



Australia Awards

Australia Awards in Indonesia

Short Course Guidelines
April 2025

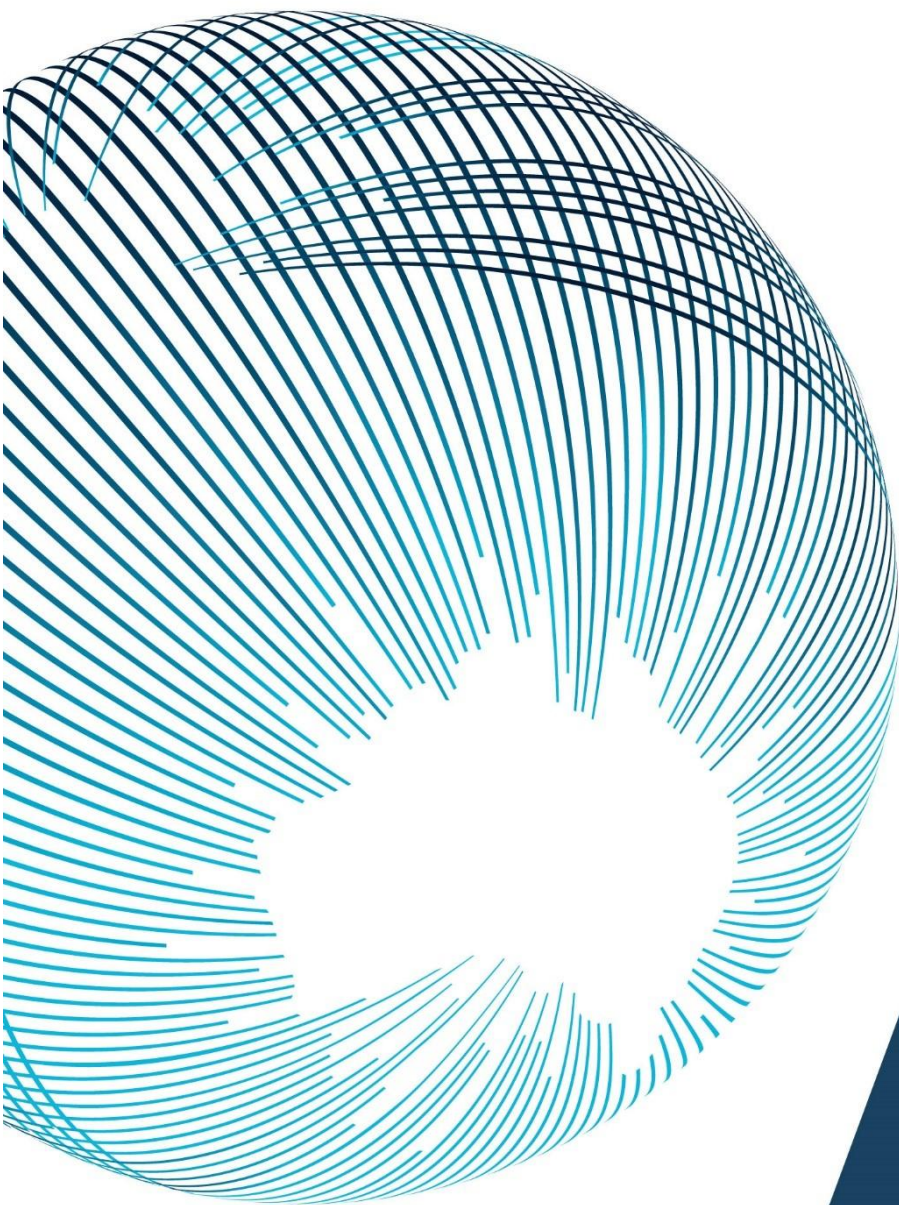


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Abbreviations

AAI	Australia Awards in Indonesia
DFAT	Department of Foreign Affairs and Trade
GOI	Government of Indonesia
M&E	Monitoring and Evaluation
MC	Managing Contractor
RFT	Request for Tender

1. Background

Australia Awards are prestigious international scholarships and short courses offered by the Australian Government to the next generation of global leaders for development. Australia Awards promote knowledge, education links and enduring ties between Australia, our neighbours and the global community. International scholarships have been an important component of the Australian Government's overseas aid program since the Colombo Plan in the 1950s.

The Australian Government's Department of Foreign Affairs and Trade (DFAT) has contracted Tetra Tech International Development as Managing Contractor (MC) to provide administrative and logistical services to the delivery of Australia Awards program in Indonesia.

The purpose of these guidelines is to provide the MC, the Government of Indonesia, Indonesian partner organisations, individual participants, and Australian Course Providers with principles and a general operating framework for the implementation of the Australia Awards short courses.

2. Course design

2.1 Goals and purpose of Australia Awards Indonesia

The goals and purpose of Australia Awards in Indonesia (AAI) are underpinned by two program outcomes:

1. diverse alumni use their skills, knowledge, and networks to contribute to Indonesia's inclusive and sustainable development, and
2. diverse alumni contribute to cooperation between Australia and Indonesia.

