Appendix A: Bilateral Implementation Plan – National Skills Agreement Policy Initiatives

PRELIMINARIES

1. This implementation plan is made between the Commonwealth of Australia (Commonwealth) and Victoria under the 2024–2028 National Skills Agreement (the NSA) and should be read in conjunction with the NSA and the NSA Bilateral Implementation Plan Guidance.

2. Once executed, this implementation plan and any updates agreed with the Commonwealth, will be appended to the NSA and will be published on the Commonwealth's Federal Financial Relations website (https://federalfinancialrelations.gov.au).

3. This implementation plan is expected to expire on 31 December 2028 (in line with the NSA), or on completion of the initiative, including final performance reporting and processing of final payments against milestones.

4. In all public materials relating to the policy initiatives, Victoria will acknowledge the Commonwealth's contribution with the following statement: TAFE Centres of Excellence is a joint initiative between the Australian Government and Victorian Government.

REPORTING AND PAYMENTS

Reporting

5. Performance reporting will be due by 31 March and 30 September each year until the cessation of this Agreement, or the final payment is processed.

6. Victoria will provide to the Commonwealth a traffic light status and activity summary on all policy initiatives.

7. The Commonwealth will provide templates for the purposes of reporting.

Payments

8. The Commonwealth will make payment subject to performance reporting demonstrating the relevant milestone has been met.

9. As part of the performance reporting, Victoria will provide evidence of what has been delivered in the reporting period. Payments will be processed once performance reports have been assessed and accepted.

10. Where a payment is due at a reporting period (31 March and/or 30 September), Victoria will complete the relevant section of the reporting template and provide the evidence required as agreed in the Milestones and Payments associated with this Implementation Plan.

11. Under A92 of the NSA, if a State is unable to expend any Commonwealth funding provided for policy initiative milestone payments, the Commonwealth may reduce a future payment by an amount equivalent to the unspent funds.

TAFE CENTRES OF EXCELLENCE (Clause A112 to A116 of the NSA)

Home and Community Care Centre of Excellence

1) Outline and priority area(s) addressed:

The Home and Community Care Centre of Excellence (the Centre of Excellence) will address the rapidly rising needs of an ageing population with increasing demand for home-based care, in the context of acute skills shortages in the health and community services sectors. Skills in home-based and virtual care, including telehealth and telemedicine, will play an increasingly important role in the provision of services. This will involve developing proficiency in virtual communication, artificial intelligence (AI) technology, understanding the ethical considerations of remote care, and adapting to the technological tools integral to telehealth platforms. TAFEs need to be at the forefront of education and training in this growing field.

The Centre of Excellence will deliver innovative education and training in the health and community sectors. It will leverage Holmesglen's nation-leading approach to health services collaboration and partnerships to drive needed innovations in care service delivery, with a strong emphasis on the workforce skills needed to deliver home and community-based care.

The Centre of Excellence will support the development of care workforce proficiencies with emerging virtual and digital technologies and enable the rapid piloting of new VET delivery approaches aligned with current and future care industry needs. Successful projects delivered by the Centre of Excellence will be scaled nationally, helping to prepare the Australian workforce for anticipated sector-wide transformations in health and community care in the years ahead.

The Centre of Excellence aims to improve:

- national student enrolments and completions in care economy/digital skills courses, including improved outcomes for priority groups
- the capability of Australia's tertiary care economy teaching workforce
- innovative training delivery
- opportunities for testing emerging technologies
- qualification design
- industry collaboration and partnerships
- student and employer satisfaction with essential care education and training.

The Centre of Excellence will reshape the education, training and development of health professionals, TAFE educators and consumers by harnessing the emerging capabilities of digital technologies in caring for Australians in their homes. It is strongly aligned to the national priority of sustaining essential care services. Due to its focus on digital skills, AI and technology within home and community care, the Centre of Excellence's work will also align with the priority of ensuring Australia's digital and technical capability.

Cohorts

The Centre of Excellence will initially include approximately 4,000 students projected to enrol in qualifications that include the Diploma of Nursing, Bachelor of Nursing, Allied Health Assistants, Individual Support (ageing and disability), and Community Services through Holmesglen and South West TAFE over the life of the CoE. It will have the potential to provide access to up to 40,000 students per year nationally through on-campus learning options, the virtual home and associated learning resources and simulations.

The Centre of Excellence will provide access for up to 20,000 VET teachers and industry workforce to professional development, applied research capability and up-skilling.

