



Australia Awards

# Australia Awards Cambodia

## Guidelines for Short Term Awards

March 2023



# Abbreviations

AAC	Australia Awards Cambodia
AAS	Australia Awards Scholarships
AASC	Australia Awards Short Courses
AAF	Australia Awards Fellowships
AIP	Aid Investment Plan
DFAT	Department of Foreign Affairs and Trade
DHA	Department of Home Affairs
RGC	Royal Government of Cambodia
HOM	Head of Mission (Australian Ambassador in Cambodia)
HRD	Human Resource Development
LTA	Long Term Award
M&E	Monitoring and Evaluation
MC	Managing Contractor
RFT	Request for Tender
STA	Short Term Award

# Table of Contents

1. Background .....	5
1.1 Branding .....	5
2. Course selection and design.....	6
2.1 Criteria .....	6
2.2 Course components .....	6
2.3 Contribution to workplace – Award Projects .....	7
2.4 Demonstration of contextualisation .....	7
3. Participant selection .....	8
3.1 Needs-based .....	8
3.2 English language proficiency.....	8
3.3 Development opportunities for all.....	8
3.3 Gender equality .....	8
3.4 People with disability .....	8
3.5 Child Protection .....	9
4. Provider selection.....	10
4.1 Staffing .....	10
Course Leader .....	10
Course Coordinator.....	11
Welfare Officer .....	11
5. Entitlements .....	13
5.1 Travel.....	13
5.2 Visas .....	13
5.3 Allowances .....	14
5.4 Accommodation.....	14
5.5 Travel insurance .....	15
5.6 Participant communications .....	16
6. Medical treatment and welfare incidents.....	17
6.1 Medical treatment.....	17
6.2 Welfare incident.....	18
6.3 Privacy.....	18
6.4 Course providers responsibilities .....	18
6.5 Conflict, harassment and bullying .....	18
6.6 Health issues and scheduled hospitalisations.....	19
6.7 Death of a participant’s family member .....	19
6.8 Pregnancy .....	19
6.9 Natural disasters in Cambodia .....	19
7. Critical Incidents .....	20

7.1 Notification of critical incidents .....	20
7.2 Participants who are victims of, or charged with, a crime in Australia .....	21
7.3 Unexpected or emergency hospitalisation of a participant.....	21
7.4 Death of a participant .....	21
7.5 Natural disasters in Australia.....	22
8. Missing Participants in Australia .....	23
8.1 Indications of intention to leave .....	23
8.2 Dissuading “over-stayers” .....	23
8.3 Limitations to any action.....	23
8.4 Actions to be taken if an incident occurs.....	23
9. Alumni Engagement.....	25
10. Monitoring, evaluation and reporting.....	26
11. Relevant policies .....	27
Appendix A: Critical Incident Report Form.....	28

# 1. Background

Australia Awards are prestigious international awards offered by the Australian Government to the next generation of global leaders for development. Australia Awards aim to promote knowledge, education links and enduring people-to-people ties between Australia, our neighbours and the global community. Australia Awards Scholarships (AAS) have been an important component of the Australian Government's overseas aid program since the Colombo Plan in the 1950s.

The Australian Department of Foreign Affairs and Trade (DFAT) has contracted Tetra Tech International Development as Managing Contractor (MC), to provide administrative and logistical services for the delivery of Australia Awards Cambodia (AAC).

The purpose of these guidelines is to provide the MC, the Royal Government of Cambodia (RGC), Cambodian partner organisations, individual participants, and Australian implementing partners with principles and a general operating framework for the implementation of Australia Awards Short Term Awards (STAs).

STAs offer a flexible and responsive approach to developing human capital in government, non-government organisations (NGOs) civil society and the private sector. In addition to strengthening the competencies of STA participants and addressing human resource development (HRD) priorities, STAs also provide opportunities for linkages between Cambodians and Australians at the individual and organisational level and improvement in participant attitudes towards Australia and Australians.

All STAs delivered by AAC aim to attract influencers within their respective sectors to ensure maximum impact of the Program's End-of-Investment outcomes. Course designs, which are delivered by specialised Australian providers including universities, expose STA participants to a range of adult learning methodologies and are tailored to specific sectoral, technical and professional learning requirements.

STAs offer opportunity for skill building for senior officials (particularly women) who are not in a position to make long terms study commitments such as those required to undertake AAS.

Evidence from Australia Awards Indonesia, who have delivered STAs since 2012, and undertaken independent evaluation, indicates that STAs provide participants with a positive perception of Australia and improved links among Indonesian colleagues, and that outcomes were achieved through the application of new skills and knowledge by participants in the workplace. The extensive AAI experience lends support to the use of STAs as a core activity for AAC.

## 1.1 Branding

It must be clear from the branding of STAs that they are part of the Australia Awards program, and this must be evident in all communications and course materials. Noting that they will be delivered by an implementing partner, any co-branding must be consistent with the Australia Awards branding guidelines. It should also be made clear that the STA is being delivered as part of a broader suite of Australian Government funded support, through Australia Awards.

See the *Australia Awards Cambodia Style Guide* for clear guidance.

## 2. Course selection and design

Selection of courses and management of numbers and timing will be conducted in consultation with DFAT.

