

**Registered Training Organisation
User Choice Pre-qualified Supplier
2017–20 Policy**



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| Related policies and documents: | <ol style="list-style-type: none"> 1. <i>User Choice 2017–20 Policy</i> 2. <i>User Choice Continuing Student Policy 2016–2018</i> 3. <i>Vocational Education and Training (VET) Pre-qualified Supplier Agreement</i> |
| Version control: | Version: 1.1 |

All documents are available online at: www.training.qld.gov.au.

For definitions, refer to [Appendix 1](#).

Policy intent

Background

Commencing 1 July 2010, the Queensland Government introduced a new methodology for funding User Choice training and assessment services in Queensland.

The pre-qualified supplier (PQS) system provides a comprehensive central register of pre-qualified VET providers. It provides performance requirements and guidelines for the selection of training and assessment providers for the delivery of vocational education and training (VET) services funded by the Department of Employment, Small Business and Training.

Pre-qualification applies to all registered training organisations (RTOs) directly contracted by the department to deliver User Choice training and assessment services.

There are no application or annual registration fees directly associated with the PQS system.

Based on national standards and department-specific requirements in quality management, the PQS process aims to provide industry, apprentices, trainees and their employers with a level of assurance that their chosen supplier is able to deliver quality training and assessment services in Queensland.

Scope

User Choice pre-qualified supplier policy framework

The PQS process operates under the following policy framework:

- Any preferred supplier status for the User Choice program held by an RTO prior to 1 July 2010, through any previous process, ceased on 30 June 2010.
- RTOs that held a contract under the User Choice 2006–2010 program and have been subsequently awarded a *VET User Choice Program Continuing Student Agreement* have retained their preferred supplier status for the purpose of fulfilling their obligations under the agreement. RTOs that are awarded a *VET User Choice Program Continuing Student*

Agreement must apply for PQS status to deliver training and assessment services for any new student/s.

- RTOs, including TAFE Institutes, that wish to deliver publicly-funded User Choice training and assessment services in Queensland must apply for, and be granted, PQS status by the department.
- PQS status is granted for successful applicants from the start date specified in the department's letter of authority advising an RTO of their success in obtaining PQS status.
- The department reserves the right to revoke an RTO's PQS status subject to the terms and conditions of the *Vocational Education and Training (VET) Pre-qualified Supplier Agreement* and/or a *VET User Choice Program Continuing Student Agreement*.

Eligibility requirements

- Only RTOs who have an active registration status in Queensland are eligible to apply for PQS status.
- RTOs must be registered to deliver full qualifications under their scope of registration in order to apply for PQS status.
- RTOs must meet, and agree to adhere to the requirements of the relevant funding program and its policies, to be granted PQS status.
- To be eligible for PQS status, the RTO must meet the requirements of the PQS application process and agree to terms and conditions contained within the *VET Pre-qualified Supplier Agreement*.

Application process

- RTOs can only apply for PQS status online through the department's Purchasing Online (POL) system. POL is the department's web-enabled system for RTOs to apply to deliver publicly-funded training in Queensland.
- PQS applicants must complete and submit the online application via POL in order to be considered for PQS status. Within the application, RTOs will be required to nominate the qualifications they intend to deliver.
- Some qualifications, such as those considered as thin markets, are managed under special arrangements by the department. Funding for these qualifications is, at the department's discretion, excluded or restricted from the User Choice funding program. Only RTOs that hold PQS status and are specifically authorised by the department in writing can deliver publicly-funded User Choice training and assessment services for these qualifications.
 - Pre-qualified suppliers seeking to deliver training and assessment services for a restricted qualification can submit a business case to the department for consideration. The business case must demonstrate the RTO's capacity to grow the training market for the particular restricted qualification.
- As part of the application process for PQS status, applicants must print two (2) copies of the *VET Pre-qualified Supplier Agreement*, sign both copies and return them to the department as part of their application.