The Centre of Excellence's smart house will be open to community members, including consumers, families and carers, to experience the smart home and its technologies to assist in making decisions to purchase and utilise digital technologies.

Location
The Centre of Excellence will be located at Holmesglen's Moorabbin campus and form the latest development in its health precinct, which includes:

- a dedicated five-story facility for the delivery of nursing programs, state of the art practice labs and high-tech simulation experiential learning spaces
- a private hospital at the front of the campus which is operated by Healthscope. Healthscope and Holmesglen have an educational agreement in place which outlines an educational partnership in clinical nursing, including the co-funding of a Clinical Chair.

Holmesglen will also contribute one of its residential properties adjoining the Moorabbin campus to be refurbished and fitted as the Centre of Excellence's smart house.

Holmesglen is a recognised leader in the delivery of simulation-based education both locally and internationally. The world-class simulation facilities located at Moorabbin campus has been a catalyst for preparing health and community services students for work and has attracted high quality industry partners. The Simulation Centre includes a range of simulated clinical environments and is used extensively by industry to support workforce development.

Holmesglen is a five-time winner in the industry collaboration category at the Victorian Training Awards, including for its collaboration with Healthscope to build the Holmesglen Private Hospital. It has a leadership role in the development of simulated pedagogies and intra-professional education, where enrolled and registered nurses engage in collaborative learning to build effective clinical skills across their respective scope of practice. Holmesglen's partnership with Healthscope includes the co-funding of a Professorial Clinical Chair for Workforce and Simulation.

2) Functions and activities of the TAFE Centre of Excellence:

Moorabbin "smart house" facility

A key feature of the Centre of Excellence will be the use of one of Holmesglen's residential properties adjoining the Moorabbin campus to establish a "smart house" with adaptive technology to enhance the educational experience and practical skills development of learners across various disciplines. The smart house will complement existing health science facilities at the Moorabbin campus, which includes various simulated hospital wards, a community apartment and other health care environments.

The smart house facility will be a residence equipped with technology to facilitate safety monitoring and assistance of residents, provide cognitive and sensory assistance to promote independence, and increase residents' quality of life. It will simulate future delivery of home and community care with the use of digital technologies, including AI, robotics, and wearable technologies.

The smart house will be an adaptable learning environment that can be used by various learner groups including:

- students across multiple VET qualifications, as well as higher education programs
- teachers
- existing workforce, for upskilling and reskilling purposes
- community members.

The smart house will provide a hands-on, experiential learning environment, enabling learners to develop practical skills that are directly applicable to their respective fields. It will provide interdisciplinary and intradisciplinary learning opportunities with learners from various courses to collaborate and apply their knowledge in a practical, real-world setting. Additionally, the smart house will create flexible and dynamic learning spaces that cater to different learning needs whilst also mirroring the evolving nature of technology, preparing students to engage with ever-changing work environments.

Teaching and learning resources which underpin the programs delivered in the smart house will be developed using a co-design methodology with learners, teachers, and industry professionals as key inputs. Adaptability to different learning will be built-in to the resources from the outset, and will include catering to learning needs, styles and cohorts through the following:

- scalable situations: the smart house will be programmed with scenarios mimicking real-life situations like medication management, fall detection, and daily living assistance. Skill levels and the learning context can be adjusted, ranging from basic tasks to complex situations requiring advanced care that are aligned with the scope of practice of the qualification.
- patient/resident profiles: creating virtual patient/resident profiles with varying medical conditions, age groups, and cultural backgrounds will allow learners to experience diverse care needs and adapt their approach accordingly.
- data-driven feedback: Smart sensors and wearables will track vital signs, activity levels, and medication adherence. This data can be used to provide feedback to learners during scenario debriefing. VR systems will collect detailed performance data, enabling teachers to assess learner progress, identify strengths and weaknesses and adapt training accordingly.
- VR simulations: VR simulations will be incorporated to create even more realistic scenarios. Learners will be able to virtually experience situations such as assisting patients/residents with limited mobility or managing anxiety in a confined space.
- Role-playing with simulated patients and standardised patients (actors): Smart home features like voice-activated avatars can act as simulated patients, allowing learners to practice communication, problem solving, and interpersonal skills in a safe environment. Actors will also be utilised.

The smart house facility will also serve as a dynamic testing ground for emerging technologies in partnership with industry. This will ensure the latest technologies are being taught, trialled and lead to the delivery of education that is current, contemporary and emerging.

