
Training and assessment upgrade course	14	APS, EL, SES	\$210.64	\$2,948.96
Up front & in control	68	APS, EL	\$841.35	\$57,211.91
Manual handling	5	APS, EL, SES	\$371.80	\$1,859.00
APS job application & interview skills	31	APS	\$199.48	\$6,183.97
Completely organised at work	36	APS, EL, SES	\$311.67	\$11,220.00
Bullying and harassment training	64	APS, EL, SES	\$154.41	\$9,881.95

Course name	Participants	Classification	Cost per participant	Total (incl GST)
Accidental Counsellor	28	APS, EL, SES	\$1,499.08	\$41,974.16
MS Office 2010 Upgrade Courses	337	APS, EL, SES	\$434.71	\$146,499.00
Writing Effective Reports and Proposals	18	APS, EL	\$550.24	\$9,904.40
APS Business Writing	12	APS	\$311.67	\$3,740.00
Excel Courses	5	APS, EL, SES	\$295.00	\$1,475.00
Medical Terminology	48	APS	\$203.97	\$9,790.41
Strategic Thinking	16	APS, EL	\$56.98	\$911.60
First Aid Training	22	APS, EL, SES	\$130.89	\$2,879.50
Emotional Intelligence	16	APS, EL	\$440.00	\$7,040.00
Total	830			\$496 482.35
Executive coaching and leadership courses				
Total	30	SES	N/A	\$183,653.25
Courses facilitated by Comcare staff				
Induction	113	APS, EL, SES	\$0.00	\$0.00
TRIM (records management) training	100	APS, EL, SES	\$0.00	\$0.00
WHS Act in a day	106	APS, EL, SES	\$0.00	\$0.00
Getting that selection right	62	APS, EL	\$0.00	\$0.00
Preventing Psychological Injury through Leadership	26	APS, EL	\$0.00	\$0.00
SRC Act in a day	83	APS, EL, SES	\$0.00	\$0.00
Type of occurrence classification system	35	APS, EL, SES	\$0.00	\$0.00
Developing your individual action plan	59	APS, EL, SES	\$0.00	\$0.00
SRC LTP (IT program) training	152	APS, EL, SES	\$0.00	\$0.00
Workplace health and safety workshops	213	APS, EL, SES	\$0.00	\$0.00
Certificate IV in injury claims internal mods	96	APS	\$0.00	\$0.00
WHS Overview training	65	APS, EL, SES	\$0.00	\$0.00
Performance Management	12	APS, EL, SES	\$0.00	\$0.00

Course name	Participants	Classification	Cost per participant	Total (incl GST)
A Manager's WHS Responsibilities	63	APS, EL	\$0.00	\$0.00
Addressing Selection Criteria	65	APS	\$0.00	\$0.00
Bullying and Harassment	8	APS, EL, SES	\$0.00	\$0.00
Total	1,258			
COMCARE TOTAL	2,118		N/A	\$680,135.60

Table 7: Breakdown of L&D courses for Fair Work Australia (FWA) staff, expenditure, participant numbers, classification and cost per participant for the 2011-12 financial year (as at 1 June 2012).

Course name	Participants	Classification	Cost per participant	Total (incl GST)
Courses run in-house facilitated by external providers				
Resilience and self care ²	27	APS	\$155.15	\$4,608.21
Computer training	15	APS	\$135.98	\$2,039.70
Sharepoint learning	12	APS	\$105.83	\$1,269.96
Graduate training	10	APS	\$413.18	\$4,131.80
Suicide Awareness	22	APS	\$163.63	\$3,599.86
Change Management	9	APS, EL	\$555.00	\$4,995.00
Workplace Behaviour	19	APS, EL	\$518.4	\$9,849.60
Indigenous Awareness	20	APS, EL	\$210.00	\$4,200.00
Giving effective feedback	15	APS, EL	\$153.08	\$2,296.20
Indigenous Awareness (QLD office)	19	APS, EL		\$1,100
Total	168		N/A	\$38,090.33
Executive coaching and leadership courses				
Total	174	SES	N/A	\$65,085.93

Courses facilitated by FWA staff				
TRIM (record management) training	67	APS, EL	\$0.00	\$0.00
Performance and Development framework	316	APS, SES	\$0.00	\$0.00
Total	383			
FWA TOTAL	725		N/A	\$103,176.26

Table 8: Breakdown of L&D courses for Fair Work Building and Construction (FWBC) staff, expenditure, participant numbers, classification and cost per participant for the 2011-12 financial year (as at 1 June 2012).