- The department will assess applications received for PQS status, which may include (but not limited to):
 - checking that the responses to the application questions are true and correct
 - seeking advice from the relevant industry engagement body regarding the RTO's application
 - considering any non-compliance issues, whether identified through audit or otherwise
 - checking the financial viability of the RTO
 - checking the RTO has a one-year minimum trading history in Queensland for each industry area nominated for training delivery and assessment
 - contacting employer and industry referees to verify student outcomes and industry support.
- PQS status will only be granted upon receipt and approval of an RTO's application and subsequent execution of the *VET Pre-qualified Supplier Agreement* by the department. Applicants for PQS status will be notified in writing of the department's decision regarding their application.
- Successful applicants will be advised of their authority to commence delivery against approved qualifications and will receive an executed copy of the *VET Pre-qualified Supplier Agreement* for their records.
- The department will publish business contact details and a list of approved qualifications on the Queensland Training Information Service (QTIS) and [Queensland Skills Gateway](#) for each successful PQS, unless otherwise requested in writing by the PQS and subsequently approved by the department.
- Any training or assessment services delivered by a PQS that commence prior to the period specified in the department's letter of authority cannot be claimed for, or receive, payment under the User Choice 2017–20 program.

Pre-qualified supplier responsibilities

VET Pre-qualified Supplier Agreement

- Pre-qualified suppliers will be subject to the terms and conditions of the *VET Pre-qualified Supplier Agreement*.

Maintenance of records

- RTOs can make the following requests for correction and variation to a PQS application after submitting it:
 - Correcting errors in your application after submission, but prior to departmental approval. Submitted applications can only be modified by contacting the department in writing and requesting the specific changes you require.
 - Variations to approved applications. Variations to applications which have been approved by the department can be made online through the Variations Online (VOL) function of the department's Purchasing Online (POL) system. PQS can access POL at www.training.qld.gov.au/providers/pgs/become/pol.

POL enquiries, such as password resets and requests for assistance in accessing the POL system, should be made to:

Email: purchasingonline@det.qld.gov.au
 Phone: (07) 3328 6893

VOL enquiries, such as how to add or remove a qualification from your delivery schedule, should be made to:

Email: supplier.management@det.qld.gov.au

Phone: (07) 3328 6892

All correction and variation requests are subject to written approval by the department.

More information on variations to agreements can be found at www.training.qld.gov.au/training-organisations/pre-qualified-suppliers/pqs-contract-management/variations.

- A PQS who makes application to delete their PQS status will be subject to departmental approval and any other standard or regulation relating to the transition of any existing students.
- Pre-qualified suppliers must agree that the department will take no responsibility for, and will not accept liability for, publishing any incorrect business contact or qualification information.
- Only RTOs with PQS status can make a claim for payment for the delivery of training and assessment services. The PQS status must be current at the time the training and assessment services are delivered and at the time funding is claimed in relation to that delivery.
- Pre-qualified suppliers must maintain full registration for each qualification they are approved to deliver.

Pre-qualified supplier performance

- Pre-qualified suppliers will be subject to key performance indicators (KPIs) detailed in the *User Choice 2017–20 Policy*.
- Failure to meet the KPIs required for the funding program may result in termination of the *VET Pre-qualified Supplier Agreement* and removal of PQS status.
- The department will undertake performance monitoring and evaluation activities, including PQS compliance audits, to ensure pre-qualified suppliers are complying with the *User Choice 2017–20 Policy*, the *PQS Agreement*, and any other guidelines or documents as published by the department. The selection of pre-qualified suppliers for audits may be done randomly, target pre-qualified suppliers perceived to be higher risk, or be initiated in response to complaints made to the department or to the Queensland Training Ombudsman. Evidence requirements to be met are stated in the *Pre-qualified Supplier Audit Evidence Requirements (User Choice)*, including those requirements which will result in a recovery of funds and other action if non-compliances are identified during audit activities.

Appendix 1. Definitions that apply

Act means the *Further Education and Training Act 2014*.

DELTA means the department's Direct Entry Level Training Administration database system.

department means the Queensland Government Department of Employment, Small Business and Training. Prior to 2017 machinery-of-government changes, it was the Department of Education and Training.

funding program means a departmental program for funding training and assessment services (for example, the User Choice 2017–20 program).

new student means a student:

- (a) recorded on DELTA as having an active registration number commencement date on or after 1 July 2010, or
- (b) who recommences an apprenticeship or traineeship on or after 1 July 2010.

pre-qualified supplier or **PQS** means an RTO approved by the department as a pre-qualified supplier to deliver publicly-funded User Choice training and assessment services.

QTIS means the Queensland Training Information Service.

RTO means a registered training organisation, as defined in the *Further Education and Training Act 2014*.

training and assessment means:

- (a) off-the-job vocational education and training provided in Queensland by the pre-qualified supplier, and
- (b) assessment provided in Queensland by the pre-qualified supplier to a student in accordance with the Act, Training Contract and training plan for the student.

VET means vocational education and training.