### 2.1 Criteria

Three key criteria will be used to identify STA topics:

1. The proposed course topics are in line with DFAT's Aid Investment Plan
2. The course is in line with Cambodian Government development plans and priorities
3. The course is in line with Australia's national interests

Once the course topics are identified (or approved) by DFAT, any participating agencies (eg. RGC or other organisations) may be invited to consultations to identify course learning objectives, delivery modalities, proposed course schedules, including proposed components to be delivered in Australia and in Cambodia.

This information may be included in a concept paper developed by AAC, and once approved by DFAT, can be used as the basis of course details in the Scope of Services of a Request for Tender (RFT).

### 2.2 Course components

STAs are customised to meet the needs of participants, and to maximise learning opportunities. Some of courses will be delivered online based on the nature and specific requirements of each course. Other courses may be delivered face-to-face in-country. In most cases, however, courses will include:

1. A **pre-course component delivered in Cambodia**, usually four weeks prior to the in-Australia component;
2. A **core component delivered in Australia** which can vary from 1-12 weeks in duration;
3. A **post-course component delivered in Cambodia**, no longer than 3 months after the completion of the in-Australia component.

Course components will provide for the acquisition of knowledge and skills, with the majority of this occurring during the in-Australia component. The application of skills in Cambodia may include (but not be limited to) the use of an Award Project (refer 2.3). Any tender proposal must specify all modes of delivery to be used during each component, including the nominated experts and personnel.

The purpose of the pre-course component is to prepare the participants for the in-Australia component and to plan their Award Projects topics. The pre-course component is also an opportunity to engage with participants to better understand their individual learning needs and objectives. This knowledge may then be used by the course provider to adapt and refine the focus of the in-Australia component.

The course provider is expected to cover the following key areas where applicable, in orientation briefings during the delivery of the pre-course and the in-Australia components:

- Introduction to the course provider team and explanation of roles and responsibilities.
- Course venues, facilities and expected 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.
- Requirement to comply with local laws, and familiarisation with DFAT's Child Protection Policy.

Post-course components will similarly involve a follow up visit to Cambodia by nominated personnel to consolidate student learning, and to support application of knowledge and skill in the participants' workplaces.

If the course is designed this way, the post-course component will take place in Cambodia no longer than three months after the completion of the in-Australia course, and may include mechanisms in addition to a face to face workshop to ensure that participants are provided with comprehensive support for application of learning through their Awards Projects, and through relevant workplace improvements.

## 2.3 Contribution to workplace – Award Projects

An Award Project is a means through which individual participants can apply learning gained through the STA. Each STA participant is expected to develop an Award Project, an individual development project that is related to their work and to the course topic. The Award Projects will help the participants identify key areas they want to focus on during the course.

Project topics will be identified by participants based on their work, their understanding of their development needs, and the course topics offered.

Proposed Award Project topics may be required as part of the application process. The topics will ideally be approved by the participants' supervisor prior to the in-Australia component. Organisational endorsement of the Award Project will help ensure that on return, participants work to apply what they have learnt and to contribute to workplace improvements.

During the program there will be regular review and reflection sessions to make sure that the course content is meeting the participants' learning needs, including the development of the Award Projects. The participants are expected to finalise the plans for the implementation of the Award Projects by the time they finish their course in Australia. The Award Project results, outcomes, highlights and lessons learned are discussed/presented during delivery of the post-course component.

## 2.4 Demonstration of contextualisation

Short Courses are intended to offer professional skills and knowledge development that is contextually relevant and can be applied by participants to contribute to development in Cambodia. This requires that providers have a sound understanding of contextual issues that are likely to be relevant or must be considered in the design and delivery approach.

For these reasons, in response to any Request for Tender, the provider must articulate their understanding of aspects of the Cambodian context that are relevant to the course topic and are likely to have an influence on the focus of the course and/or how the course is structured and delivered. Contextual issues include social, cultural, economic, political, and geopolitical issues relevant to Cambodia, ASEAN and Cambodia's relationship with Australia.

The tender should specify these contextual issues and outline the implications for course delivery and provide a clear rationale for the appropriateness of the course offered.

## 3. Participant selection

The methodology to be used for participant selection will vary based on the nature and specific requirements of each course. The method and criteria for participant selection will be described in detail in the course design document. As a general principle, selection of course participants from the nominations received by the RGC and other targeted organisation will be needs-based and adhere to the principles of equity, transparency and accountability.

### 3.1 Needs-based

Ideal participants will be those who can benefit most from the training on the basis that it will provide access to valuable and needed professional learning to increase their ability to fulfil the requirements of their current role, or to position them to successfully fulfil the needs of a higher role in the future.

### 3.2 English language proficiency

To effectively gain skills and knowledge through an STA, participants must have functional English proficiency that enables them to fully engage and benefit from learning in all course activities. In some courses it may be necessary to specify the level of English language proficiency required for successful completion of the course. There may also be cases where the ideal course participants do not have strong English language skills and interpreters are engaged to provide support.

The course provider may suggest the required English language proficiency of nominees and how this proficiency will be confirmed as part of the participant selection process.

### 3.3 Development opportunities for all

Gender equality and social inclusion are essential components of Australia Awards, in line with DFAT's policies. This means that providers must outline the range of ways in which these cross-cutting issues will be upheld and advanced through STA processes including (but not limited to): participant selection; course content; sensitisation of gender equality, stereotypes and discrimination; examination of the effect of gender equality in relation to the course topic, etc.

