



End-to-End Scholarship & Grant Management





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The BUSY Group (BUSY) would like to illustrate our end-to-end scholarship and grant management capability by providing an example using the Early Childhood Scholarships and Incentive Program that BUSY administers on behalf of the Victorian Department of Education. BUSY was awarded a four-year contract in June 2020, to administer over \$79m in scholarship funding to early childhood students and teachers.

The typical scholarship program that BUSY administers consists of:

- Establishment of a Trust Deed and bank account.
- Add a new tenancy to our scholarships CRM.
- Development and hosting a program website.
- Design and hosting of an application portal.
- Assessment of scholarship applications.
- Management of scholarship agreements.
- Processing of payments to scholarship recipients.
- Mentoring and support of scholars.
- Reporting and analysis.
- Marketing and promotion.
- Alumni management and support.
- Audit and acquittal of scholarship funding.

Establishment of a Trust Deed and bank account

A legally binding Trust Deed is established for BUSY to manage scholarship funding received in advance by the funding provider. Trust fund payments are approved by the BUSY Board (via delegated authority to the Managing Director) prior to being paid to scholars. All trust fund transactions are reported to the BUSY Board monthly and a reconciliation of the trust fund account is provided to the funding provider each month.

Add a new tenancy to our scholarships CRM

BUSY partners with Tactiv for the establishment of a scholarship CRM. BUSY is able to leverage off Tactiv's extensive knowledge and experience in developing grant and aid management solutions (including the development of software for the New Zealand Ministry of Foreign Affairs and Trade to manage their \$600 million a year aid program).

BUSY is also able to migrate data from previous providers ensuring the continuity of programs. As an example, when BUSY was awarded the contract for

managing the early childhood scholarship program, over 1,000 existing scholarship records were migrated into the newly established early childhood scholarship CRM.

In relation to information security, BUSY operates an Information Security Management System which complies with the Federal Government's Right Fit For Risk requirements.

Development and hosting of program website

BUSY has extensive experience in website development, management, and hosting for a range of programs including -

- **earlylearningnetwork.com.au** - developed and managed for the Members Network (alumni) of the Early Childhood Scholarships and Incentives program.
- **pacer.org.au** - developed and managed for the PACER rebate program administered on behalf of the Department of Education, Skills and Employment.
- **qldeducationexperiences.org.au** - developed and managed for the Queensland Education Experience Program on behalf of the Queensland Department of Tourism, Innovation and Sport.

Design and hosting of an application portal

BUSY works with clients to develop a fit-for-purpose application portal and application form that meets the specific requirements of the scholarship program.

The opportunity is also available for the client to collect additional information as part of the application process to be used for future business intelligence and analytical purposes (noting that the application form includes a privacy statement on how BUSY and the Department intends to use the information provided).

In the early childhood scholarship example, applicants apply for a scholarship via the Victorian Department of Education website. Once the 'Apply now' button is clicked the BUSY application portal opens and the applicant can apply for a scholarship. The application form is customised based on the requirements of the client and there are several scholarships pathways that can be chosen (each with a unique application form).



Early Childhood Teacher Incentives

[View Details](#)

Victorian Early Childhood Teacher Incentives Program for 2022/2023

With Three-Year-Old Kindergarten reaching state-wide roll-out from January 2022, incentives will become available right across Victoria to attract early childhood teachers to key roles.



Early Childhood Scholarships Program

[View Details](#)

This scholarship is for eligible individuals wanting to study to become an early childhood teacher. This is open to those who have never worked or studied in early childhood as well as current educators looking to upskill. People who are already studying an approved bachelor or post-graduate

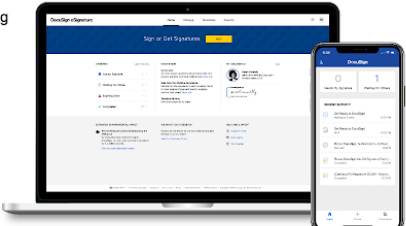
Assessment of scholarship applications

Once the application form and portal are live, the role of the BUSY scholarship team is to:

- Provide help desk services and respond to enquiries via phone or email (BUSY's call centre is open from 8am to 8pm to receive calls with the scholarships team being available to respond to enquiries between 8am and 4pm),
- Provide advice to applicants in relation to the program and eligibility requirements,
- Receive and assess applications in accordance with the approved guidelines (within 10 working days from an application being submitted), and
- Recommend the approval of applications to the Scholarships Operations Manager.