Smart house technologies will include:

- safety monitoring and assistance such as the use of heat sensors that detect environmental hazards, including fire or gas leaks
- safety features, such as automatically turning on bathroom lights when the resident gets out of bed
- security monitoring and assistance including the use of motion sensors that detect intruders
- cognitive and sensory assistance including automated or self-initiated reminders, cognitive aids, such as lost key locators
- technologies that aid users with sensory deficits in vision, hearing, and touch
- overall wellness including a combination of motion sensors, pressure pads, and gait monitors to assess activity levels, use of bed sensors to assess sleep quality.

Partnerships with technology vendors and industry partners creating will leverage the smart house in the following ways:

- product development and testing, including refining existing devices, developing new features and beta testing
- education and training of home and community care workforce
- research and development, such as measuring the impact of smart devices on medication adherence, fall prevention, and overall well-being of simulated residents
- evaluating the effectiveness of interventions
- developing new care models that leverage smart home technology to improve the quality of life for individuals receiving home-based care
- showcase the opportunities of AI and other innovative technologies in home and community environments to augment workforce capacity and preserve time for human connections.

Virtual smart house

The smart house facility will be replicated in a virtual environment using virtual reality (VR) technology. The virtual smart house will be developed for high interaction and immersive simulation scenarios that will assist learners to learn about safely caring for people in the home and community, and embed a focus on communication, team building, emerging technologies, critical thinking and problem solving, enhances collaboration and communication among learners and teachers by providing a shared virtual environment to work together on projects and simulations without being physically co-located. VR can be used to simulate the experience of others including clients, promoting empathy, understanding, and inclusivity.

Scenarios will be based on the use of technology in the home and the benefits that technology can provide for care in the home. Learners will be able to interact with the scenarios as if they were physically present in all rooms of the smart house. It will enable learners to practice scenarios in a safe environment, with the capacity to repeat VR scenarios as often as needed to refine skills, ensuring consistent and thorough education and training outcomes.

The virtual smart house will be hosted by Holmesglen and built on a platform that enables access across the National TAFE Network for students, teachers, and industry through a computer, tablet, phone or VR technology.

The development of the virtual model will be done in conjunction with the Strategic Advisory Group, which will include representatives from industry, unions, HumanAbility, universities, TAFEs and other training providers, and other stakeholders including current learners and graduates of programs. The virtual community of practice across the National TAFE Network will be harnessed to review, validate and evaluate the virtual smart house and its learning scenarios. Holmesglen's key regional partner, South West TAFE, will be integral in testing the virtual smart house prior to its final development to ensure it meets the needs of regional communities.

Applied research

The Centre of Excellence will function as a hub for research and development, enabling academics and industry experts to collaborate on projects and contribute to the development of solutions that address real-world challenges in smart house technologies. Through the Centre of Excellence, Holmesglen's Centre for Applied Research and Innovation will lead applied research with industry, educational and technology partners.

Holmesglen's Centre for Applied Research and Innovation supports the institute's researchers and expands the capability of TAFE educators to undertake applied research. It would provide an essential supporting functions to the Centre of Excellence in undertaking the proposed applied

research activities, including the applied research internships. Taking a partnership approach with faculty, the Centre provides specialist resources to:

- ensure the ethical conduct of research including managing any required ethics approvals
- support student researchers and prepare them to participate in applied research in collaboration with educators and industry stakeholders
- support TAFE educators new to applied research with mentoring and professional development to advance their capabilities across the research lifecycle
- offer advice and expertise to the Centre of Excellence management team in preparing the applied research strategy of the centre, research partnership initiatives, external funding proposals and working in consortia arrangements
- connect the Centre of Excellence staff undertaking the global environmental scan with existing applied research networks
- facilitate sharing of research findings with the academic community through its publications and research events such as OctoberVET.

Research findings and outcomes will also be disseminated nationally through networks in education, health and community sectors including conferences, workshops, professional development, and digital resources.

The Care Economy Research Institute at La Trobe University has confirmed its interest in partnering with Holmesglen.

TAFE educators and learners will have opportunities to undertake applied research internships. Internships will be introduced in the second year of the Centre's operation, with five to six internships available each year. The internship program would be open nationally for TAFE network teaching staff and learners.

Internships and research opportunities will build research capability within the TAFE sector, promote partnerships, create new knowledge that will benefit the community and industry, and prepare participants for further academic study.

Qualification development – micro-credentials and higher order skills development

The Centre of Excellence will progress qualification design in home and community-based care, including development of new micro-credentials or skill sets. Holmesglen has existing capacity and capability to internally accredit short-cycle programs where industry does not require issuance of AQF certification documentation (eg statements of attainment).