#### 3.3 Gender equality

DFAT in Cambodia commits to mainstreaming gender equality by supporting increased employment opportunities for women and men. AAC values the participation of both men and women in STA opportunities, and the benefits and deeper learning that is possible when mixed gender groups learn together.

AAC is also sensitive to the difficulties that can emerge, particularly for women (and some men) in the presence of men with higher organisational status. This can lead to less willing engagement in learning and participation, and deference to the men present when it comes to expressing opinions or sharing ideas.

The provider is advised to be sensitive to the possibility of such situations and propose ways in which they may be managed and any limiting effects minimised.

Where women are unable to participate in any aspect of the STA, or are unable to complete all components because of barriers related to their gender (e.g., child care responsibilities), AAC will endeavour to advise and support the participant to overcome the obstacle. It is in this regard that women are strongly encouraged to disclose if they are pregnant so they can be provided with relevant and timely advice prior to mobilisation.

#### 3.4 People with disability

DFAT policies ensure that people with disability are included and supported to improve their quality of life through all aspects of the aid program, and DFAT has made a clear commitment to provide access to the aid program for people with disability. DFAT provides for *reasonable adjustments* to be put in place to enable people with disability to participate in Australia Awards on an equal basis with all other participants.

STA participants with a disability and/or special needs are strongly encouraged to provide details of their disability and/or special needs at the earliest opportunity. Disclosure will not disadvantage a

nominee from being considered, as Australia Awards operates under a non-discrimination policy. Early notification will provide AAC with adequate time for the assessment of needs and preparations on reasonable support to be made. This information is bound by Australian confidentiality and privacy laws and will be shared only for the purpose of facilitating an accessible barrier-free learning and living environment.

Reasonable adjustments may include modifications to physical or learning environments and additional educational supports such as sign interpreters, access to course materials in formats suitable for electronic reader (e.g. JAWS), captioning and personal care assistance depending on assessment of the individual's needs.

STA participants with a disability will be assisted with their visa application (where required) including, but not limited to, meeting the costs of obtaining medical reports if required.

### 3.5 Child Protection

DFAT has clear and strict policies in relation to managing and reducing risks of child abuse. The policy applies to all participants of DFAT funds. DFAT takes a zero-tolerance approach to any infringement.

STA participants are required to sign a copy of the DFAT Child Protection Code of Conduct. AAC is committed to protecting the rights of children in all areas we work around the world. Australia Awards Cambodia reserves the right to conduct police checks and other screening procedures to ensure a child-safe environment.

## 4. Provider selection

The selection of Australian STA course providers will be conducted in accordance with the Commonwealth Procurement Rules and adhering to the standards and approaches adopted by DFAT for the procurement of goods and services under the Australian Aid Program. This includes direct sourcing where appropriate to the STA topic and the contract value, and as approved by DFAT.

AAC will maintain a list of current and prospective course providers and will provide information about upcoming STA tenders available to all providers on an equal basis. This may be through notification on the Tetra Tech website (for sub-contract opportunities), and on any appropriate DFAT websites (e.g., the new sub-contractor portal).

Tender processes will commence with a Request for Tender (RFT) issued with, typically, a four-week tender preparation deadline. Tenders will be assessed by a Tender Assessment Panel which may include staff from relevant sections of DFAT, the Australian Embassy in Phnom Penh, Government of Cambodia agencies, and technical or academic specialists. Tenders will be comprised of a technical and financial component and will be assessed using a transparent scoring formula that takes both components into account.

The preferred tenderer will be invited to negotiate a detailed services contract directly with the MC, as will any provider who is directly sourced and approved by DFAT. The contract will contain standard conditions, and provisions specific to the scope of services. A copy of the standard contract terms and conditions will be available as part of the RFT, therefore any tenderer unable to comply with the standard terms and conditions are discouraged from tendering, as these conditions cannot be adjusted during contract negotiation.

### 4.1 Staffing

STA providers will operate under the DFAT Adviser Remuneration Framework. 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.

Providers should ensure the following minimum full-time staffing:

1. **Course Leader** (ARF classification included in the RFT) – leads the delivery team and is the major technical facilitator/lecturer. Recommended Discipline Category Group C.
2. **Course Coordinator** – manages administration, logistics, program scheduling. Recommended Discipline Category Group A.
3. **Welfare Officer** – preferably female position that supports participants' welfare, health needs and recreation. Recommended Discipline Category Group A.

### 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 participant profiles and short course requirements.
- Manage all support staff involved in course delivery (e.g. Course Coordinator, Interpreters, Translators, 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 participant profiles.
- Ensure participants' experiences are structured and analysed so they relate to the Cambodian context and their individual work requirements and are linked to course objectives and learning outcomes.

- Lead the assessment and monitoring and evaluation of participants 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 Cambodia.

## Course Coordinator

**Responsibilities:**

- Work with Course Leader to coordinate the successful preparation, arrival and return of participants to Cambodia including pre-departure 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 participants for the duration of their stay in Australia.
- Act as key liaison point for participants 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 another 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.

## Welfare Officer

**Responsibilities:**

- Monitor and provide general welfare support for Cambodian participants 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 participants, 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 participants in particular, including taking any opportunities to enrich the female participants' 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 and Khmer (preferable).
- Excellent interpersonal communication skills.
- Strong understanding of Australian systems and culture.
- Strong understanding of Cambodian culture and cross-cultural issues. Cambodian background is highly preferable.