Management of scholarship agreements

On behalf of the funding provider, BUSY issues agreements to approved scholars using DocuSign eSignature. Students can securely review and sign their agreements from virtually any device and approximately 80% of agreements are executed within 24 hours.



DocuSign eSignature

Send, track and sign agreements with the world's #1 electronic signature solution

- Increase efficiency by automating signature workflows
- Win customers by delivering mobile and personalized experiences
- Eliminate errors and risk by integrating into your apps and systems of record
- Effortlessly comply with industry and global regulations

Mentoring and support of scholars

BUSY's early childhood scholarship team actively monitors the progress of scholars and undertakes regular check-ins to assess how students are tracking against the agreed milestones. The BUSY team provides ongoing mentoring and support to assist scholars in meeting their commitments.

It is inevitable that, at times, circumstances arise that prevent the scholar from fulfilling their obligation to the funding provider. In this situation, BUSY works with the scholar and the funding provider to determine a resolution (which may include a deferment of studies, a ceasing of scholarship payments or cancellation of the scholarship agreement with the repayment of scholarship funding).

Processing of payments to scholarship recipients

At the time of completing the scholarship agreement, students also complete and electronically sign a bank account form (via the secure DocuSign portal) and nominate a bank account for the payment of their scholarship funding.

Scholarship payments are reviewed by both the Scholarship Operations Manager and the General Manager, Scholarships and Grants before being referred to BUSY's Managing Director for approval. Once approved, payments are processed and a payment advice is issued to scholarship recipients. BUSY processes payments within five working days of the scholarship agreement being signed.

If requested by the scholar, BUSY can process payments via its payroll system and tax deducted based on the tax file declaration submitted by the scholar.

Reporting and Analysis

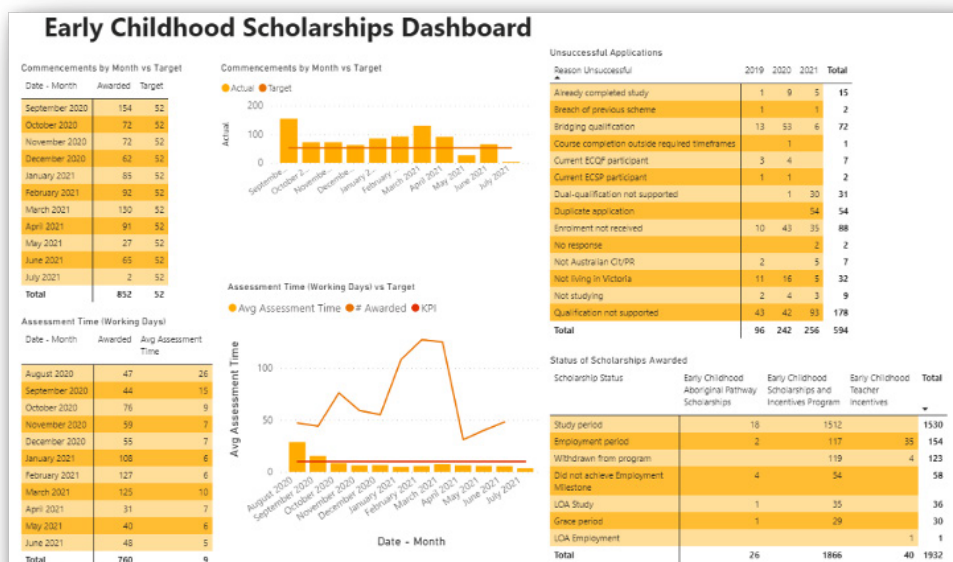
Reporting and analysis

A program dashboard, together with a detailed report, is provided to the funding provider each month which includes analysis on trends and any significant variances. In addition, the funding provider also has access to weekly updates via a Microsoft Power BI portal hosted by BUSY (excerpt shown below).

