

DESBT 2018-19 Annual Performance Report

Regulator Performance Framework

Introduction

- Queensland Government regulators are required to prepare an annual performance report in implementing the Queensland Government's [Regulator Performance Framework](#). The Framework is a key element of the Better Regulation Strategy.
- This is the Department of Employment, Small Business and Training (DESBT) 2018-19 Annual Performance Report in implementing the Regulator Performance Framework. The scope of DESBT content for this report relates to **regulating apprenticeships and traineeships** in Queensland under the *Further Education and Training Act 2014*.

Report structure

- In the table below, the first column includes the six model practices endorsed as part of the Regulator Performance Framework.
- The following columns (left to right), includes evidence/examples of how DESBTs regulatory practices align with the regular model practices and improvement actions.



Regulator model practices and supporting principles	Alignment of DESBT regulatory practices with the regulator model practices throughout 2018-19	DESBT <u>examples</u> highlighting the alignment in 2018-19 and/or where practices could be enhanced	DESBT <u>actions</u> taken in 2018-19 or currently being taken <u>to improve</u> regulatory activities and business practices
<p>1. Ensure regulatory activity is proportionate to risk and minimises unnecessary burden</p> <ul style="list-style-type: none"> • A proportionate approach is applied to compliance activities, engagement and regulatory enforcement actions • Regulations do not unnecessarily impose on regulated entities • Regulatory approaches are updated and informed by intelligence gathering so that effort is focussed towards risk. 	<ul style="list-style-type: none"> • Regular engagement is undertaken by DESBT regional offices and Queensland Apprenticeship and Traineeship Office (QATO) through involvement in conferences, seminars, Ministerial Roundtables and attendance at stakeholder consultations where intelligence is gathered on the appropriateness of procedural practices. 	<ul style="list-style-type: none"> • Attendance at Group Training Organisation (GTO) conference. • DESBT regions conducting quarterly Reference Group (RG) meetings with a range of key VET stakeholders throughout the State. • QATO consulting with other School-based Apprenticeships and Traineeships (STA's) and relevant industry stakeholders on matters as they arise. 	<ul style="list-style-type: none"> • The <i>Further Education and Training Act 2014</i> (FET Act) is currently being updated to include new provisions at the request of stakeholders to provide more equitable outcomes. • Fortnightly meetings with the Queensland Training Ombudsman (QTO).
<p>2. Consult and engage meaningfully with stakeholders</p> <ul style="list-style-type: none"> • Formal and informal consultation mechanisms are in place to allow for the full range of stakeholder input and Government decision making circumstances • Engagement is undertaken in ways that helps regulators develop a genuine understanding of the operating environment of regulated entities • Cooperative and collaborative relationships are established with stakeholders, including other regulators, to promote trust and improve the efficiency and effectiveness of the regulatory framework. 	<ul style="list-style-type: none"> • DESBT regional offices conduct quarterly RGs with relevant stakeholders to provide informed information and seek feedback on issues for improvement and/or clarification. • QATO consults regularly with other STAs, state based regulators and stakeholders to seek feedback on apprenticeship/traineeship matters. 	<ul style="list-style-type: none"> • DESBT regional offices conduct regular monitoring visits to employers seeking feedback on issues. • Quarterly meetings between QATO and the Commonwealth agency responsible for apprenticeship matters to build relationships and sharing of intelligence. • Regular consultations held between QATO and Electrical Safety Office (ESO) to review practices and requirements across electrical apprenticeships. 	<ul style="list-style-type: none"> • QATO, ESO and QTO conduct regular reviews of Pre-Qualified Supplier (PQS) training providers ensuring compliance and to seek feedback on improvements to regulatory practices for electrical apprentices.

3. Provide appropriate information and support to assist compliance

- Clear and timely guidance and support is accessible to stakeholders and tailored to meet the needs of the target audience
- Advice is consistent and, where appropriate, decisions are communicated in a manner that clearly articulates what is required to achieve compliance
- Where appropriate, regulatory approaches are tailored to ensure compliance activities do not disproportionately burden particular stakeholders (e.g. small business) or require specialist advice.

4. Commit to continuous improvement

- Regular review of the approach to regulatory activities, collaboration with stakeholders and other regulators, to ensure it is appropriately risk based, leverages technological innovation and remains the best approach to achieving outcomes
- To the extent possible, reform of regulatory activities is prioritised on the basis of impact on stakeholders and the community
- Staff have the necessary training and support to effectively, efficiently and consistently perform their duties.

- QATO conducts regular reviews of the DESBT Training web site to ensure it contains up-to-date and accurate information on apprenticeship matters included in operational procedures, policies and guidelines.
- Updates are communicated to relevant stakeholders through DESBT communication channels and regional RGs.

- QATO regularly reviews processes, information available to stakeholders ensuring reduction in red tape requirements.

- DESBT officers working on apprenticeship matters to be trained to ensure consistent decisions are being made in line with regulatory compliance.
- Monitoring and review of regulatory decisions made by DESBT regional officers to be conducted by QATO.
- QATO provides specialised advice to support DESBT regional officers when making regulatory decisions to ensure consistency and fairness.

- DESBT officers working on apprenticeship matters to be trained to ensure consistent decisions are being made in line with regulatory compliance.
- Monitoring and review of regulatory decisions made by DESBT regional officers to be conducted by QATO.
- Regular consultation with DESBT regional officers regarding the impact of legislation on stakeholders, small businesses.

- Training materials currently being developed on DESBT's MyCareer internal web site for ongoing training of DESBT officers involved with apprenticeship/traineeship matters.
- Fact sheets on regulatory apprenticeship and traineeship matters regularly reviewed and updated.

- Annual training to be undertaken by DESBT regional officers.
- Training materials currently being developed on DESBT's MyCareer internal web site for ongoing training of DESBT officers involved with apprenticeships matters.

5. Be transparent and accountable in actions

- Where appropriate, regulatory frameworks and timeframes for making regulatory decisions are published to provide certainty to stakeholders
 - Decisions are provided in a timely manner, clearly articulating expectations and the underlying reasons for decisions
 - Indicators of regulator performance are publicly available
- Advice and guidance are available to industry stakeholders with feedback mechanisms available to support and inform continuous improvement.
 - All operational procedures and policies are available on the DESBT web site for stakeholder viewing.
 - DESBT regional offices conduct stakeholder surveys specifically seeking feedback on improvements to events and regulatory requirements.
 - DESBT officers are regularly monitored for the timeliness of decisions made under the FET Act ensuring they meet expected timeframes and provide timely advice to stakeholders.
 - DESBT regions provide bi-monthly reports on delivery of service in accordance with set key performance indicators.

Glossary of terms

The meanings of the following acronyms and/or abbreviations used in the report and listed below.

Acronyms	Meaning
DESBT	Department of Employment, Small Business and Training
ESO	Electrical Safety Office
FET Act	<i>Further Education and Training Act 2014</i>
GTO	Group Training Organisation
PQS	Pre-Qualified Supplier
QATO	Queensland Apprenticeship and Traineeship Office
QTO	Queensland Training Ombudsman
RG	Reference Group
STA's	School-based Apprenticeships and Traineeships
VET	Vocational Education and Training