## 5. Entitlements

Participants in STAs will be entitled to full financial support for all travel related to pre- and post-course activities and to Australia for the core course component. AAC will also cover all costs associated with visas and insurance. A daily living allowance will be paid for any days the participant spends away from home base. Accommodation will be paid at cost through reimbursement or in most cases direct to vendors.

### 5.1 Travel

Participants are to travel by the most direct route and are entitled to the "best fare of the day" which is the economy class fare available during the period of travel. The air ticket will be booked from the regional or international airport closest to their home city and to the airport closest to their training destination.

On confirmation of STA dates participants must ensure that they are available to travel on the prescribed dates. All relevant travel, including flights, ground transport and hotels from the participant's home country to the training destination are booked and organised by AAC (unless the contract of the service provider stipulates it is their responsibility). Additional domestic travel in Australia is organised by the course provider. Where it is not possible for AAC or the course provider to arrange travel, participants must obtain prior approval to incur a necessary expense in order to be reimbursed. Participants will be required to provide a receipt for the incurred expense. Unless unavoidable, stopovers are not permitted. If unavoidable, AAC will pay reasonable accommodation costs that have been pre-approved.

The training institution will arrange local transfers on arrival and departure to the training destination. Training institutions are required to provide participants with the details of the transfer arrangements prior to departure.

Pregnant women are strongly encouraged to disclose pregnancy to AAC early in order to be provided with relevant and timely advice prior to mobilisation. Airlines have different policies about allowing pregnant women to travel in the later stages of their pregnancy due to health and safety requirements, and awardees need to consider their stage of pregnancy in the light of their course completion date and the course demands. After 28 weeks, most airlines will require a letter from a doctor confirming the estimated date of delivery and stating there are no complications.

DFAT and training institutions provide reasonable adjustments to allow participants with disability to participate in STA on an equal basis with all other participants. The support needs of each participant with disability will be different, as will the nature of the reasonable adjustments that are necessary and appropriate. The needs of each participant who disclosed a disability will be assessed on a case-by-case basis well before they are mobilised.

Participants are responsible for the cost to transport personal effects and/or excess baggage. It is the participant's responsibility to ensure that they are aware of and comply with the airline baggage allowable for their e-ticket.

**All participants must adhere to their visa conditions during the STA periods in Australia.**

While attending the STA, participants must demonstrate satisfactory results, and attend every workshop and course activity throughout the training. Personal travel during scheduled course times is not permitted. During leisure time, participants may undertake activities of their choice provided the training institution is aware of their whereabouts and that they have provided the training institution with a local contact number.

It should, however be noted, that participants are discouraged from undertaking personal travel. It is prohibited to extend the stay in the delivery location after the course has been completed and participants are required to travel home on the dates of the issued e-ticket.

### 5.2 Visas

AAC will cover the visa processing costs and the initial medical examination (if required) undertaken to enable visas to be issued.

The Australian Government's visa issuing body is the Department of Home Affairs (DHA). The requirements referred to here are set by DHA. Neither DFAT nor the MC controls or can influence the visa process in any way.

Please note that the Australian visa form is a detailed form that will require a substantial amount of time to complete. It is considered fraudulent to provide false or misleading information on the visa application form.

It is a DHA requirement that participants provide certified copies of supporting documentation to accompany visa applications. Passports do not need to be submitted with the application form but participants must submit a clear, legible copy of the biometrics page of the passport with their application. The expiry date of passports must be at least six months after the end date of the training.

## 5.3 Allowances

All participants are paid a daily allowance or per diem of AUD 82/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 or fortnightly by the course provider, preferably using a cash card.

Meals provided as part of the STA are not deducted from the per diem. It is preferred however, that participants are provided with only lunch during course delivery and that they are able to prepare/buy their own breakfast and dinner.

Reimbursements to the participants are made only in exceptional circumstances. They can only be refunded if prior approval has been obtained from AAC and supported by receipts and/or supporting documentation. Participants should discuss these expenses with AAC, prior to incurring the expenses and prior to the commencement of the training. Personal expenses while travelling are not reimbursable.

**Items that are considered non-reimbursable** include but are not limited to:

- Damage to vehicle, in cases where participants use their private transport
- Loss of personal property
- Fines for traffic violations
- Costs of food, beverage and other items during transit and travel to and from the STA location
- Loss of cash advance or personal funds
- Cost of personal credit cards
- Purchase of clothing and other personal items
- Excess baggage
- Personal effects
- Transport costs
- Medical expenses not covered by insurance

## 5.4 Accommodation

Previous experience with short course participants from other countries has demonstrated a strong preference for participants 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:

- value for money apartment accommodation with two bedrooms and a fully equipped kitchen (one participant per bedroom);
- preferably four-star rated, wherever available and within budget;
- separate bathrooms, wherever available and within budget.

Participants are normally 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 participants, who may wish to be grouped in adjacent rooms. It is not acceptable to place three participants 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. seniority or a health issue), but the general rule will be that participants share an apartment.

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

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

On arrival, providers should supply easily accessible information to participants 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
- acceptable cultural behaviour (for Australian accommodation only)

## 5.5 Travel insurance

STA participants travel to Australia on Student Visa Subclass 500. The Australian Government through the DHA requires all holders of a Student Visa to maintain Overseas Student Health Cover (OSHC) during their stay in Australia. Course providers must provide a Certificate of Insurance for each of the participants covering them from their time of arrival in Australia to their time of departure. Participants 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 participant is ill must be facilitated by the course provider (e.g. through the Welfare Officer). Course providers are also required to provide participants with a comprehensive briefing on the travel and OSHC insurance policy on arrival in Australia.

