

**Skilling**  
*Queenslanders*  
*for* **work**

**Community Literacy Program**

**Guidelines for funding**

Version 2.0 March 2008

### Introduction

The Queensland Government is committed to assisting people to overcome barriers to obtaining employment. One such barrier is lack of numeracy and literacy skills. Increasing levels of language, literacy and numeracy boosts confidence and employment options for individuals and enables them to more effectively participate in the community. The Community Literacy Program is designed to help remove this major barrier to employment.

The Community Literacy Program aims to assist individuals who cannot effectively participate in the labour market due to insufficient English language, literacy and numeracy skills.

### What is the *Community Literacy Program*?

The Community Literacy Program forms part of the Government's *Skilling Queenslanders for Work* initiative and is managed by the Department of Employment and Industrial Relations (DEIR). The program funds organisations to flexibly deliver literacy and or numeracy skills training with an emphasis on skills for the workplace. This training enables participants to progress into further education, training and or employment, or participation in other employment or labour market programs (eg *Skilling Queenslanders for Work* projects). In addition, literacy and numeracy training can also empower individuals to be active within their community and to achieve personal goals.

Within the Community Literacy Program, literacy and numeracy training, mentoring and tutoring, can occur in an informal and supportive learning environment that meets participants' needs.

### Who can apply for funding?

Organisations eligible for funding include:

- community based and not-for-profit organisations
- local government authorities
- TAFE institutes, agricultural colleges.

Organisations seeking funding will need to demonstrate strong links with the identified client group. The development of partnerships between organisations is strongly encouraged. For example, eligible organisations are encouraged to develop collaborative arrangements with smaller

organisations who may not necessarily meet the eligibility criteria.

Funding is not available for individuals or for participants who have received funding to access the same accredited training from other sources eg the Australian Government's Work Skills Vouchers.

### Who will be assisted?

The Community Literacy Program primarily assists Queensland residents who are ineligible for Job Network services or who require complementary services because they are marginalised from learning or skilling opportunities. Priority client groups include:

- long-term unemployed people
- existing workers who are underemployed or are vulnerable in the workforce due to technological change or industry restructure
- Aboriginal and Torres Strait Islander people
- Australian South Sea Islanders
- people from culturally and linguistically diverse communities, including refugees and recently arrived migrants
- people with a disability
- young people aged 18 years and over who are disadvantaged in the labour market
- older job seekers aged 45 years and over
- individuals with insufficient literacy and numeracy skills impeding their ability to undertake skills development or training, to gain or retain employment.

Selection of participants for assistance is at the discretion of the funded organisation, subject to the above criteria and in consultation with the Department of Employment and Industrial Relations.

Projects must be delivered at no cost to participants.

Individuals suitable to participate will require the following capacities:

- an ability to retain information
- personal attributes of perseverance and resilience
- motivation to improve language, literacy and numeracy skills
- willingness to participate in training in an informal, supportive learning environment.

### What type of assistance is offered?

The Community Literacy Program provides assistance to achieve employment outcomes or progression to further training including higher levels of language, literacy and numeracy.

Projects may offer language, literacy and numeracy strategies including:

- language, literacy and numeracy training tailored to individual needs
- training for literacy or numeracy tutors working or wishing to work in a volunteer capacity
- provision of volunteer tutoring to assist participants to successfully engage in training and/or employment
- provision of volunteer tutor mentoring by appropriately trained or qualified tutors and teachers
- tutoring to participants
- language, literacy and numeracy training contextualised to a vocational area to enable individuals to pursue employment in their chosen field.

Language, literacy and numeracy projects should aim to match individual needs with local community needs and opportunities for employment or further training.

### What are the expected outcomes?

As a result of participation in the Community Literacy Program, individuals should be more competitive in the labour market. Outcomes for participants will vary according to the individual being assisted, their learning pathway and goals.

Examples of outcomes may include:

- Full-time paid employment
- Part-time or casual paid employment
- Volunteer employment
- Retention of existing employment
- Enrolment in an accredited vocational course
- Enrolment in accredited LLN or general education course
- Participation in non-accredited training
- Participation in other employment or labour market programs eg *Skilling Queenslanders for Work*

As an initial outcome, individuals may achieve personal and social development improvements eg improved confidence, independence or participation in a welfare/social program. It is anticipated that these outcomes should equip individuals with the foundation skills to progress to employment and/or training related outcomes.

Priority will be given to project applications that include strategies which clearly demonstrate progression to employment and further education and training, including higher levels of literacy and numeracy training.