Micro-credentials will be stackable to enable flexible learning pathways. These new education and training programs will be developed in conjunction with industry, unions and the HumanAbility Jobs and Skills Council. These products will be offered by the Centre of Excellence for local delivery and shared nationally with all TAFE institutes to seek their own institutional approvals creating a national product for upskilling or reskilling purposes.

Holmesglen is in a strong position to develop and deliver new qualifications through its mature systems supporting, assuring and governing the development of new qualifications, which will be utilised in development of the proposed micro-credentials. This includes the higher education and VET curriculum and educational governance experts within its Office of Teaching and Learning and its Accreditation Advisor, who is one of thirteen appointed by the Victorian Regulation and Qualifications Authority to provide specialist advice on behalf of the regulator on course design and development processes.

Holmesglen is also well placed to assist the state and federal governments in developing new approaches to higher order skills development that straddle the vocational and higher education sectors. Holmesglen has received self-accrediting authority from the Tertiary Education Standards Authority up to AQF 7 (bachelor degree) within the nursing field of education. It provides the Centre of Excellence an opportunity to identify, develop and share best practice in the governance, design and development processes, systems and skills supporting self-accrediting functions within TAFE institutes, thus combining multiple skills priorities within the one project.

Professional development resources

The Centre of Excellence will develop professional development resources for educators will be included to build their capability in emerging technologies so that they can teach and support learners.

Holmesglen's existing industry partners, consisting of approximately 100 Victorian metropolitan, regional and rural workplaces, would be the first participants in professional development and up-skilling opportunities. This would be scaled to progressively address national needs.

Professional development, workshops and seminars will be rolled out through the National TAFE Network, TAFE Directors Australia, and other forums to ensure that learnings and resources are available nationally.

Education and training resources for consumers

The Centre will deliver education and training resources for consumers on developing the literacy to adopt digital technologies in the home and community. Resources will be developed in conjunction with consumers and industry. The program will be delivered at the Centre and in community service settings depending on the needs of consumer groups.

National environmental scan and partner network

The Centre of Excellence will conduct a national environmental scan to identify future developments in the home and community care context including technologies, care models, skill needs, learning approaches, current research and community adoption. It will identify leading national providers, vendors and institutions, and existing initiatives and resources, to design the optimum collaboration model. The scan will be published as a national resource. The national scan will link the Australian Government's Care and Support Economy's vision and goals.

The environmental scan will incorporate the range of existing research and educational institutions, as well as health, care and community services providers, that are currently developing and testing solutions in response to national priorities and strategies for improving primary health care, home-based care, workforce skills and digital literacies within the community.

To undertake the scan, Holmesglen will utilise networks such as the World Federation of Colleges and Polytechnics and their industry links to identify leading practice, along with general desktop research within Australian contexts. Holmesglen anticipate that national leaders will include the work of the CSIRO, various Co-operative Research Centres and agencies funded through the federal Department of Health (e.g. the National Centre for Healthy Ageing partnership between Monash University and Peninsula Health).

The environmental scan will form the basis of establishing a national partner network within industry, research, and education sectors. The Centre will harness this network to expand the scope of applied research, education and training, technology development, and industry and community

impact. It will create opportunities to utilise the Centre as a satellite simulation centre for research agencies, such as the National Centre for Healthy Ageing, to apply their data platforms and research programs in a home and community care context. Other opportunities may include:

- technology vendors who wish to partner with the Centre to equip the smart house and engage in the applied research program
- opportunities for joint projects and applied research between Australian care, education and training and technology providers
- assisted living or aged care providers to explore the feasibility of replicating the smart house and its educational programs within their own facilities
- access to research findings, policy and practice directions that can be translated and applied in a VET context and in the Centre of Excellence's curriculum and teaching and learning resources
- options to showcase the Centre of Excellence and establish it as a national leader.

3) Partnerships and engagement:

The Centre of Excellence will enable collaboration between stakeholders through a number of actions, including:

- engaging industry, unions and the HumanAbility Jobs and Skills Council in development of micro-credentials
- establishing a national partner network that will enable collaboration in developing internships and joint applied research projects
- establishing a Strategic Advisory Group (SAG) to provide industry and content advice, with representatives to include industry, unions, HumanAbility, universities, TAFE and other training providers, and other stakeholders including current learners and graduates of programs
- establishing a virtual community of practice for the National TAFE Network that supports TAFE educators to bridge their currency and professional learning gaps in emerging technologies and pedagogies
- collaborating with industry partners and technology vendors to experiment with cutting-edge innovation in emerging technologies
- disseminating research findings and outcomes through networks in education, health and community sectors including conferences, workshops, professional development and digital resources.