2.2 Course components

Short courses are designed to maximise participants' learning opportunities. The courses are designed in collaboration between DFAT, the Indonesian stakeholders and AAI. The duration of the in-Australia component of most of AAI short courses is two weeks. Each course consists of a pre and a post-course workshop delivered in Indonesia. The duration of the workshops is two or three days. The courses also have 3-4 online mentoring sessions to support the participants Award Projects. Delivery locations differ from course to course.

AAI and the Course Provider deliver an online briefing session before the pre-course workshop or a face-to-face briefing at the start of the pre-course workshop to cover the following:

- Introduction to the course provider team and explanation of roles and responsibilities.
- Course program (i.e. sessions, site visits and speakers, mentoring arrangements).
- Course expectations.
- Learning management system (where participants access course materials).
- Interpretation arrangement - if available.
- Course venues, facilities, attendance and expected 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.
- Transport, including pick up points, payment methods, schedules
- 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

3 Participant selection

The participant selection method varies based on the nature and specific requirements of each course. The method and criteria for participant selection will be described in detail in the concept paper. Participant selection is merit based and transparent.



3.1 English language requirements

To effectively gain skills and knowledge on a short course, participants of most of the Australia Awards in Indonesia short courses have functional English proficiency. The applicants' language level is assessed during phone interviews.

Some courses provide interpretation and translation. AAI has two language support options: 1) full simultaneous interpretation required, key documents to be translated; 2) language assistance provided for some course participants with limited language skills, no translation of materials. AAI will inform the course provider of the language requirements for each course.

3.2 Development opportunities for all

Australia Awards addresses gender equality and disability as cross cutting issues in line with DFAT's policies. This means that women and men are treated equitably and that no-one is discriminated against because of their gender or disability.

3.3 Gender equality

Where women are unable to participate in any aspect of the program in Indonesia because of barriers related to their gender, for example childcare responsibilities, Australia Awards will endeavour to advise and support the participant to overcome the obstacle. 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's Aid Investment Plan ensures that people with disability are included and supported in improving 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 ensures that "reasonable adjustments" are put in place to enable people with disability to participate in DFAT's Australia Awards on an equal basis with all other participants.

Short course 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 an applicant from being considered, as Australia Awards operates under a non-discrimination policy. Early notification provides AAI with adequate time for the assessment of needs and preparations on reasonable support. 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, captioning and personal care assistance depending on assessment of the individual's needs. Participants with a disability will be assisted with the visa application requirements including, but not limited to, meeting the costs of obtaining medical reports if required.

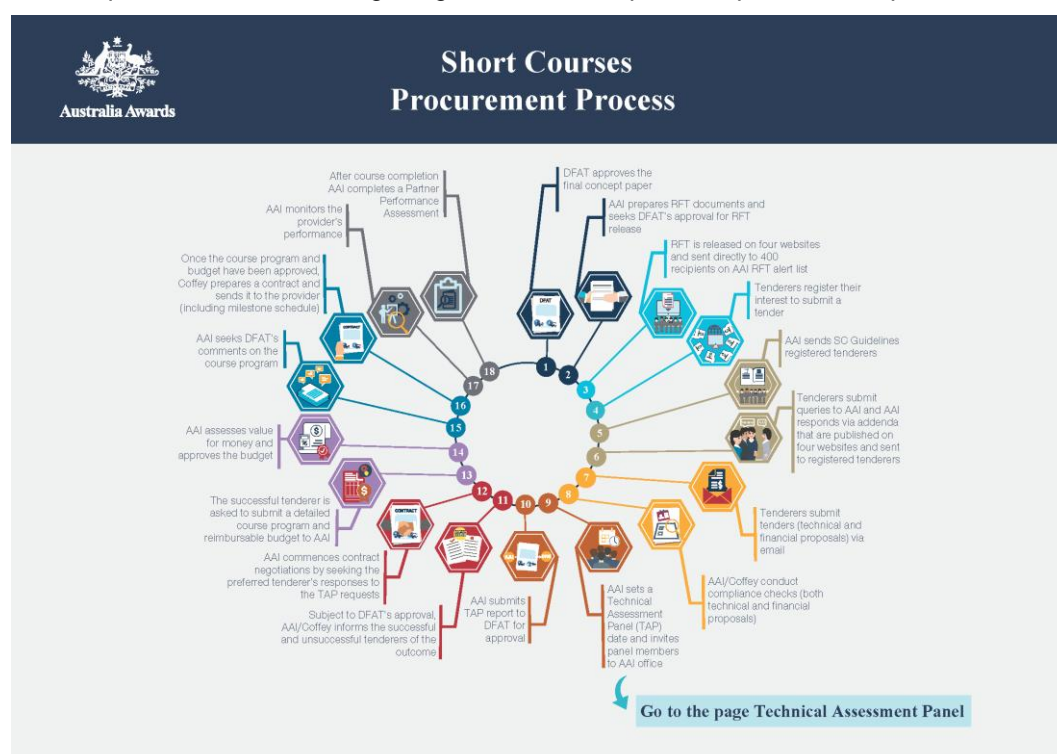
AAI develops a Disability Inclusion Report (DIR) that identifies the disability support required. Based on the DIR, AAI develops a Disability Support Agreement (DSA) in consultation with the Course Provider. The Course Provider endorses the final DSA. AAI then seeks DFAT's approval for the DSA. The Course Provider provides the required support in Australia as per the DSA. The DSA also covers the support required in Indonesia. AAI is responsible for the support in Indonesia.

