

Lessons from PALM

Maximising skills development through technology



Australian Government



Pacific Labour Facility:

- Program to support Pacific and Timor-Leste involvement in the PALM Scheme. Funded by Australian Department of Foreign Affairs (DFAT) and managed by Palladium.

Cara Philp:

- Knowledge and Learning Manager
- Responsible for digital learning strategy

Glyn Milhench:

- Training Support Manager
- Responsible for supporting skills development



Support to pre-departure briefings (PDB)



- Provide essential information across key areas in preparation for working life in Australia (2-5 days depending on country)
- Consistent messaging across countries to support life/work skills in Australia
- Community of practice to share learning and advice
- Suite of video materials/handbook to support trainers
- Working with partners to facilitate specific training (e.g. ANZ Money Minded, IOM/World Vision Famili I Redi, AFP, gender affairs)
- Use of IRD to track PDB attendance for record keeping
- Ongoing challenge: balancing providing sufficient time for upskilling/training with mobilization timeframes

Support to return worker briefings

- Discussion and data collection on worker's experience living and working abroad
- Discussion and awareness session - where to now?
- Working with partners to facilitate specific awareness sessions (TVET providers, Small Business, Financial Institutes, Government Agencies)
- Use of the IRD to identify when and how workers will be returning - future work needed



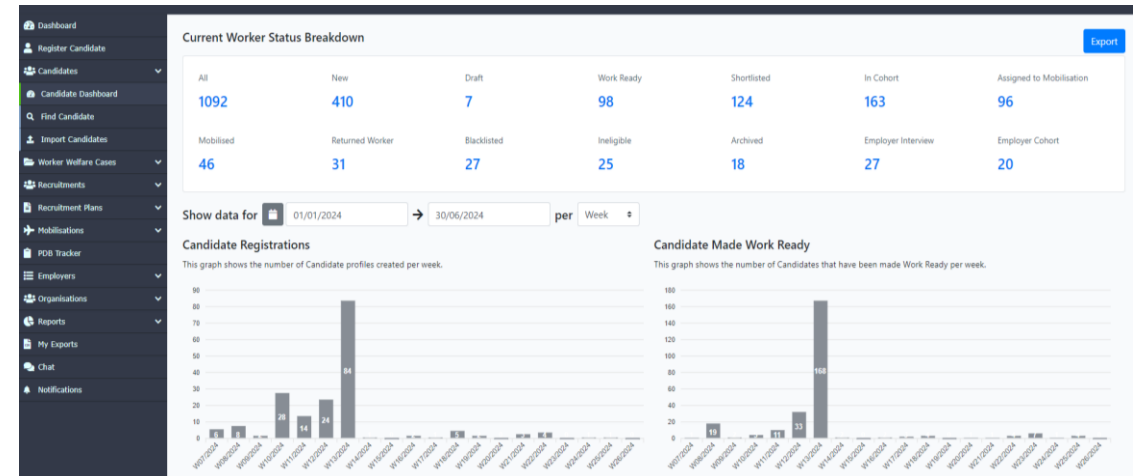
Support for worker preparation training



- Supporting collaboration with TVET providers (including APTC) and labour sending units to provide specific training programs in preparation for work abroad
- Training programs specific to industries:
 - First Aid
 - Introduction to the Meat Processing Industry
 - Work Health and Safety
 - Famili I Redi (IOM/World Vision)
- Providing training/mentoring to labour sending units:
 - Gender equality and social inclusion
 - In Country Recruitment Database
 - Monitoring and Evaluation

