

Skilling Queenslanders for Work

Recording Participant Outcomes

Why is it important to record outcomes accurately?

Under the *Skilling Queenslanders for Work* (SQW) initiative, accurate and timely reporting of participants, including outcomes achieved, plays a crucial role in monitoring project delivery. The department uses performance data to monitor projects and make decisions regarding future funding opportunities.

The accuracy of this performance data is also important for gauging progress towards targets and the overall success of the SQW initiative.

This fact sheet has been designed to assist organisations funded under SQW. It should be used in conjunction with the SQW Participant Reporting Booklet as well as the different reporting templates located within the SQW provider kit, which is available online at:

<https://desbt.qld.gov.au/training/community-orgs/funded/sqw/providerkit>

Timeframes for participant reporting

Participant and written report are due monthly on the 10th of each month throughout the duration of the project.

Final reports, including participant outcomes, are due three (3) months after the project completion date.

When to record participants

Depending on the program, participants who have only received minimal assistance over a short timeframe (e.g. 1-2 weeks) do not have to be recorded as a participant. Exceptions to this include:

- participants who have been enrolled in accredited training and completed some competencies
- Ready for Work participants (as assistance is only a short duration)
- Work Skills Trainees who have signed a training contract and been paid wages

You are required to report outcomes for project participants. If participants are recorded on the Participant Form and withdraw from the project a short time later, you will be required to report on these participants' outcomes.

The department is aware that community organisations provide assistance and services to disadvantaged people as part of their core business, and not all will be or should be recorded as SQW participants.

Exiting a participant

While assistance under SQW projects will differ from program to program, one thing is common; when a participant has completed the SQW project, they must be recorded as exited from the project. This will usually be when the project intake has been completed as outlined in the project plan.

If participants are not reported as exited from the project, it could be interpreted that this participant is still active on the project and your organisation is not tracking well towards meeting targets or key performance indicators (KPIs).

Participants should be exited when they gain employment, leave the project and no further assistance is offered or their direct project assistance has been completed.

Recording outcomes

Outcomes are recorded at a particular point in time, ideally when the intake has completed and participant outcomes are known.

It is important to note that you can update outcomes progressively throughout the duration of the project. Take advantage of the three-month period after a project completes to update outcomes

Once an employment outcome has been recorded (e.g. more than 25 hours per week), there is no need to adjust this outcome if the participant reduces their hours of employment to less than 25 hours per week.

However, to assist in achieving employment KPIs, you can update an outcome from training to employment if the participant does gain employment prior to the final report being submitted.

Employment outcomes

A participant that gains full-time employment (i.e. more than 25 hours per week) during the project delivery period must be recorded on the Participant Form as exited.

It is acknowledged that some ongoing support and assistance may still be provided to former participants in full-time employment but, for reporting purposes, full-time employment outcomes need to be accompanied by an exit date.

You do not have to exit a participant if they secure part-time or casual employment (less than 25 hours per week) and are still actively engaged on the project. However, it's advisable to also include this information in the monthly written report.

Training outcomes

A participant does not need to be recorded as exited when they finish the nationally recognised training component if assistance and support is still being offered within the project intake dates, as specified in the project plan (e.g. 17-week intake duration).

There is no standard service delivery model under SQW with organisations able to design projects that meet the needs of particular groups. Each project is different and offers a range of wrap-around support services at different times.

Post-participation support

Organisations funded under SQW are encouraged to continue to support participants following completion of their project.

Participants being supported post-project must still be recorded on the Participant Form as exited, even if no employment/training outcome has been achieved.

If the participant subsequently gains employment or enrolls in further education/training, organisations are still able to update participant outcomes up to three months after the overall project completion date.

More information

For more information on reporting requirements, please contact the SQW Contract Management Team via sqwapps@desbt.qld.gov.au

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