The opportunity is also taken each month to provide in depth analysis on certain aspects of the program. As an example, for the early childhood program a survey was undertaken of scholars that had finished their period of

study but had yet to commence employment as an early childhood teacher. The survey was able to highlight certain issues that graduates were experiencing that the Department was able to take into consideration for future enhancements to the program.

BUSY also reports on scholars that have withdrawn from the program and reconciles the repayment of scholarship funding from awardees if applicable.





Marketing and promotion

BUSY's marketing and customer experience team has a wealth of experience in promoting scholarship and grant programs and specialises in social media campaigns and electronic direct marketing. BUSY also undertakes routine surveys of scholarship recipients to gather intelligence that can be used to improve the effectiveness of the program.

In addition, BUSY organises and attends numerous career expos across Australia. One recent example involved BUSY organising and hosting an exhibit over four days at the VCE and Careers Expo in Melbourne (including the preparation and presentation of information to attendees).

Creating meaningful engagement with alumni members enables scholarship programs to develop value add opportunities for scholars through the likes of mentoring programs that support new and incoming scholarship recipients as well as providing insights based on their past experience.

Developing stakeholder engagement strategies that include alumni also allows for the network to leverage the outcomes and good news stories of scholarship recipients. These testimonials and firsthand accounts can also be used as part of the marketing and communication efforts to attract eligible scholars.

Alumni management and support

Based on a deep understanding of the value of alumni to any membership or scholarship program, BUSY can develop, host and support an alumni/member network allowing alumni the chance to stay in contact and continue to learn and benefit from each other after they have completed their course of study. For the early childhood scholarship program, BUSY developed an alumni members network including developing a framework for the monitoring and administration of a web based system that facilitates member news updates, private social media channel and members only access to resources and tools.

Audit and acquittal of scholarship funding

Scholarship trust funds are independently audited by KPMG each year and an audited financial report is provided to the funding provider. Quarterly compliance checks are also undertaken by BUSY's in-house compliance team to ensure that payments are being made in accordance with the program guidelines and in accordance with the signed scholarship agreement.

Independent Auditor's Report

To the Directors of The Busy Group Ltd

Opinion

We have audited the *Financial Report* of the Service agreement for the Early Childhood Scholarships and Incentive Program from the State of Victoria as represented by the Department of Education and Training (The program) for The Busy Group Ltd (the Company).

In our opinion, the accompanying *Financial Report* of the Early Childhood Scholarships and Incentive Program for The Busy Group Ltd for the period from 1 July 2021 to 30 June 2022 presents fairly, in all material respects, in accordance with the:

- i. basis of preparation in Note 1; and
- ii. the Service Agreement signed on the 11th of June 2020, and subsequent variation signed on the 20th of April 2021, from the State of Victoria as represented by the Department of Education and Training.

The Acquittal Statement comprises:

- i. Statement of cash flows from 1 July 2021 to 30 June 2022;

Scholarship and grant programs

BUSY currently manages various scholarship and grant programs including:

- Early Childhood Scholarships and Incentives Program on behalf of the Victorian Department of Education.
- Commonwealth Regional Scholarship Program on behalf of the Federal Department of Education.
- Business Grants Hub Administrative Support Services Panel on behalf of the Department of Industry, Science and Resources.
- Commonwealth Scholarships Program for Young Australians on behalf of the Department of Education and Workplace Relations.
- The Parliament and Civics Education Rebate scheme on behalf of the Federal Department of Education.
- The Queensland Education Experience grant program on behalf of the Queensland Department of Tourism, Innovation and Sport.
- Australian Awards In-Australia Support on behalf of the Department of Foreign Affairs and Trade.

Contact Details

BUSY welcomes the opportunity to elaborate on our scholarship and grant management process and capability. Feel free to make contact at any time:

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BUSY at Work has demonstrated exceptional service and scholarship management capabilities over our 3 years working together.

BUSY at Work not only help us navigate complex processes, but also go above and beyond to ensure that students are well supported with information and processes throughout their study. Their attention to detail, dedication to and expertise in early childhood education contexts make the entire process smooth and stress-free, providing an outstanding service for students seeking financial aid opportunities to support their education.

Thank you, BUSY at Work for all of your help and support!

*- Dr Natalie Robertson, Associate Head of School (Teaching and Learning)
Deakin University*