Partnerships and virtual community of practice

The Centre of Excellence will communicate and engage with the TAFE sector nationally through the TAFE Directors Australia network and the National TAFE Network.

The Centre of Excellence will work with the National TAFE Network once established to drive excellence in teaching and learning and best practice in home and community care skills development by TAFEs. This will be a critical collaboration for Centre of Excellence, and Victoria commits to the Centre of Excellence operating in such a way that it:

- plays a national leadership role with employers, unions, universities, Jobs and Skills Councils, and other relevant stakeholders to identify, develop and deliver education and training solutions that meet industry needs across Australia, and
- partners with TAFEs and other public providers across Australia to assist them with non-financial support to build their capability and capacity to deliver clean energy related training.

The Centre of Excellence will establish a Strategic Advisory Group (SAG) to provide industry and content advice, with representatives to include industry, unions, HumanAbility, universities, TAFE and other training providers, and other stakeholders including current learners and graduates of programs.

Victoria recognises the mutual benefits of collaboration between the VET and higher education sectors and commits the Centre of Excellence to developing partnerships to support and deliver on its objectives, including with universities, Jobs and Skills Councils, employers and unions. These partnerships could take different forms, and are likely to evolve over time, but could include:

- university representation in the Centre of Excellence governance structures
- exchanging expertise and experience in the design and delivery of education and training relevant to the Centre of Excellence governance, including higher apprenticeship pathways
- establishing credit recognition arrangements and entry pathways between VET and higher education for education and training relevant to the Centre of Excellence, and/or
- facilitating joint opportunities for applied research relevant to the Centre of Excellence

In collaboration with TAFE Directors Australia, the Centre of Excellence will establish a national virtual community of practice, which will be accessible to an estimated 20,000 TAFE educators nationally. The community of practice will include webinars, an annual virtual conference, opportunities to partner in applied research and collaboration spaces, and communications on the Centre's activities and research findings. It will support TAFE educators to bridge their currency and professional learning gaps as technologies and pedagogies continue to emerge.

Holmesglen will invite secondments from relevant staff across the National TAFE Network to be involved in all facets of the Centre of Excellence.

Victoria acknowledges that there is the potential for duplication of effort between the Centre of Excellence and relevant JSCs. Victoria is committed to working with the Commonwealth to maximise the collective benefit for the skills and training system through TAFE Centres of Excellence, and commits the Centre of Excellence to early and regular engagement with relevant JSCs on all its activities for the purposes of:

- minimising the potential for duplication of effort
- sharing learnings on best practice and support knowledge translation
- partnering on projects of mutual interest where appropriate.

Regional TAFE partnerships

The Centre of Excellence will establish a key Victorian TAFE regional partnership with South West TAFE to build regional capacity, which could over time be scaled to other regional partners nationally. It will initially include South West TAFE learners enrolled in qualifications in the Diploma of Nursing, Allied Health Assistants, Individual Support (ageing and disability), and Community Services.

South West TAFE will enhance the work of the Centre of Excellence by providing a regional focus on its research, approach and resources. South West TAFE is well established in the provision of health qualifications, with a recently developed nursing facility and innovative approaches to regional delivery through its mobile classroom.

The national environmental scan in the first stage of implementation will assist in building regional capacity by identifying the network of providers across Australia that can make a significant

contribution to the Centre of Excellence and ensure the curriculum, and learning, educator and consumer programs and resources reflect local needs in rural and regional delivery.

Supporting priority cohorts

The Centre of Excellence will work to support First Nations people, including students, VET teachers and consumer stakeholders. It will consult with First Nations peak bodies, organisations and industry to align with the three integral policy pillars of the National Indigenous Australians Agency's *First Nations Digital Inclusion Plan (2023-26)*. In particular, the Centre of Excellence will be well positioned to contribute to the Digital Ability pillar – an individual's capacity to engage effectively and safely with digital technologies. The Centre of Excellence will also follow the good practice principals outlined in the *First Nations Digital Inclusion Plan* to guide development and delivery of its programs and resources.

The Centre of Excellence will support other priority cohorts by establishing special interest groups as part of the national community of practice, with the aim of improving connections between the Centre of Excellence and priority cohorts. Special interest groups will be a community within the larger network with a shared interest in advancing specific areas of knowledge, learning or technology where members cooperate to produce solutions within their field. For example, a regional and remote special interest group of TAFE educators with connections to local communities will ensure that curriculum, programs, and resources reflect the context of regional and rural provision of home and community care.