3.5 Child Protection

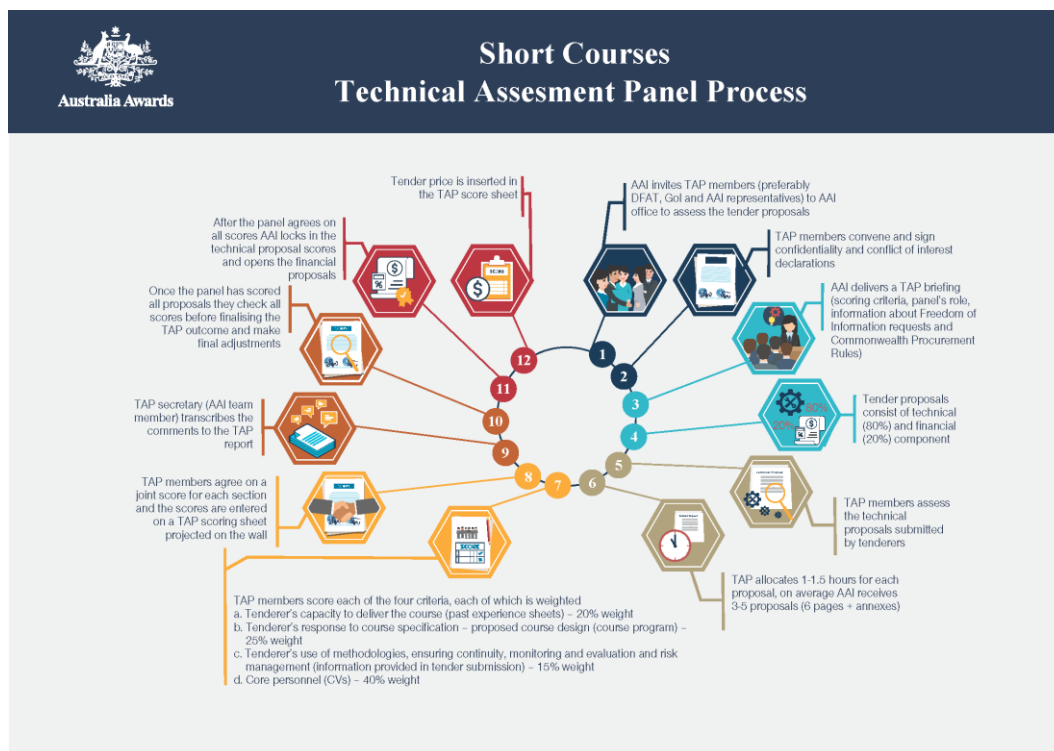
DFAT has clear and strict policies in relation to managing and reducing risks of child abuse. DFAT takes a zero-tolerance approach to any infringement. Participants are required to sign a copy of the DFAT Child Protection Code of Conduct. AAI reserves the right to conduct police checks and other screening procedures to ensure a child-safe environment.

4 Provider selection

Short courses are delivered by Australian Registered Training Organisations (RTO). The selection of the course providers is conducted in accordance with the Commonwealth Procurement Rules. AAI maintains a list of current and prospective course providers and provides information about the short course pipeline and upcoming tenders to all providers on an equal basis. The following image shows the steps of the procurement process:



Tender processes commence with a Request for Tender (RFT) issued with, typically, a four-week tender submission deadline. Tenders are assessed by a Technical Assessment Panel (TAP) comprising members appointed based on the specific technical and institutional priorities of the course. Tender proposals comprise of technical and financial components, and are assessed using a scoring formula that takes both components into account. The following image describes the TAP process:



The preferred tenderer will be invited to negotiate a services contract with the MC. The contract contains conditions and provisions specific to the scope of services. A copy of the standard contract terms and conditions is 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

The tenderers must include in their tender proposals the following minimum full-time staff:

- **Course Leader** – leads the delivery team and is the technical facilitator. It is recommended that the course has at least two Course Leaders. A Course Leader must attend all sessions in Australia to link sessions and site visits to course learning objectives and participants' Award Projects. The workshops in Indonesia are delivered by two Course Leaders (unless the course has only one Course Leader). No other Course Provider team members attend the workshops as AAI is responsible for the administrative and logistical aspects of the workshop.
- **Course Coordinator** – manages administration, logistics, program scheduling.
- **Welfare Officer** – preferably female position that supports participants' welfare, health needs and recreation.

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 Indonesian 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 Indonesia.

Course Coordinator - Responsibilities:

- Work with Course Leader to coordinate the successful preparation, arrival and return of participants to Indonesia 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.
- Communicating with the participants and disseminating information about the course

Qualifications and Experience:

- Qualifications in administration or other 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.
- Experience running online courses is highly preferable.