Course name	Participants	Classification	Cost per participant	Total spent (incl GST)
Courses run in-house facilitated by external providers				
Bullying and harassment – VIC staff only	46	APS, EL, SES	\$155.65	\$7,159.90
Workplace relations compliance	15	APS, EL	\$676.50	\$10,147.50
Certificate IV in Government Investigations	13	APS	\$3,170.00	\$41,210.00
Applied Project Management	6	APS, EL	\$1,363.35	\$8,180.10
FWBC Transition	68	APS, EL	\$519.05	\$35,295.56
Investigative Interviewing and Evidence Management	31	APS, EL, SES	\$1613.64	\$50,022.84
Total	179		N/A	\$152,015.90
Executive coaching and leadership courses	56	APS, EL, SES	N/A	\$49,505.00
Total	56		N/A	\$49,505.00
Courses facilitated by FWBC staff				
ABCC corporate induction	17	APS	\$0.00	\$0.00
ABCC introduction to field operations	13	APS	\$0.00	\$0.00
AIMs training	70	APS, EL, SES	\$0.00	\$0.00
AIMs training – new starter	6	APS	\$0.00	\$0.00
Ethics training	61	APS, EL, SES	\$0.00	\$0.00

Field operations technical training	53	APS, EL	\$0.00	\$0.00
Field operations technical training – new starter	12	APS	\$0.00	\$0.00
Field operations training – use of FWO Operations Manual	43	APS	\$0.00	\$0.00
Performance management training	159	APS, EL, SES	\$0.00	\$0.00
Total	434		N/A	\$0.00
FWBC TOTAL	669		N/A	\$201,520.90

Table 9: Breakdown of L&D courses for Fair Work Ombudsman (FWO) staff, expenditure, participant numbers, classification and cost per participant for the 2011-12 financial year (as at 1 June 2012).

Course name	Participants	Classification	Cost per participant	Total (incl GST)
Courses run in-house facilitated by external providers				
Certificate IV in government (investigation)	71	APS, EL	\$3,155.67	\$224,052.80
Certificate IV in government (workplace relations)	35	APS	\$1,229.57	\$43,034.95
Diploma in project management	30	APS, EL	\$2,850.00	\$85,500.00
Achieving effective resolutions training	65	APS, EL	\$863.44	\$56,123.81
Increased stress resilience	43	APS, EL	\$558.13	\$23,999.59
Indigenous cultural awareness training	84	APS, EL	\$90.38	\$7,592.40
Harassment and diversity contact officer training	7	APS, EL	\$671.43	\$4,700.01
Team leader development program	41	APS, EL	\$3,728.21	\$152,856.73
Quality assurance training	14	APS, EL	\$909.86	\$12,738.04
Disability Awareness training	6	APS, EL	\$0.00	\$0.00
Mental Health First Aid	17	APS, EL	\$211.76	\$3,599.92
Appropriate Workplace Behaviour training	53	APS	\$215.85	\$11,440.05
Managing Difficult Behaviour training	250	APS, EL	\$193.54	\$48,385.00
Core control training	208	APS	\$268.12	\$55,770.00
Interpreting industrial instruments	188	APS, EL	\$257.87	\$48,481.28

Course name	Participants	Classification	Cost per participant	Total (incl GST)
Total	1,122		N/A	\$774,674.66
Executive coaching and leadership courses	72	EL, SES	N/A	\$19,178.00
Total	72		N/A	\$19,178.00
Courses facilitated by FWO staff				
National technical training (core)	34	APS, EL	\$0.00	\$0.00
National technical training (field ops)	12	APS, EL	\$0.00	\$0.00
Investigation training	36	APS, EL	\$0.00	\$0.00
Investigative interviewing skills	13	APS, EL	\$0.00	\$0.00
NEXUS (IT program) training	34	APS, EL	\$0.00	\$0.00
Customer contact 'NICE' team leader tutorial	7	APS	\$0.00	\$0.00
FWO corporate online induction	104	APS, EL, SES	\$0.00	\$0.00
Performance management training	214	APS, EL	\$0.00	\$0.00
Paycheck plus train the trainer	15	APS	\$0.00	\$0.00
Overview of fair work legislation online	11	APS, EL	\$0.00	\$0.00
Online operations manual training	138	APS, EL	\$0.00	\$0.00
APS Values & Code of Conduct in Practice	45	APS, EL, SES	\$0.00	\$0.00
Presentation Skills	37	APS, EL		
TAMA (Transitional arrangement in modern awards)	24	APS, EL		
Total	724		N/A	\$0.00
FWO TOTAL	1,918		N/A	\$793,852.66

Table 10: Breakdown of L&D courses for Safe Work Australia (SWA) staff, expenditure, participant numbers, classification and cost per participant for the 2011-12 financial year (as at 1 June 2012).

Course name	Participants	Classification	Cost per participant	Total (incl GST)
Courses run in-house facilitated by external providers				
Shaping Strategic Thought	38	APS, EL	\$194.60	\$7,395.00
Performance Management	30	APS, EL	\$339.83	\$10,195.00
Essential Writing Skills	19	APS, EL	\$149.37	\$2,838.00
Project Management	17	APS, EL	\$409.26	\$6,957.50
Total	104		N/A	\$27,385.50
Executive coaching and leadership courses				
Total	0	SES	N/A	\$0.00
			\$0.00	\$0.00
Courses facilitated by SWA staff				
Safetydocs (records management) training	110	APS, EL, SES		\$0.00
Freedom of Information training	30	APS, EL, SES		\$0.00
Fraud awareness training	90	APS, EL, SES		\$891.00
Parliamentary Document Management System training	25	APS, EL		\$0.00
Total	255		N/A	\$891.00
SWA TOTAL	359		N/A	\$28,276.50