Victoria recognises the mutual benefits of collaboration between the VET and higher education sectors and commits the TAFE Centre of Excellence to developing partnerships to support and deliver on its objectives, including with universities, Jobs and Skills Councils (JSCs), employers and unions. These partnerships could take different forms, and are likely to evolve over time, but could include:

- university representation in the TAFE Centre of Excellence's governance structures
- exchanging expertise and experience in the design and delivery of education and training relevant to the TAFE Centre of Excellence's governance, including higher apprenticeship pathways
- establishing credit recognition arrangements and entry pathways between VET and higher education for education and training relevant to the TAFE Centre of Excellence, and/or
- facilitating joint opportunities for applied research relevant to the TAFE Centre of Excellence.

Victoria acknowledges that there is the potential for duplication of effort between the TAFE Centre of Excellence and relevant JSCs. Victoria is committed to working with the Commonwealth to maximise the collective benefit for the skills and training system through TAFE Centres of Excellence, and commits to early and regular engagement with relevant JSCs on all the TAFE Centre of Excellence's activities for the purposes of:

- minimising the potential for duplication of effort
- sharing learnings on best practice and support knowledge translation, and
- partnering on projects of mutual interest where appropriate.

The TAFE Centre of Excellence will support and partner with other TAFEs across Australia (including dual-sector universities), including through the National TAFE Network (once established), to build capability, share curriculum and best-practice, and improve teaching and learning outcomes.

Commonwealth Investment ($)	State Investment ($)	Planned Start Date	Planned End Date
$10,335,000	$10,335,000	30 September 2025	31 December 2028

TAFE Centre of Excellence – approach to matched funding arrangements (clause A114 refers) – to be reconciled over the life of the NSA.

Details of matched funding	2024-25	2025-26	2026-27	2027-28	2028-29	Total
State contribution	$0	$1,239,000	$2,765,000	$2,840,000	$3,491,000	$10,335,000
Commonwealth contribution	$0	$1,945,500	$2,328,000	$2,802,500	$3,259,000	$10,335,000
Total	$0	$3,184,500	$5,093,000	$5,642,500	$6,750,000	$20,670,000

The Victorian Government will provide details of their matched funding contributions at the end of each financial year, commencing 1 July 2024 until 31 December 2028. Final payments under this implementation plan may be reduced where the total contribution by the Victorian Government over the life of the project does not align with the Commonwealth contribution.

Performance Indicators

Key quantitative measures to be reported include:

- Scholarships
- Enrolments
- Completions
- Volume and quality of wrap-around support

Holmesglen will be required to report against NSA requirements (including against the NSA Vision and Principles) and key milestones as identified in the Centre of Excellence proposal. In addition, Holmesglen will develop an evaluation model at each stage (annually) of the project and project deliverables. Information and findings from these evaluations will contribute to the department's reporting to the Commonwealth.

Evaluation arrangements

The department has a robust monitoring and evaluation regime in place that considers the effectiveness of training delivery. This includes:

- tracking the number of Government funded commencements and continuing students
- examining the extent to which priority cohorts are accessing training
- examining the extent to which training being delivered in the mainstream market aligns with Government priority areas
- surveying students to ensure that training is meeting their needs and expectations, and that they are achieving their desired outcomes from training
- analysing the extent to which training leads to improved employment outcomes
- surveying employers to understand their skills needs and satisfaction with training received by apprentices or trainees that they employ.

TAFE Centres of Excellence have a unique value-added operating model. Monitoring (through the collection on quantitative and qualitative data) and evaluation of the TAFE Centres of Excellence will be against the following outcomes:

- industry needs
- student needs
- responsive courses
- quality delivery
- collaborative and sustainable system.

The department will engage an independent evaluator to undertake formative and summative evaluations of the Centres of Excellence initiatives, using qualitative and quantitative data to measure the effectiveness and impact regarding the measures described above. As required, interim evaluation findings will be available by 2026 to inform future policy. Given the targeted nature of each initiative and their unique operating models relative to different workforce outcomes, each Centre of Excellence be evaluated individually under a common program logic.

The evaluation will provide key evidence regarding the fiscal and operational sustainability of the Centres of Excellence and recommendations to the department on how the Centres of Excellence are meeting prescribed objectives and outcomes. It will leverage existing system performance monitoring sources, described above, and draw on bespoke consultations with key stakeholder groups (VPS, providers, industry, learners) to understand impact.