Entitlement to travel insurance commences on the day of departure from home location ceases on the day of return to home. It is imperative that participants familiarise themselves with the insurance policy cover. The insurance provided by the program does not cover any services relating to pre-existing conditions or services such as dental, physiotherapy or optical services. A pre-existing condition is any personal illness or health condition that was known to you and existed prior to accepting the offer of an Australia Award.

**Participants are strongly advised to disclose pre-existing medical conditions, including pregnancy to training institutions prior to mobilisation.**

STA participants need to observe personal responsibility and to carry their own medication if they have chronic health conditions for the duration of their training. This should come with the doctor's prescription note and be clearly labelled with the participant's name and declaration that it is for their use only.

The course provider will issue an information card providing relevant information on medical emergency procedures and non-emergency process for seeing a doctor, etc. Course participants must be briefed on the following as part of the orientation program:

- The policies, benefits and exclusions. Participants 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.

## 5.6 Participant communications

The course provider will advise STA participants to bring their own mobile phone handset to Australia. Course providers will provide participants with a mobile phone SIM card on arrival with \$30-\$50 pre-loaded credit. Participants must be briefed on:

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

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 participants only have access to land lines which are pay as you go.

Many participants bring their own computers to Australia. Access to computers will be negotiated between AAC and the course delivery team based on the course topic. Potential costs related to the hire of laptops will be reflected in the reimbursable expenditure budget.

Participants must be provided with internet access for study and personal use (hotel, university and venue Wi-Fi). Instructions on how to access the internet and information on all applicable charges must be explained to participants.

## 6. Medical treatment and welfare incidents

### 6.1 Medical treatment

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

DFAT and AAC's primary concern is the welfare of the course participants. The policies and procedures outlined below are based on an early warning approach so that AAC can be assured that appropriate support is in place for participants facing welfare issues. AAC understands that this Guideline will not cover every eventuality. The course provider is ultimately responsible for the management of participants and is required to use its best judgement in response to any particular situation. AAC is to be advised of any deviation from this recommended Guideline in advance of any action taken.

There are a number of background issues to consider when determining the appropriate level of support in facilitating health care service provision including the fact that Australia has a high reputation in health care and participants may understandably want to take advantage of Australian health services and OSHC. Standard policies exclude coverage for pre-existing medical conditions.

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 participants who require medical or dental assistance in Australia.

The Welfare Officer will:

- Arrange for attendance at a general practice or a suitable clinic (e.g. university health centre) by any participant who is ill;
- Attend the clinic with the participant, acting as interpreter if so requested by the participant;
- Explain the payment system and health insurance coverage applicable to the participant at the time of the doctor's visit;
- Assist the participant to purchase prescribed medication from a local pharmacy;
- Ensure the participant fully understands the dosage and frequency of any medication;
- Support and monitor the participant while they are ill or under treatment;
- Keep the Course Leader and Course Coordinator informed of the situation, and ensure participant privacy is maintained.

If a participant falls ill during the course and the attending general practitioner refers the participant to a specialist, the Welfare Officer will assist with this process. However, some participants 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 just 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.

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 Course Leader within 24 hours, via phone or email.

## 6.2 Welfare incident

A welfare incident is any event or situation that adversely affects, or has the potential to adversely affect, a participant'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 participant is otherwise accused, of harassment, sexual harassment or bullying;
- Any incident where a participant lodges a complaint or otherwise alleges they have been the victim of harassment, sexual harassment or bullying;
- Any time that a participant is diagnosed with a serious or chronic illness (including mental illness), has a serious accident or is admitted to hospital;
- Any time that a participant notifies that they are pregnant;
- Any time a participant is referred for counselling;
- Any time a participant notifies that a member of their family has died overseas and;
- A natural disaster that occurs in Cambodia.

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

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

## 6.3 Privacy

Participants should be made aware by the course provider that they will not be penalised for reporting welfare incidents. DFAT and AAC respect participants' privacy, however in order to be assured that participants are properly supported in times of crisis, the disclosure of welfare incidents is required. Participants agree when they sign their STA offer that personal information about themselves may be exchanged amongst a number of organisations, including AAC and the course provider, for the purpose of administration of the STA.

AAC 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 participant and to be confident that they are being appropriately supported. AAC will not use or disclose the information for any other purpose.

## 6.4 Course providers 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 participant 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 AAC. Further guidance on the management of specific welfare issues is provided below.

## 6.5 Conflict, harassment and bullying

Harassment and bullying may be described as repeated and unreasonable behaviour directed towards a participant, or a group of participants, 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 participant. 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 participant 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 participants; facilitate the provision of support to the participant 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.

Further information about bullying and harassment, including information on strategies to deal with bullying and harassment, is available on the Australian Human Rights Commission's website.

## 6.6 Health issues and scheduled hospitalisations

Participants may experience physical or mental health problems whilst they are participating in an STA. Physical and mental health issues can significantly affect a participant's ability to concentrate, focus, organise themselves and keep on track with course commitments.