Welfare Officer - Responsibilities:

- Monitor and provide general welfare support for Indonesian participants in Australia, including orientation support, advice on any issues encountered, accompanying group on all site visits and supporting recreational trips.
- Monitor and provide 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.
- Excellent interpersonal communication skills.
- Strong understanding of Australian healthcare system
- Strong understand of Australian culture.

5 DFAT engagement in course delivery

AAI sets up an introductory/kick-off meeting between the course provider, DFAT and AAI after the contract has been awarded. At this meeting parties agree on the distribution of tasks and DFAT's responsibilities in course delivery.

5.1 A-based DFAT representative (Embassy lead) and Indonesia Branch's role

A-based DFAT representative (Embassy Lead) from the Australian Embassy in Jakarta will identify and work closely with a point of contact in DFAT Canberra Indonesia Branch (INB) to engage them early, introduce them to the course provider and liaise on all aspects of the course.

INB should have visibility of all requests for meetings with DFAT and key DFAT stakeholders in Australia, such as other government agencies and the Indonesian Embassy. INB will manage all engagement with ministers' offices (portfolio or non-portfolio).

Embassy Lead will engage directly with course providers early on program development for an understanding of likely Australian government involvement and to outline expectations around how approaches should be made.

There should be clear objectives for any meeting with DFAT or other government stakeholders – these are not automatic.

Additionally, Embassy Lead will:

- work with the Course Provider to ensure program is pitched at the right level relative to seniority of course participants
- work with the Course Provider to consider the suitability of more informal interactions with GoA agencies rather than meetings (eg morning tea or lunch)
- assess if the other agencies have the required resources and add value to the course
- clear a blurb prepared by the Course Provider or AAI about the course and the participants, to use when approaching stakeholders to request meetings
- encourage engagement with private sector and think tanks (not just government)

The Course Provider must not contact GoA agencies unless approved by the Embassy Lead. Course Providers must not directly approach ministers' offices – all requests to ministers must be made through INB in consultation with Embassy Leads.

Course Providers should ensure their personal opinions do not undermine visit objectives or government policy, particularly in government meetings.

Course Providers must inform AAI or DFAT of administrative or logistical aspects related to the GoA engagement e.g. is interpretation required for senior level meetings between Gol and GoA, is it a sitting week and what impact will that have on stakeholder availability.

The Embassy Lead will also engage with AAI and the course provider on in-Indonesia aspects of the course:

- consider Embassy's engagement with course participants, particularly for pre and post course workshops (what level of Embassy representation to provide opening remarks or keynote address, will DFAT participate in the workshop)
- consider what key Embassy messages should be conveyed to the group (AAI provides standard talking points that cover course logistics/arrangements, not policy issues)
- determine if the course has a reception at DFAT/HOM residence/ConGens etc.

5.2 Embassy Liaison Officer's role

Each course has a nominated Embassy Liaison Officer (ELO) who is usually a Locally Engaged Staff (LES). Involvement of an ELO will assist in achieving the course objectives by shaping priority themes and providing guidance on Australian Government strategic objectives and policy. The ELO will cultivate and strengthen relationships between the participants and relevant Australian Government partners. The ELO will also foster closer collaboration between DFAT and key stakeholders and support follow-up activities upon return to Indonesia.

The ELO works in close coordination with the Australian Embassy's Scholarship & Alumni unit, AAI and the course provider. The ELO is responsible for the following:

Prior to the course

- Work with the course provider to ensure that discussion and other activities focus on relevant issues and that the sessions are in line with course learning objectives
- If needed, support meeting arrangements with and site visits to the Australian Government agencies as part of the in-Australia course

During the course

- Facilitate linkages between the course participants, DFAT and other GoA agencies
- Assist the course provider to strengthen the course program by ensuring active engagement / participation of course participants
- Provide the course provider with guidance on relevant GoA policy and objectives
- Encourage course participants to do background research into site visit hosts and expert presenters in advance to help target questions accordingly

After the course

- Share knowledge and experience from the course to the foreign policy and public diplomacy team at Jakarta Post and relevant DFAT colleagues
- Help collect participants' testimonials about how they applied the course learnings in their work and what networks/linkages/connections they developed
- Provide written feedback highlighting ELO's views on course delivery and key challenges to Scholarship unit to inform future courses
- Maintain DFAT's engagement with the participants following the completion of the course and keep them involved in relevant DFAT activities and events

DFAT funds ELO's participation. DFAT arranges and pays for visa, airfares, per diems, accommodation and insurance. AAI and DFAT may ask the course provider to book the accommodation in Australia; however, ELO will pay for the accommodation directly to the accommodation provider. The Course Provider can cover minor course-related costs (e.g.

participation in AAI social excursion activities in Australia, catering costs, SIM card fee, course material costs etc.) from the AAI reimbursable budget.

The ELO must be given the same access as the participants to the university's Learning Management Systems and/or all course materials. The ELO stays at the same accommodation, both in Indonesia and Australia. The ELO attends all program activities as scheduled and travels together with the course participants.

The ELO arranges discussions with participants after presentations and site visits to ensure they understand the sessions and materials. The ELO will also help contextualise the materials and sessions to the Indonesian context.