Holmesglen's evaluation strategy will also see the development of an evaluation model at each stage of the project and project deliverables from 2025 to 2028.

MILESTONES AND PAYMENTS – TAFE CENTRES OF EXCELLENCE

Milestone	Evidence	Payment Value Up To (Commonwealth funded)	Commonwealth reporting period
MILESTONE 1: Initial payment on agreement of bilateral implementation plan	Bilateral implementation plan agreed with Commonwealth	$1,000,000	N/A
MILESTONE 2: Commonwealth acceptance that Victoria has established the Home and Community Care Centre of Excellence, to be demonstrated by: • development of an activity plan for the detailed delivery plan Home and Community Care Centre of Excellence that specifies the deliverables to be achieved and associated timeframes, including the: ○ national roll out of the professional development program ○ design and pilot of the smart house and virtual smart house ○ development of micro-credential to support workforce digital literacy ○ consumer digital literacy education, training programs and resources, and ○ development of a national community of practice	Report signed by the relevant Victorian senior official that provides an update on progress of and/or attaches: • the Home and Community Care Centre of Excellence activity plan • an outline of progress against the deliverables specified in the activity plan to 31 March 2026 • the Home and Community Care Centre of Excellence evaluation plan • an outline of the Home and Community Care Centre of Excellence's stakeholder engagement and strategy development activities, including MOUs signed by partners, governance, curriculum development schedules, membership for the Strategic Advisory Group, lists of courses for focus, engagement strategy, workshop and event reports • staff onboarded, marketing and communications for Centre programs and initiatives • phase 1 and 2 research reports which include the national environment scan and how these findings will be applied to the design and delivery of new qualifications and training, and • high level report on outcomes of the review into existing teaching and learning	$945,500	31 March 2026

• the Home and Community Care Centre of Excellence evaluation plan, and
• stakeholder engagement and strategy development activities, including:
  ○ establishing the Strategic Advisory Group
  ○ developing and executing a robust industry engagement strategy with government bodies, industry, stakeholders, and training providers to align the Centre's vision and direction
  ○ establishing and formalising partnerships with key industry players and leading technology developers in home and community care, and
  ○ status update on the development of the national community of practice.
• research and review of existing resources, including:
  ○ phase 1 research report on the review of current environment, and existing practice in curriculum design and development, and phase 2 research report on technology requirements for the smart house, and
  ○ review of existing teaching and learning resources in
	resources, and current practice in curriculum design and development.		

home and community care in Australia • recruitment and onboarding of skilled staff, including project management, curriculum development, and training delivery experts.			
MILESTONE 3: Commonwealth acceptance of the Home and Community Care Centre of Excellence's continued operation to 30 September 2026, to be demonstrated by achievement of the deliverables specified in the activity plan provided as part of Milestone 2 (updated as appropriate) including: • detailed outline of curriculum program, based on new immersive technologies, developed in collaboration with industry experts and educational partners to design, review and validate curriculum • preliminary works on the physical environment of the Centre, and • hands-on testing of specialised equipment (e.g., 'test bed' technology) by vendors and industry professionals.	Report signed by the relevant Victorian senior official that provides an update on progress of and/or attaches: • an outline of progress against the deliverables specified in the activity plan to 30 September 2026 • an updated activity plan (to the extent required) with timeframes and deliverables for key Home and Community Care Centre of Excellence activities over the life of the NSA until 31 December 2028, and • preliminary design reports for the physical environment of the Centre.	$945,500	30 September 2026
MILESTONE 4: Commonwealth acceptance of the Home and Community Care Centre of	Report signed by the relevant Victorian senior official that provides an update on progress of and/or attaches:	$1,382,500	31 March 2027