If a participant experiences a change in their physical health AAC expects that course providers will follow the instructions of this Guideline. In addition, it is expected that course providers will ensure participants are made aware of health and well-being facilities and services available at their institution. This expectation is the same for participants facing mental health issues. Participants facing mental health issues may also be assisted to access counselling services as required.

## 6.7 Death of a participant's family member

The death of a family member is a traumatic event that may affect a participant's capacity to successfully fulfil all the requirements of the STA. If a participant's family member dies, it is expected that course providers will facilitate the provision of support to a participant, which may include access to counselling services.

If a participant is unable to continue to participate in the in-Australia component of the STA, AAC may approve the early return of a participant to Cambodia. This will be determined on a case-by-case basis. DFAT does not provide any additional financial support to participants in the event that a family member dies overseas.

## 6.8 Pregnancy

A female participant may discover she is pregnant whilst participating on the short course. In this event the course provider must provide assistance as per Section 6.1 of this Guideline. It should be noted that the participant will not be covered for obstetrics-related services under the insurance policy whilst in Australia, if the pregnancy is deemed to be a pre-existing medical condition.

## 6.9 Natural disasters in Cambodia

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

- Access to counselling services;
- Altered course plans to allow the participant to successfully manage their study load during a difficult time;
- Early return to Cambodia when safe to do so. If the affected participant/s is to return to Cambodia within 14 days of a natural disaster, the course provider should contact AAC to confirm it is safe for the participant to return. If travel is restricted or considered unsafe AAC will contact the course provider as soon as possible so that this information can be passed on to the affected participant/s. AAC will provide guidance on next steps in accordance with DFAT advice.

## 7. Critical Incidents

DFAT and AAC's primary concern with any critical incident is the welfare of participants. AAC expects course providers to respond to critical incidents effectively, professionally, and in strict adherence to the policies and procedures outlined in this Guideline. AAC understands that this Guideline will not cover every eventuality. The course provider is ultimately responsible for the management of participants and is required to use its best judgement in response to any particular situation. AAC is to be advised of any deviation from this recommended Guideline in advance of any action taken.

A 'critical incident' is a clearly defined event or situation that may happen to a participant while they are in Australia that adversely affects, or has the potential to adversely affect, a participant's ability to successfully complete the requirements of the course.

The following events or situations are always critical incidents:

- Any time that a participant 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 participant, which results in the participant being questioned, detained or charged with any criminal offence;
- Any incidence of gender violence involving a participant, either as a victim or a perpetrator;
- Any time that a participant is the victim of a crime in Australia;
- A natural disaster in Australia that affects, or is predicted to affect, any STA accommodation or study location;
- Any time that a participant is admitted to hospital unexpectedly or in an emergency;
- Death of a participant while they are on-award.

### 7.1 Notification of critical incidents

**Course Leaders must notify AAC immediately the course provider becomes aware of a critical incident. There is no exception to this requirement.**

Course Leaders/Course Coordinator must notify AAC (+855 23 221 142 during business hours in Phnom Penh) and AAC's nominated personnel by phone and email as soon as possible when they become aware of any welfare or critical incident that has the potential to affect a participant's ability to successfully complete their short course. Out of office hours notifications should be via mobile phone call to the AAC's nominated personnel, followed by an email that clarifies all the relevant information.

Notification should include the participant's name, description and location of the event, participant's current state, support provided to date, and proposed 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 AAC, the course provider is expected to create and maintain a **Critical Incident Report** (see **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 AAC at short notice. Once an incident is formally closed the course provider must ensure the report is complete and submit this final version to AAC. AAC will report critical incidents to DFAT as per the policies and procedures outlined in the Australia Awards Scholarships Policy Handbook.

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

- **Support for the participant:** This may include medical, emotional, legal or financial support for the participant;
- **Protection of privacy:** The privacy of the participant should be respected. Only information that is reasonably relevant to supporting and managing the incident should be collected, used or disclosed;
- **Implementation of confidentiality procedure:** enquiries about the participant 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 participant and their family to understand the operation of laws

Further guidance on the management of specific critical incidents is provided below.

## 7.2 Participants who are victims of, or charged with, a crime in Australia

In their immediate response, course providers will:

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

Longer term responses will be determined by DFAT. Participants found guilty of a criminal offence in Australia will have their status as an STA participant terminated.

Participants who are victims of crime may require additional support, which may include: providing the participant referrals for counselling services if required; liaising with AAC if any other support is considered appropriate and; if necessary, discussing options such as deferring completion to a future STA course. Participants will not be entitled to financial compensation from the course provider, AAC or DFAT if they are victims of crime in Australia.

## 7.3 Unexpected or emergency hospitalisation of a participant

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

- A participant is injured and taken to hospital;
- A participant is taken to hospital without a referral;
- A participant is taken to hospital because of an unexpected health emergency or;
- A participant 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 participant is admitted to hospital unexpectedly or in an emergency AAC expects that course providers will follow the guidelines provided in Section 6.1.

## 7.4 Death of a participant

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

The course provider should immediately notify AAC as per the notification procedures. AAC will notify the Australian Embassy in Phnom Penh 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 AAC updated. Course providers shall not contact the relevant embassy or consulate directly in response to the death of a participant. AAC will notify DFAT, who will facilitate any such discussions.

To ensure appropriate repatriation of a participant's remains, course providers must in consultation with AAC, seek advice from the Diplomatic/Consular representative concerning the requirements for returning the body to Cambodia and 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 AAC 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 AAC as costs are incurred;
- Submit separate invoices (outside of the contract budget) for approved costs by DFAT.