6 Branding and communications tips for course providers and participants

6.1 Terminology

The title of a short course is referred to as, for example, Australia Awards in Indonesia Short Course on Human Rights Leadership to Influence Policy. In media, the correct wording is: The Human Rights Leadership to Influence Policy short course is delivered by (insert RTO name), managed by Australia Awards in Indonesia and funded by the Australian Government's Department of Foreign Affairs and Trade.

Participants of Australia Awards courses are referred to as 'participants', not 'delegates', 'students', 'scholars' or 'awardees'.

6.2 Branding requirements

Australia Awards in Indonesia will design and produce pull-up banners and course completion certificates. Providers contracted to deliver the Short Courses can create course collateral (such as workbooks, PowerPoint presentations, reports, videos, etc.) using the provider's branding alongside the Australia Awards logo as a co-brand, either positioned to the right or below the provider's logo¹. Alternatively, providers may choose to utilise Australia Awards branding and templates to create the collateral. Templates are available at <http://resources.australiaawards.com.au/>.

Short Course participants are not allowed to use the Australia Awards logo when creating their own collateral (which will be used during their participation in the Short Courses, e.g., t-shirt, hat and PowerPoint presentations for the award projects). The participants can use the Australia Awards wordmark in such collateral. On a case-by-case basis, an exception could be made (for example, course participants using the Australia Awards logo on PowerPoint presentations for an award project funded by Australia Awards in Indonesia and/or involving Australia Awards in Indonesia in the implementation of an award project). This must be consulted with the Communications and Public Diplomacy team of Australia Awards in Indonesia.

6.3 Social media

We encourage course providers to effectively use social media to promote the Short Course and for the course participants to share their experiences with Indonesian and Australian audiences. When posting content on the social media accounts of providers and participants, always use the hashtags **#AustraliaAwardsIndonesia** **#ShortCourse** **#MakeADifference** **#ChangeAgent** in every post to make it easier for people to find. When participants complete the post-course workshop, they can add another hashtag, **#OzAlum**. For more information, please refer to **the Social Media Guidelines for Short Course Participants**.

Additional relevant information concerning key messages, acknowledgements, and media releases can be obtained from the Australia Awards Short Courses – Communications

¹ Australia Awards Short Courses – Communications Guidance, produced by DFAT

Guidance, produced by DFAT (emailed to course providers during contract negotiations). If you would like to consult regarding communications and collateral, please reach out to the Short Courses and Communications and Public Diplomacy teams of Australia Awards in Indonesia.

7 Entitlements and course arrangements

Participants of short courses will be entitled to full financial support for all travel related to pre- and post-course workshops and to Australia for the core course component. AAI 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 directly to vendors. Except in circumstances otherwise approved by DFAT, all rates for travel, living costs and accommodation will be calculated with reference to the pursuant Government of Indonesia Ministry of Finance regulations.

7.1 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.

The training dates have been set in advance and 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 AAI. Additional domestic travel in Australia is organised by the course provider. Where it is not possible for AAI or the course provider to arrange travel (in case of travel in remote parts of Indonesia for instance), 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, AAI will pay reasonable accommodation costs that have been pre-approved.

The course provider will arrange local transfers on arrival and departure to the training destination. The course provider is required to provide participants with the details of the transfer arrangements prior to departure.

Pregnant women are strongly encouraged to disclose pregnancy to AAI 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 participants 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 support to allow participants with disability to participate in short courses 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 uphold their visa conditions while studying for the Australia Award and must have satisfactory academic results for the duration of the course. Participants are required to attend every class and course activity throughout the training. Personal travel during scheduled course times is prohibited. 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.

7.2 Visas

AAI will cover the visa (Subclass 500) processing costs and the initial medical examination (if required) undertaken to enable visas to be issued to the training destination.

The Australian Government's visa issuing body is the Department of Home Affairs. The requirements referred to here are set by the Department of Home Affairs. 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 Department of Home Affairs requirement that participants provide certified copies of supporting documentation to accompany visa applications. Passports do not need to be submitted with the application form; however, participants must submit a clear, legible copy of the Biometrics page of the passport with their application. The expiry date of passports must be after the end date of the training.

7.3 Allowances

The course provider pays per diem to each participant while attending the short course or course-related modules/workshops in Australia and in Indonesia.

Participants are paid a daily allowance (per diem) of **AUD 82.20/day** during their time in Australia. The course provider pays the allowance based on 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 at the start of the course by the course provider, preferably using a cash card. Course providers must use cash cards that:

- allow cash withdrawals at ATMs
- do not have daily usage limits

If a participant returns to their home country before the end of the course, they may be required to return the per diem for the days they do not attend the course.

Meals provided as part of the short course **in Australia** are **not** deducted from the per diem. It is preferred however that participants are provided with only lunch during course delivery and that they have facilities to prepare or purchase their own breakfast and dinner.

Reimbursements to the participants are paid only in exceptional circumstances. Participants must seek AAI's approval prior to incurring the expenses and prior to the

commencement of the course. The participants must provide receipts and/or supporting documents for their claim. Personal expenses while travelling are non-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 being on-award
- 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

AAI pays the participants' per diem during the pre and post-course workshops. AAI keeps a record of daily attendance as evidence of payment of per diem to the participants.