### Course in Adult Literacy and Numeracy

The Course in Adult Literacy and Numeracy is available for use in delivering literacy and numeracy training. The course was developed in response to community literacy groups expressing a need for a recognised short course for literacy and or numeracy training. The course is designed to provide the learner with enhanced literacy and or numeracy skills for more effective participation in vocational, educational and community environments. The course was reaccredited in 2008 with accreditation from 7 February 2008 until expiry on 6 February 2013.

The course is owned by DEIR and organisations seeking to use this training product need to apply to DEIR for permission to use the course. An application fee of \$165 applies (\$150 course fee and \$15 GST). An application form can be obtained from your local DEIR regional office.

The course training product can be delivered by:

- Registered Training Organisations (RTO's) who have accreditation to deliver; and
- Community Based Organisations (CBO's) who have gained permission to deliver the program as a Non-accredited provider.

RTO's who are registered to deliver the training product can provide participants on successful completion of the course or a module, a nationally recognised statement of attainment.

CBO's who have permission to deliver this training product cannot grant formal qualifications however can provide the student with a statement of completion or attendance.

### Suitability to Deliver the Course in Adult Literacy and Numeracy

A suitability survey has been designed to collect information to enable DEIR to assess the capability of an organisation to deliver the Course in Adult Literacy and Numeracy. The questions on the survey seek information about the areas of interest to the department in assessing the standard of service delivery required when using its training product.

The survey will need to be completed and attached to a permission request form seeking permission to use the training product and to an application for funding under the Community Literacy Program when the Course in Adult Literacy and Numeracy is to be delivered. The survey and permission request form are available from the DEIR web site.

Significantly all organisations using the Course in Adult Literacy and Numeracy will need to have one staff member that possesses the new and upgraded qualification TAA40104 Certificate IV in Training and Assessment as well as current vocational competencies and knowledge in Adult Literacy and Numeracy.

The survey is also a tool for continuous improvement. If an organisation is unable to demonstrate the ability to satisfactorily meet one or more of the areas listed, discussions should occur between DEIR and the organisation, in order to assist the organisation to meet a satisfactory level of capability.

### Training Product Resources

Training product support materials are being developed to assist organisations to deliver literacy and numeracy training. These resources will be available from DEIR's web site by July 2008. The material will assist organisations to deliver the Course in Adult Literacy and Numeracy within best practice guidelines.

### Use of volunteer tutors

An effective strategy for the delivery of language, literacy and numeracy training to individuals is through volunteer tutors. Volunteer tutors are often the first support mechanism for people seeking to enhance their language, literacy and numeracy skills and can offer a supportive relationship in the early stages of learning.

The Community Literacy Program encourages the involvement of volunteer tutors who are usually individuals with the skills and knowledge to successfully tutor people with language, literacy and numeracy needs.

Volunteer tutors that are trained and or qualified in volunteer tutoring need ongoing support to achieve quality literacy and numeracy outcomes for participants. Funding is available through the Community Literacy Program for mentoring of volunteer tutors by a trained and qualified tutor.

Volunteer tutors can work with participants in a class or on a one to one basis, and receive on-going support in their role.

To provide positive outcomes for participants, organisations should facilitate the coordination of volunteer tutors, in particular the matching of tutors to participants so their needs are addressed.

Tutor coordination includes recruiting volunteers, ongoing communication with tutors, and coordinating resources for tutors and participants to use.

### How are grant applications assessed?

Grant applications are evaluated by Community Jobs Priorities Committees, comprising representatives from community, industry, government, industrial unions, Indigenous and youth representatives, as well as a language, literacy and numeracy specialist advisor. The role of these committees is to assess and recommend funding applications to the department for approval.

If your application for grant funding is unsuccessful, you may request feedback from your local DEIR regional office.

You may request a review of funding decisions, by lodging an appeal, in writing, to the Executive Director, Employment and Indigenous Initiatives, Department of Employment and Industrial Relations, GPO Box 69, Brisbane QLD 4001. You will be notified in writing of the outcome within 15 working days from receipt of the appeal.

Applications are assessed against the following criteria (including but not limited to):