AAC will reimburse pre-approved costs by DFAT unless an insurance claim is pending following an accident. Course providers will arrange for return of the participant's possessions as instructed by the next of kin.

DFAT will:

- Liaise with and provide support to next of kin in-country;
- Relay the next of kin's wishes to the course provider and AAC;
- Assist with arrangements in Cambodia;
- 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.

## 7.5 Natural disasters in Australia

If a natural disaster affects, or is predicted to affect, STA accommodation or activity locations the following responsibilities apply. Course providers must consider the wellbeing of participants 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 soon as appropriate.

The course provider must notify AAC immediately when it becomes aware of a natural disaster that is likely to, or is actually affecting the course delivery. The course provider must prepare a group critical incident report to DFAT noting:

- The number of affected participants;
- The status (e.g. health, wellbeing and location) of all participants;
- 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 participants;
- If at all possible, the **Critical Incident Report** template (Appendix A) 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 participants. The course provider must report regularly to AAC. If there is no prior warning and the natural disaster affects electricity or telecommunications infrastructure, AAC will accept non-standard notification. However, AAC expects the course provider to contact AAC as soon as possible.

## 8. Missing Participants in Australia

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

Although unlikely, there is a possibility that a participant/s may over-stay their visa. Any such incident needs to be treated with caution and sensitivity. When accepting their Award, participants agree to attend the short course; undertake and complete the course 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 award. Participants that remain in Australia without the support of DFAT may be reported to the DHA.

### 8.1 Indications of intention to leave

The course provider or their staff may become aware that a participant is contemplating leaving the course and not returning to Cambodia. At this stage, the course provider must immediately inform AAC.

It may also be appropriate for the course provider to raise the concern with the participant 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 participants. However, in reality, where a participant is openly making such plans it is likely that the other participants may already be aware of the situation.

Any information volunteered by other participants should be shared with AAC. The most suitable person to raise the concern with a participant is the Welfare Officer, who is in the appropriate position to remind participants 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.

### 8.2 Dissuading “over-stayers”

Having a participant leave or over-stay a short course is not in the best interests of the participant or AAC. Course providers are expected to discourage any over-staying and encourage all participants to return to Cambodia 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 participant. This discussion should be in private and treated confidentially. The Welfare Officer should remind the participant 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 DHA. Please note, participants may be in contact with Cambodians already resident in Australia, and in this situation these people may be encouraging the participant 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 participant, the Welfare Officer may be able to give a more realistic view.

### 8.3 Limitations to any action

While it is reasonable for participants to be given realistic advice in the circumstances above, course providers need to take care to avoid taking any stronger steps to dissuade a participant from such action. Where it is suspected that a participant intends to leave the course or not return to Cambodia it is not appropriate to take steps such as holding his/her passport, making or implying threats or denying the participant their rights in any way. Where a participant leaves the course or fails to board a flight, the course provider will not provide any information on this participant to any person or organisation outside of the Australian Government. This includes providing the name or any details about the participant (including whereabouts and mobile phone number) to any other party.

### 8.4 Actions to be taken if an incident occurs

These steps are to be followed by the course provider in the cases where a participant fails to attend any scheduled activity for one day without a pre-approved reason; leaves the group or fails to board scheduled transport. It should not be assumed that a missing participant has ‘absconded’ – they may have had an accident, fallen ill or been delayed. The first step is therefore to ask other participants as

to their 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 participant's mobile phone and email account to seek updated information.

Any incident should be reported within an hour of identification by the course provider and in accordance with the critical incident notification procedures (see 7. Critical Incidents). Each case will be different and may require a different specific response. Whilst guidance can be provided by AAC 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. AAC is to be advised of any deviation of guidance provided in this Guideline in advance of any action taken. AAC will report the incident to DFAT. DFAT will notify the necessary authorities (including DHA) if and when required.

The course provider is expected not to respond to queries or request for information about the participant from any party or organisation outside of Australian Government agencies; not to issue any further allowances for the missing participant; keep checking on participant's whereabouts and safety until the group boards the schedule transport to Cambodia; and stay in touch with AAC.

## 9. Alumni Engagement

Upon completion of an STA, participants will become members of the Australia Global Alumni Network and the AAC alumni network. Participant biographical information will be included in the Australia Awards Alumni database.

In 2017 the Australian Embassy in Phnom Penh launched the Australian Alumni in Cambodia Engagement Strategy. This strategy is a country-specific operationalisation of the DFAT Australia Global Alumni Strategy which signals a new phase in public diplomacy that firmly acknowledges the roles that those with an Australian education experience can play for Australia.

The Strategy moves beyond previous efforts to solely engage participants of Australia Awards scholarships and now defines Alumni to include participants of the many different access paths to Australian education programs including those who self-fund their study, participants of other donor and Royal Government of Cambodia scholarships, and Australian government-funded short course awards and fellowships.

The Strategy's objectives are:

- Objective 1: Promote Australia as a destination of choice for quality and innovative education, training and research
- Objective 2: Expand our network of active leaders for Australian interests
- Objective 3: Improve our alumni engagement in Cambodia

Graduates of AAC STA's will have access to the benefits offered by AAC to all AA alumni, including the opportunity to participate in professional development and networking, and will from time to time be asked to participate in evaluation activities that assist AAC to continue to improve and to demonstrate the longer term and sustainable benefits achieved through AA activities.