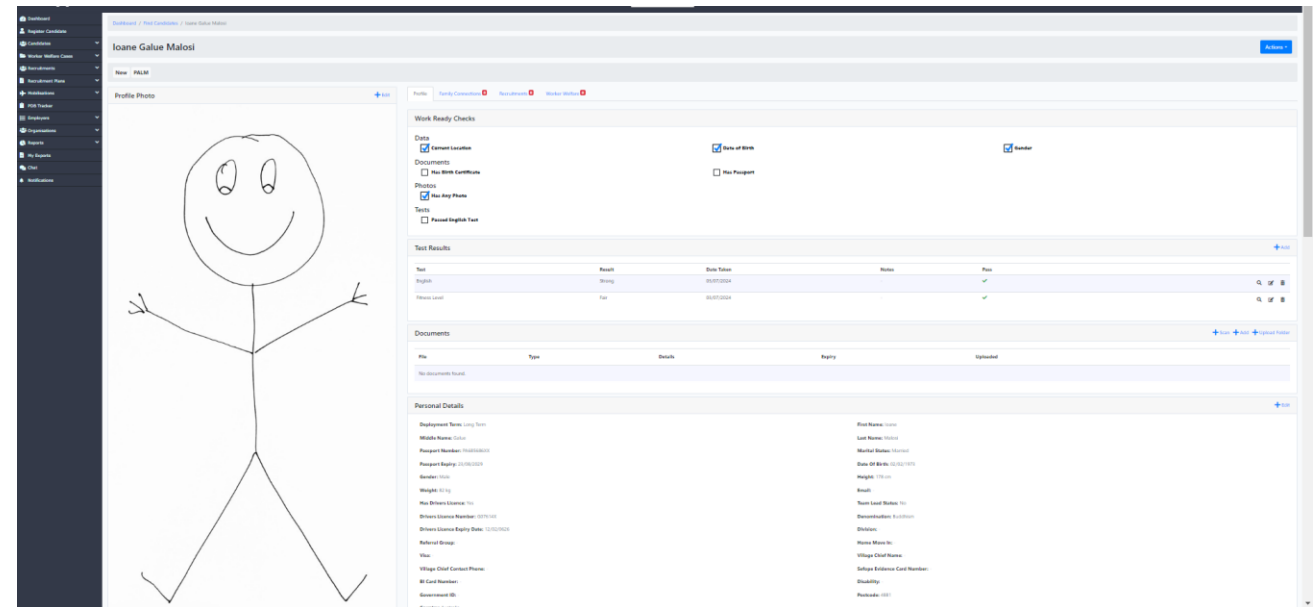
In-Country Recruitment Database (IRD)

- The IRD is a core data management and reporting tool for understanding worker information across the entire recruitment life-cycle.
- Now live in all 10 PALM participating countries supporting end-to-end recruitment, Work Ready Pool management, mobilisations, welfare management, PDB management and much more.
- Data in each IRD is owned by that country - access controlled by country, DFAT/DEWR/PLF do not have access unless granted.
- Currently collects some skills and qualification data but this is challenging.



In-Country Recruitment Database - Potential

- Currently investigating the possibility of extending IRD to allow labour sending units (LSUs) to communicate directly with workers
- Direct communications could gather skills data (formal/informal) at start, throughout, and end of PALM participation
- Direct link to PLP (digital learning)
- Labour Mobility Policy Enforcement in IRD



Lessons learnt PLS/SWP/PALM

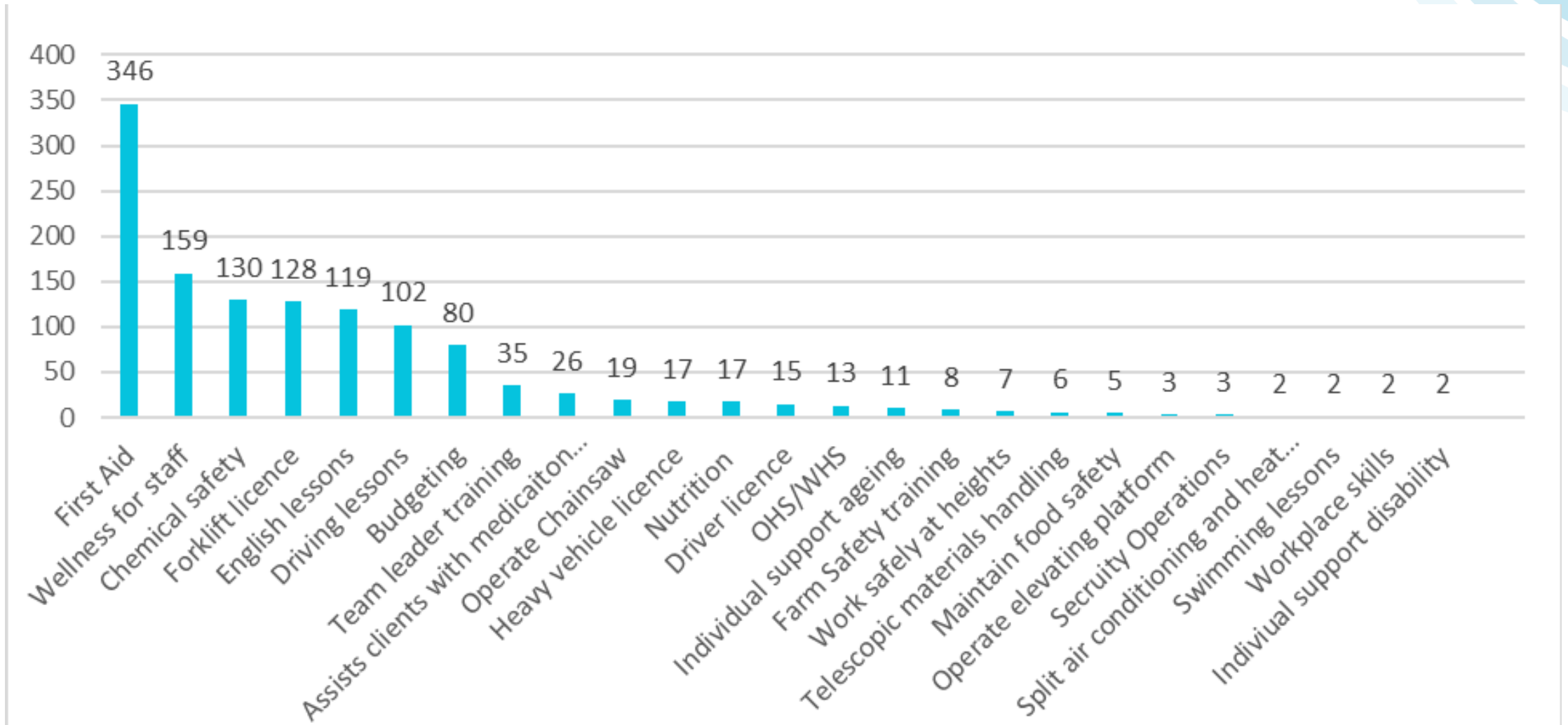
- Supported Skills Development Program (now managed by Department of Employment and Workplace Relations)
- Provides up to AUD600 per worker per year for employability/life skills
- Applications managed through DEWR through approved employer
- Challenges: tracking and understanding skills data, fitting with working hours, reaching workers at scale