|  | Components                          | Description:  |
|--|-------------------------------------|---|
| <b>Capacity to manage the project</b>    | Project management                  | <ul style="list-style-type: none"> <li>• Capacity of organisation to deliver and manage the project</li> </ul>  |
|  | Recruitment strategies              | <ul style="list-style-type: none"> <li>• Relevant experience in managing government grant funds and delivering similar projects</li> <li>• Identified strategies to recruit participants from the identified target group</li> <li>• Experience in delivering similar assistance to the specific target group</li> <li>• Engagement of a suitably qualified project supervisor and other experienced staff with relevant skills and qualifications</li> </ul> |
| <b>Servicing community needs</b>         | Local network                       | <ul style="list-style-type: none"> <li>• Evidence to support strong community presence within local area eg local knowledge, fostered networks and relationships</li> </ul>   |
|  | Community support                   | <ul style="list-style-type: none"> <li>• Extent of involvement in the project by local community stakeholders, employers, industry, service providers etc</li> </ul>  |
| <b>Strategies to assist participants</b> |                                     | <ul style="list-style-type: none"> <li>• Assessment of the effectiveness of the component for participants and relevance to individual participant goals/aspirations</li> </ul>   |
|  | Support measures                    | <ul style="list-style-type: none"> <li>• Assessment of the effectiveness of LLN skills development and support measures including provision of volunteer tutors, tutor mentoring and coordination activities.</li> <li>• Assistance is tailored to meet the individual learning needs of each participant</li> </ul>  |
|  | Customised assistance               | <ul style="list-style-type: none"> <li>• Capacity of the project to meet the needs of the target group in the geographical area</li> <li>• Use of flexible delivery modes in supportive, community-based facilities.</li> <li>• Addressing access and equity issues in remote localities</li> </ul>   |
|  | Links to other programs or services | <ul style="list-style-type: none"> <li>• Extent of linkages with existing training programs, other local initiatives, support services or other funding programs</li> <li>• Evidence of alignment or links with training and/or specialist LLN practitioners</li> </ul>   |
| <b>Strategies to achieve outcomes</b>    |                                     | <ul style="list-style-type: none"> <li>• Level of outcomes forecasted</li> </ul>  |
|  |                                     | <ul style="list-style-type: none"> <li>• Demonstrated evidence of the organisation's ability to achieve forecasted outcomes</li> </ul>  |
| <b>Cost/value for money</b>              | Cost effectiveness                  | <ul style="list-style-type: none"> <li>• High quality overall cost-effectiveness of the project, including factors such as total funding sought, length of project, number of participants, anticipated outcomes and vocational education and training to be delivered (training cost per hour)</li> </ul>  |

### How to apply

Organisations must develop their draft proposal in consultation with the local DEIR regional office.

Applications must be submitted using the *Skilling Queenslanders for Work* application for funding. Only information contained in the application will be considered when making a final determination. DEIR will not infer into an application, missing or incomplete information.

DEIR generally has two funding rounds each year. It is preferable that applications are submitted as part of these funding rounds, however projects that address emerging needs can be considered separately to the funding rounds.

### What can project funds be used for?

Grant funds are available for costs directly associated with the delivery of the project, and can be used for the following eligible costs:

- Staff costs – wages and on-costs for project coordinator and other delivery staff, contribution towards project administration or other staff
- Administration costs – rent, accommodation, office costs, telephone, postage, advertising, travel, insurance fees, auditing fees
- Training costs (where it can be demonstrated that these costs cannot be met from other funding sources) – provider's fees, trainer costs, materials or equipment costs, student enrolment fees.
- One off assistance is available to organisations in the 08/09 financial year to meet the cost of a staff member of the organisation achieving the TAA40104 Certificate IV in Training and Assessment. This qualification is required to deliver the Course in Adult Literacy and Numeracy.
- Travel costs – accommodation, travel expenses associated with delivery in a rural/remote area
- An organisation may include an allocation for a management fee to contribute towards the operating costs of the organisation. This fee should not exceed 5% of the total grant amount.

Funding received from other sources must also be disclosed.

### What are the funding conditions?

If the grant application is successful, the following funding conditions will apply:

- organisations must enter into a memorandum of agreement with the Queensland Government (represented by DEIR) and adhere to the terms and conditions of the agreement
- funds must be spent on the project as described in the application.

You can view the *Skilling Queenslanders for Work* memorandum of agreement at:

<http://deirdev/employment/providers/toolkit/index.htm>

### What is the contract term?

Organisations that have not delivered an employment assistance program with DEIR previously, and are successful in receiving a Community Literacy Program grant, will be offered a contract of up to 12 months duration.

An option to extend a contract period for a further 12 months may be available, at the discretion of DEIR where organisations can demonstrate that there is an ongoing demand for employment services.

Long-term contracts of up to three years may be offered to organisations that have demonstrated a proven capacity to deliver language, literacy and numeracy projects and meet identified performance measures.

Organisations contracted for 12 months or more will be subject to satisfactory completion of an annual review which will be a condition of the release of the following year's funding.

### How are grant funds paid?

Grants are paid in instalments. A payment is made once the memorandum of agreement has been executed, and no sooner than 30 days prior to the commencement of the project.

Subsequent payments are made upon lodgement of the requirements of the memorandum of agreement and at designated points throughout the project.

### Further information

If you require further information, please contact your local DEIR regional office on 1300 369 925.