Excellence's continued operation to March 2027, to be demonstrated by achievement of the deliverables specified in the activity plan provided as part of Milestone 2 (updated as appropriate) including: • achievement of specified deliverables up to 31 March 2027 in the activity plan submitted to the Commonwealth as part of the reporting on the Home and Community Care Centre of Excellence – milestone 2 • tranche 1 teaching and learning resources, and curriculum development, and • completion of interim evaluation and monitoring report.	• an outline of progress against the deliverables specified in the activity plan to 31 March 2027 • an updated activity plan (to the extent required) with timeframes and deliverables for key Home and Community Care Centre of Excellence activities over the life of the NSA until 31 December 2028 • interim evaluation and monitoring report, and • report detailing the tranche 1 teaching and learning resources, and curriculum development.		
MILESTONE 5: Commonwealth acceptance of the Home and Community Care Centre of Excellence's continued operation to 30 September 2027, to be demonstrated by achievement of the deliverables specified in the activity plan provided as part of Milestone 2 (updated as appropriate), including: • achievement of specified deliverables up to 30 September 2027 in the activity plan submitted to the Commonwealth as part of the reporting on the Home and Community Care Centre of Excellence – milestone 2	Report signed by the relevant Victorian senior official that provides an update on progress of and/or attaches: • an outline of progress against the deliverables specified in the activity plan to 30 September 2027 • an updated activity plan (to the extent required) with timeframes and deliverables for key Home and Community Care Centre of Excellence activities over the life of the NSA until 31 December 2028 • report detailing the tranche 2 curriculum development products and resources, and teaching and learning product resources, and • additional information on the applied research internships, including date the	$1,382,500	30 September 2027

• tranche 2 curriculum development products and resources, and teaching and learning product resources, and • updated activity plan (to the extent required) for the Home and Community Care Centre of Excellence that specifies deliverables to be achieved over the NSA.	internship became available and number of student enrolments.		
MILESTONE 6: Commonwealth acceptance of the Home and Community Care Centre of Excellence's continued operation to 31 March 2028, to be demonstrated by achievement of the deliverables specified in the activity plan provided as part of Milestone 2 (updated as appropriate), including: • research and review of existing resources, including: ○ phase 3 research into adaptive AI technologies for implementation in content and incorporation into the smart house • achievement of specified deliverables up to 31 March 2028 in the activity plan submitted to the Commonwealth as part of the reporting on the Home and Community Care Centre of Excellence – milestone 2, and • updated activity plan (to the extent required) for the Home and	Report signed by the relevant Victorian senior official that provides an update on progress of and/or attaches: • an outline of progress against the deliverables specified in the activity plan to 31 March 2028, and • an updated activity plan (to the extent required) with timeframes and deliverables for key Home and Community Care Centre of Excellence activities over the life of the NSA until 31 December 2028 • updated information related to phase 3 research into adaptive AI technologies for implementation in content and incorporation into the smart house.	$1,420,000	31 March 2028

Community Care Centre of Excellence that specifies deliverables to be achieved over the NSA.			
MILESTONE 7: Commonwealth acceptance of the Home and Community Care Centre of Excellence's continued operation to 30 September 2028, to be demonstrated by achievement of the deliverables specified in the activity plan provided as part of Milestone 2 (updated as appropriate), including: • review and maintenance of teaching and learning resources, and smart house technology to identify relevancy of technology and any required modifications • achievement of specified deliverables up to 30 June 2028 in the activity plan submitted to the Commonwealth as part of the reporting on the Home and Community Care Centre of Excellence – milestone 2, and • updated activity plan (to the extent required) for the Home and Community Care Centre of Excellence that specifies deliverables to be achieved over the NSA.	Report signed by the relevant Victorian senior official that provides an update on progress of and/or attaches: • an outline of progress against the deliverables specified in the activity plan to 30 September 2028 • an updated activity plan (to the extent required) with timeframes and deliverables for key Home and Community Care Centre of Excellence activities over the life of the NSA until 31 December 2028 • report detailing the review of teaching and learning resources, and smart house technology, and • outcomes associated with expansion of the delivery of consumer education programs.	$1,420,000	30 September 2028
MILESTONE 8: Commonwealth acceptance of the Home and Community Care Centre of	Report signed by the relevant Victorian senior official that provides an update on progress of and/or attaches:	$1,839,000	31 December 2028

Excellence's continued operation to December 2028, to be demonstrated by achievement of the deliverables specified in the activity plan provided as part of Milestone 2 (updated as appropriate), including: • completion of applied research program, including dissemination of research findings through publications, conferences and presentations to key stakeholders and networks, and • business continuity planning (taking into account budget decisions).	• evidence of applied research program and findings, as demonstrated by publications and presentation material • final evaluation and monitoring report, and • business continuity plan.		
	Total	**$10,335,000**	

The Parties have confirmed their commitment to this implementation plan as follows:

Signed *for and on behalf of the Commonwealth of Australia by*

The Honourable Andrew Giles MP
Minister for Skills and Training

23 / 11 / 2025

Signed *for and on behalf of the State of Victoria by*

The Honourable Gayle Tierney MP
Minister for Skills and TAFE

26/11/2025