AAI applies different per diem rates for each region/province in Indonesia where the SC activity takes place. Participants receive per diem if they spend the night at the workshop venue. The per diem starts at the departure time of the first public transport (e.g. flight/bus/train/boat) taken from home base and ends at the time of return to the airport/terminal/station/harbour nearest to the participant's home base.

For course providers' information only: AAI deducts meals from the **in-Indonesia per diem payments**. Daily Per-diem Rate (before meal(s) deduction)

Per diem during travel:

Travel time (departure and arrival time)	Entitlement
00.00 - 10.00	21%
10.01 - 15.00	23%
15.01 - 23.59	39%
Incidental allowance	17%

Deduction if meal(s) are provided during the pre-course and post course workshops:

Meal(s) provided	Percentage of Deduction (from per-diem rate)
Breakfast	6%
Lunch	12%
Dinner	12%

Total per diem is per diem during travel plus per diem during the workshop.

7.4 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 4-star rated wherever available and within budget
- separate bathrooms wherever available and within budget

Participants are 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 bussed to the venue daily
- 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)

7.5 Insurance

Short course participants travel to Australia on Student Visa Subclass 500. The Australian Government through the Department of Home Affairs 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. Participants are strongly advised to disclose pre-existing medical conditions, including pregnancy to training institutions prior to mobilisation.

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.

Short course 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.

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: the 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

7.6 Participant communications

The course provider advises the participants to bring their own mobile phone handset to Australia. Course providers are to provide participants with a mobile phone SIM card on arrival with \$30 – \$50 pre-loaded credit for calls and data.

Participants are to be briefed on:

- all relevant charges
- how to purchase and re-charge their phone credit

Many participants bring their own computers to Australia. Access to computers will be negotiated between AAI 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.

7.7 Course Provider's travel to Indonesia

The Course Provider arranges the Course Leaders' flights to Indonesia to deliver the pre and post-course workshops. The cost of the flights is included in the reimbursable budget. AAI arranges airport transportation.

AAI arranges the Course Leaders' business visas. The Course Leader sends AAI the Course Leaders' passport details and flight schedule. AAI will provide a support letter for the business visa application.

The Course Provider arranges required insurances.

The course provider can choose between two options when paying allowances to their staff in Indonesia and in Australia:

- **AUD120.00 per day minus deductions** (21% breakfast, 23% lunch, 39% dinner)
OR
- **AUD82.20 per day, no deductions**

The allowance is calculated based on a 24-hour clock, from the time of the departure of the first flight to the arrival of the last flight. The allowance is paid to Australian staff only when they work for the short course outside of the city of their primary residence or if they are required to stay overnight at the hotel in the city of their primary residence (for example an evening function related to the short course or a long commute and an early departure the following morning).

Should the Course Leader request to extend their stay in Indonesia, DFAT's short term mission (STM) travel policy applies:

STM Travel inbound to Australia

11. Employees can take annual leave at the rate of 20 per cent of the trip up to a maximum of two weeks leave ("the 20% rule"). Employees can take annual leave at any stage during the STM or official travel subject to the normal leave approval process.

Travel Allowances

12. Employees are not entitled to TA or accommodation costs for any annual leave period approved during an official trip, nor for any extension of travel by annual leave after the official part of a trip. Employees are required to fully declare any such days in their travel acquittal and ensure that TA and accommodation are not paid for these periods.

Instances where Travel Allowance is not Payable

7. Additionally, TA is not paid for:
 - a. Official travel of less than 24 hours, unless an overnight stay is involved (transit allowance may apply);
 - b. During periods of recreation leave;
 - c. During periods of leave without pay;
 - d. During periods of long service leave;
 - e. Weekends or public holidays contiguous with the forms of leave described above; or
 - f. A rest period at a destination if the employee is already domiciled in that location.

8 Medical treatment and welfare incidents

8.1 Medical treatment

Short courses are a key component of Australia Awards in Indonesia 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 AAI'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 AAI can be assured that appropriate support is in place for participants facing welfare issues. AAI 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. AAI 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 Worldcare Standard policy excludes 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. It is required that the Welfare Officer will:

- make arrangements 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 Short Course Adviser informed of the situation, while maintaining participant privacy

If a participant falls ill during the course and the attending GP 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 Short Course Adviser within 24 hours, via phone or email.

8.2 Welfare incident

A welfare incident is any event or situation that adversely affects, or has the potential to adversely effect, 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 Indonesia.

Course Leaders must notify AAI's nominated Short Course Manager 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 AAI 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. AAI will report welfare incidents to DFAT as per the policies and procedures outlined in this Guideline.

Participants should be made aware by the course provider that they will not be penalised for reporting welfare incidents. DFAT and AAI 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. Participant agree when they sign their short course offer that personal information about themselves may be exchanged amongst a number of organisations, including AAI, Tetra Tech as the managing contractor and the course provider, for the purpose of administration of the short course. AAI 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. AAI will not use or disclose the information for any other purpose.

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 AAI. Further guidance on the management of specific welfare issues is provided below.