## 10. Monitoring, evaluation and reporting

The course provider is expected to monitor and evaluate the activities and outcomes of the STA in line with AAC's monitoring, evaluation and learning (MEL) framework using the Australia Awards Cambodia Completion Report Guidance. This Completion Report Guidance is intended to guide the course provider by specifying the minimum reporting requirements to be delivered within an agreed time frame within four weeks of the completion of the post-course workshop. The course provider is expected to include all MEL data, analysis and lessons learned.

The details specified in the report will contribute valuable data that is consistent with Australia Awards Cambodia's Monitoring, Evaluation and Learning (MEL) Framework and reporting requirements.

The course provider must include in the detailed proposal the means by which they will collect the following kinds of data related to activity and outcome monitoring and evaluation:

1. **Activity level evaluation**, including:
  - a. **Participant reaction and feedback** during and/or at the conclusion of component delivery. The provider must indicate how (if at all) the participant feedback was used formatively, to refine or improve subsequent program components;
  - b. **Anecdotal and qualitative evidence** from participants stories, observations and impressions of course presenters, and others who have interactions with the group. Where possible, anecdotes collected from participants' supervisors (through remote or face to face means) in relation to Awards Projects is also valuable for course evaluation.
2. **Outcome level evaluation**, including:
  - a. An evaluation of **participant learning outcomes**, relative to the intended learning outcomes of the course (through pre and post testing/assessment or other methods) and outcomes achieved through application of learning, including through the Award Projects. The provider must make recommendations and conclusions about the value of the course as a learning and development event relative to the needs it was intended to address.
  - b. An **evaluation of participant experience in Australia**, including networking, participants view of Australia, recreational benefits and the value of the experience to them as professionals.

The provider will be expected to provide Interim Reports at the completion of each of the pre-course, and in-Australia components, and the Completion Report within four weeks of the conclusion of the post-course component.

AAC may undertake monitoring and evaluation visits during course delivery in Australia. This may involve observation of course activities, review of course program and resources and discussion about any operational/contractual matters as appropriate with the participants and the course provider.

AAC may also undertake an evaluation discussion at the completion of the post-course component in Cambodia. This will be a group discussion with the participants to gather feedback on their experience of the course delivery and support services. The date and time will be negotiated with the course provider.

In addition to monitoring visits, AAC personnel may take part in social media discussions and communicate regularly with the course provider and course participants to discuss and monitor progress, address any issues and make any necessary forward plans or amendments.

## 11. Relevant policies

The Course Provider and its Personnel must be compliant with all DFAT policies as applicable including:

- a. the child protection compliance standards in the *Child Protection Policy* for the DFAT – Australian Aid Program, <https://www.dfat.gov.au/international-relations/themes/child-protection/Pages/child-protection>
- b. Disability Action Strategy: <http://dfat.gov.au/about-us/publications/Pages/disability-action-strategy-2017-2020.aspx>
- c. Disability Inclusive Development Guidance Note – May 2021: <https://www.dfat.gov.au/sites/default/files/disability-inclusive-development-guidance-note.pdf>
- d. Gender Equality in Investment Design – Good Practice Note – November 2022: <https://www.dfat.gov.au/sites/default/files/gender-equality-in-investment-design-good-practice-note.pdf>
- e. Gender Equality in Monitoring and Evaluation – Good Practice – November 2020: <https://www.dfat.gov.au/about-us/publications/Pages/gender-equality-in-monitoring-and-evaluation-good-practice-note>
- f. information accessibility requirements contained in the Guidelines for preparing accessible content for the DFAT – Australian Aid Program, accessible on the DFAT website at: [www.dfat.gov.au](http://www.dfat.gov.au);
- g. the Environment Management Guide for Australia’s Aid Program (2012) for the DFAT – Australian Aid Program and the DFAT Environment Protection Policy (2014) accessible on the DFAT website at: [www.dfat.gov.au](http://www.dfat.gov.au);
- h. Counter – Terrorism - ensure that funds provided under this Contract (whether through a subcontract or not) do not provide direct or indirect support or resources to terrorism <https://dfat.gov.au/international-relations/security/counter-terrorism/Pages/counter-terrorism.aspx>
- i. Fraud Control and Anti-Corruption: <https://dfat.gov.au/about-us/corporate/fraud-control/Pages/fraud-control.aspx>
- j. Commonwealth Procurement Rules and Guidelines: <https://www.finance.gov.au/government/procurement/commonwealth-procurement-rules>
- k. Commonwealth Grant Rules and Guidelines: <https://www.finance.gov.au/government/commonwealth-grants/commonwealth-grants-rules-guidelines>
- l. Preventing Sexual Exploitation, Abuse and Harassment Policy, accessible at <http://www.dfat.gov.au/pseah>

## Appendix A: Critical Incident Report Form

Participant Name:		Gender:	
Course Name:			
Course Provider:			
Course Start Date:		End Date:	
<b>Incident Details</b>			
Date of Incident:		Location of Incident:	
Summary of Incident:			
Chronology of Events and Actions Taken:			
Record of any Media Interest/Reporting:		Record of Costs Incurred:	
<b>Key Contact Name</b>	<b>Role</b>	<b>Email</b>	<b>Phone No.</b>
1.			
2.			