*Accredited unit of competency

Tier	Cost sharing
Tier 1	100% DFAT / DEWR
Tier 2	100% DEWR (up to \$600 per worker per year)
Tier 3	60% Employer, 40% DEWR (up to \$300 per worker per year)
Tier 4	50% Employer, 50% DEWR (up to \$1000 per worker per year)

Training completed

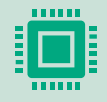


Sep 2021- Oct 2023

Digital learning solution: PALM Learning Platform



Stakeholder consultation process revealed need for additional learning/information sharing that was scalable, adaptable, and able to be adapted/updated as required.



Digital learning can reach thousands of learners, and changes in policy/process/data can be updated simply, supporting other formal/in person training offerings.



Learning can take place throughout the labour mobility life cycle: commencing before recruitment, continuing through time in Australia, and supporting successful reintegration



Effective classification and recording of skills (existing and gained) throughout this cycle can form a 'skills passport' for individuals through IRD Profile

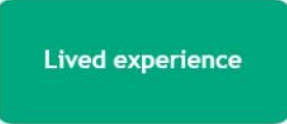








PLP: Employer cultural competency training

- PALM Learning Platform (PLP) - compliance training for employers - demonstrating cultural competence of staff
- Over 5000 users, with over 20,000 course completions since March 2024.
- Worker preparation - supporting key areas of priority to address high-risk areas (e.g. financial literacy, sexual health, understanding visa conditions etc.)
- Looking forward: Moving beyond preparation to develop digital learning aligned with the key areas of skills development needed at regional/domestic levels
- Consistent classifications and high-quality data needed for this - not simple!

My courses

Course overview

All Sort by course name

 <p>Lived experience</p> <p>Cultural competency: statement of lived experience All countries</p> <p>0% complete</p>	 <p>Introductory course - why understand culture? All countries</p> <p>0% complete</p>	 <p>Supporting PALM scheme workers - Fiji Fiji</p> <p>0% complete</p>
 <p>Supporting PALM scheme workers - Kiribati Kiribati</p> <p>0% complete</p>	 <p>Supporting PALM scheme workers - Nauru Nauru</p> <p>0% complete</p>	 <p>Supporting PALM scheme workers - Papua New Guinea Papua New Guinea</p> <p>0% complete</p>
 <p>Supporting PALM scheme workers - Samoa Samoa</p> <p>0% complete</p>	 <p>Supporting PALM scheme workers - Solomon Islands Solomon Islands</p> <p>0% complete</p>	 <p>Supporting PALM scheme workers - Timor-Leste Timor-Leste</p> <p>0% complete</p>

Next steps:

- Finalise preparatory materials (financial literacy, digital literacy, etc.) and Pilot worker access and verification.
- Investigate informal skills categorization to inform data collection through the IRD and direct worker communication.
 - Understand skills of workers before they leave
 - Understand skills of workers gained through their time in PALM
- Through this framework - understand existing worker skillset, the demand across each country, and determine what courses/training can be developed to bridge this gap while in Australia (supporting other formal qualifications/learning)



Opportunities:

- Shared understanding of transferable skills within PALM context, recorded consistently in central location
- The IRD supports all labour programs - it could also be used for domestic businesses to recruit returned workers and identify skills gained while working overseas against current vacancies
- Skills passport functionality: Record of all formal quals, developed skills, including “endorsement” from Australian employer through assessment of skills/reference
- Constant feedback loop to inform where gaps are that digital learning can support