8.3 Privacy

Participants should be made aware by the course provider that they will not be penalised for reporting welfare incidents. DFAT and AAI 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 short course offer that personal information about themselves may be exchanged amongst a number of organisations, including AAI and the course provider, for the purpose of administration of the short course.

AAI 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. AAI will not use or disclose the information for any other purpose.

8.4 Course provider's 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 AAI. Further guidance on the management of specific welfare issues is provided below.

8.5 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.

8.6 Health issues and scheduled hospitalisations

Participants may experience physical or mental health problems whilst they attend the course. Physical and mental health issues can significantly affect a participant's ability to concentrate, focus, organise themselves and keep on track with their studies. If a participant experiences a change in their physical health AAI 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 the

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.

8.7 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 complete their studies. If a participant's family member dies, the course providers will support the participant, which may include access to counselling services. If a participant is unable to continue with their course, AAI may approve the early return of a participant to Indonesia. This will be determined on a case by case basis. DFAT does not provide additional financial support to participants in the event that a family member dies overseas.

8.8 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 8.1* of this Guideline. It should be noted that the participant will not be covered for obstetrical related services under the insurance policy whilst in Australia, if the pregnancy is deemed as a pre-existing medical condition.

8.9 Natural disasters in Indonesia

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

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

9. Critical Incidents

DFAT and AAI's primary concern with any critical incident is the welfare of participants. AAI expects course providers to respond to critical incidents effectively, professionally, and in strict adherence to the policies and procedures outlined in this Guideline. AAI 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 a situation. AAI 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 during the course that adversely affects, or has the potential to adversely affect, a participant's ability to successfully complete their 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 as 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 accommodation or study location of the participants
- any time that a participant is admitted to hospital unexpectedly or in an emergency and;
- death of a participant during the course

9.1 Notification of critical incidents

Course Leaders must notify AAI immediately the course providers become aware of a critical incident. There is no exception to this requirement. Course Leaders/Course Coordinator must notify AAI by phone and email as soon as possible when they become aware of any welfare incident that has the potential to affect a participant's ability to successfully complete their short course.

Notification should include the participant's name, description 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 AAI, 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 AAI at short notice. Once an incident is formally closed the course provider must ensure the report is complete and submit this final

version to AAI. AAI will report critical incidents to DFAT. 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 participant should be collected, used or disclosed
- implementation of confidentiality procedure: information 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.

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

In their immediate response, course providers shall:

- 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 itself 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 AAI

Longer term responses will be determined by DFAT. Participants found guilty of a criminal offence in Australia will have their course 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 AAI if any other support is considered appropriate and; if necessary, discussing options such as altered study plans or tutoring to allow the participant to successfully manage their study load during a difficult time. Participants will not be entitled to financial compensation from the course provider, AAI or DFAT if they are victims of crime in Australia.

9.3 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 AAI expects that course providers will follow the guidelines provided in *Section 8.1*.

9.4 Death of a participant

If a participant passes away, DFAT and AAI 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 AAI as per the notification procedures. AAI will notify the Australian Embassy in Jakarta 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 AAI updated. Course providers shall not contact the relevant embassy or consulate directly in response to the death of a participant without first notifying AAI. AAI will notify DFAT, who will facilitate any such discussions.

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

AAI will reimburse pre-approved costs by DFAT unless an insurance claim is pending following an accident. Course providers will make arrangements 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
- assist with arrangements in Indonesia
- 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.

9.5 Natural disasters in Australia

If a natural disaster affects, or is predicted to affect, the accommodation or study location of the participants 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 appropriate.

The course provider must notify AAI immediately when it becomes aware of a natural disaster. 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 report template 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 AAI. If there is no prior warning and the natural disaster affects electricity or telecommunications infrastructure, AAI will accept non-standard notification. However, AAI expects the course provider to make contact with AAI as soon as possible.

10. 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. Albeit 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 short course offer, participants agree to attend the short course; undertake and complete their course within the stipulated course start and end dates; abide by the conditions of their visa and; return home on completion of the course. Non-compliance with these conditions may result in termination of the short course by DFAT and issuance of a Debt to the Commonwealth up to the value of their short course. Participants who remain in Australia without the support of DFAT may be reported to the Department of Home Affairs.

10.1 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 Indonesia. At this stage, the course provider must immediately inform AAI. 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 AAI. 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 short course 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.

10.2 Dissuading “over-stayers”

Having a participant leave or over-stay a short course is not in the best interests of AAI. Course providers are expected to discourage any over-staying and encourage all participants to return to Indonesia 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 course conditions and the potential consequences of their actions including termination of their short course, issuance of a Debt to the Commonwealth and notification of the Department of Home Affairs.

10.3 Limitations to any action

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 Indonesia 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.

10.4 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 his/her 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 Section on Critical Incidents). Each case will be different and may require a different specific response. Whilst guidance can be provided by AAI 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. AAI is to be advised of any deviation of guidance provided in this Guideline in advance of any action taken. AAI will report the incident to DFAT. DFAT will notify the necessary authorities (including Home Affairs) 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 Indonesia; and stay in touch with AAI.

11. Alumni Engagement

Upon completion of a short course, participants will become members of the Australia Awards Global Alumni Network. The Alumni Network is a space where all Indonesians who have studied in Australia through a degree or non-degree program can create and maintain connections in their academic sectors and fields of work and stay abreast of developments in their areas of expertise. This includes both AAI scholarship recipients and those who study in Australia through other scholarship funding programs, or a private funding. Participants' biographical information will be included in the Australia Awards Alumni database. Alumni are strongly encouraged to take part in alumni activities, and monitoring and evaluation activities.

The alumni context in Indonesia is evolving. Indonesia's transition to a middle-income country is likely to lead to more opportunities for Indonesians to pursue studies overseas.

The objectives of Alumni Engagement in Indonesia are outlined below

- Strengthening and broadening networks that support the bilateral relationship and the interest of both countries in a stable and prosperous Indo-Pacific region; Strengthening Australian and Indonesian trade and investment linkages;
- Develop a network of active alumni champions and advocates to promote Australia's education institutions and promote better understanding between Indonesians and Australians to encourage people-to-people links.

One of the key aims is to augment the good work that alumni do at central and regional level with their own organisations and communities. The interest-led nature of alumni professional circles will also provide local alumni with networks directly applicable to their professional interests and assist in increasing affinity and ongoing involvement. An Australian Alumni Indonesia LinkedIn group was launched in March 2016. The LinkedIn group will extend engagement beyond existing Facebook groups and connect the more than 10,000 alumni with LinkedIn profiles.

12. Monitoring and evaluation and course reporting

The Course Provider is expected to monitor and evaluate the outcomes and outputs of the short courses using AAI's monitoring and evaluation (M&E) frameworks and tools. The course provider is expected to include all M&E data, analysis and lessons learned in the completion report submitted to AAI within four weeks after the completion of the post-course workshop.

AAI provides the Course Provider with a **completion report template** and **two survey forms** (in one MS Word document). The course provider is expected to report against the findings of the survey in the completion report. The first survey is conducted at the end of the in-Australia phase and the second one is conducted at the end of the post-course workshop in Indonesia. The course provider will submit the results of the first survey to AAI within four weeks of the completion of the in-Australia course and the post-course survey results within four weeks of the completion of the post-course workshop.

AAI provides the Course Provider with a **course brochure** template. The Course Provider is expected to submit a 2-page course brochure within 4 weeks of the completion of the course.

The Course Provider may deliver a pre and post-course **test** to test the participants' subject knowledge in the specific course topics and to measure the development of the participants' knowledge. The Course Provider is encouraged to seek AAI's approval for any additional monitoring and evaluation initiatives.

The Course Provider is expected to systematically collect **anecdotal evidence** from the participants, expert presenters and site visit hosts about the outcome of the sessions, site visits and the course overall. The participants are also asked to share their stories and experiences with the course leader/coordinator either via email or online submission. The Course Provider will include these **testimonials** in the completion report. AAI does not provide a template for the collection of testimonials; however, the areas AAI is most interested are the participants' personal opinions about their development of technical knowledge, linkages with other participants, Australians and Australian organisations, and the participants' view of Australia. Furthermore, **Award Projects** are used as a monitoring and evaluation tool to assess the participants' engagement and achievements.

AAI may undertake **monitoring and evaluation visits** during course delivery in Australia. This will usually 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. It is possible that the evaluation visit involves, in addition to the above, a group discussion (with no course provider personnel present) with the participants to get feedback on the quality of course delivery and support services. The date and time will be negotiated with the course provider. In addition to monitoring visits, the Short Course Manager and Adviser 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.

13. 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, <http://dfat.gov.au/international-relations/themes/child-protection/Pages/child-protection.aspx>
- (b) Disability Action Strategy: <http://dfat.gov.au/about-us/publications/Pages/disability-action-strategy-2017-2020.aspx>
- (c) the Family Planning and the Aid Program: Guiding Principles (2009) for the DFAT – Australian Aid Program, accessible on the DFAT website at: www.dfat.gov.au;
- (d) 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;
- (e) 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;
- (f) Gender Equality and Women's Empowerment Strategy 2016' <http://dfat.gov.au/about-us/publications/Documents/gender-equality-and-womens-empowerment-strategy.pdf>
- (g) Anti-Corruption - The Australian Government supports ethical business practices, and the prosecution of those who engage in illegal practices. <https://dfat.gov.au/aid/topics/investment-priorities/effective-governance/law-and-justice/Pages/law-and-justice-initiatives.aspx>
- (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](http://www.dfat.gov.au/pseah)

(m) Tetra Tech Code of Conduct and Client Service Standards

The Service Provider will sign a **Code of Conduct and Client Service Standards** as part of the contract.

Appendix A Incident report template

NAME OF SHORT COURSE PARTICIPANT:
GENDER:
COURSE PROVIDER:
COURSE START DATE: COURSE END DATE:
COURSE OF STUDY:
SUMMARY OF INCIDENT:
CHRONOLOGY OF EVENTS:
RECORD OF ANY MEDIA INTEREST/REPORTING:
COSTS INCURRED:

KEY CONTACT:
DATE:
KEY CONTACT:
DATE:



