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51 <sup>1, 2, 3</sup>	Recognition of prior learning — granted	100%	Full fee — calculated at \$1.60 per nominal hour for unit of competency  Partial exemption fee — calculated at \$1.60 per nominal hour for unit of competency x 40%  Full exemption — no additional payment
52	Recognition of prior learning — not granted	0%	No additional payment
60	Credit transfer/national recognition	0%	No additional payment
65 (department code)	Transitional gap training  This payment code is only to be reported where an apprentice or trainee is transitioning from a superseded qualification into a new qualification or previously completed competencies have been superseded and the new competencies do not directly map, therefore necessitating additional delivery to address the variance in the new competencies. The RTO can report this outcome code in recognition of delivery, to generate payments against the relevant VET Pre-qualified Supplier Agreement. Use of this code will not affect a participant's competency count (see section 2.3.3)	5%	No additional payment
70	Continuing enrolment	0%	No additional payment
81	Administration payments	See table below	No additional payment
90	Enrolment in current collection period	0%	No additional payment

\* The use of all outcome identifier codes must be in accordance with the relevant AVETMISS release. This can be found at [www.ncver.edu.au/publications](http://www.ncver.edu.au/publications).

<sup>1</sup> Recognition of prior learning (RPL) involves the assessment of the previously obtained skills and knowledge an individual has achieved outside the formal education and training system of their apprenticeship or traineeship. RPL cannot be claimed for experience, skills or knowledge gained since commencing the current apprenticeship or traineeship.

<sup>2</sup> RPL for SATs in sport and recreation qualifications attracts a payment percentage of 0%.

<sup>3</sup> If undertaking RPL assessment, the PQS must comply with the requirements outlined in the *PQS Compliance Audit Evidence Guide (User Choice 2016-17) for the Further Education and Training Act 2014*.

## 2.4.7 Administration payments

The department will pay for either the government contribution or the administration payment, calculated as set out in the following table, in relation to a student, but not both. The administration payment will only be made in relation to students:

- (a) who have achieved a qualification through an alternative pathway, enter the corresponding apprenticeship/traineeship for that qualification, and only require a completion certificate to be issued for the apprenticeship/traineeship (SRTO1 and SRTO2 payment applies)
- (b) who have received all training and assessment required from a different SRTO under their previous Training Contract, entered into a new Training Contract, and only require a completion certificate to be issued for the apprenticeship/traineeship (SRTO1 and SRTO2 payment applies)
- (c) who have gained the entire qualification through RPL (the RTO must first confirm with a regional office departmental representative that the student's Training Contract will be approved by the department) (SRTO1 and SRTO2 payment applies)
- (d) whose Training Contract has been cancelled prior to any training provision commencing (SRTO1 payment only applies)
- (e) who have withdrawn within the probationary period prior to any training provision commencing (SRTO1 payment only applies)
- (f) who have changed to another SRTO prior to any training provision commencing (SRTO1 payment only applies).

**Table 4. Delivery type identifier payments**

Delivery type identifier	Descriptor	Outcome identifier	Unit of competency / module code	Payment rule	Payment
90	Prepare for training	81	SRTO1	Prepare for training: Paid at completion of participant's induction, including developing a training plan that meets the department's requirements.	\$100
90	Apprentice or trainee completion	81	SRTO2	Apprentice or trainee completion: Paid at completion of the Training Contract after the following has occurred: a) Participant has successfully completed the requirements of the training plan, and; b) The PQS has complied with sections 45 and 46 of the Act.	\$400

Table 5. Service provision not funded

Service provision	Exceptional circumstances payment conditions	Special reporting requirements
a) Delivery of any unit of competency or module through RPL where the effect would be that the participant has completed the entire qualification by way of RPL.	No payment unless the supplier is entitled to claim an administration payment.	
b) Provision of training and assessment services to a participant who was enrolled after the final enrolment date specified for the relevant qualification in QTIS.	No payment unless the participant's Training Contract was cancelled prior to the final enrolment date and the participant recommenced in the qualification within three months of the cancellation.	
c) Provision of training and assessment services to a participant beyond the prescribed teach-out period, as specified in ASQA's general direction on 'transition and teach-out' (as superseded, replaced or amended from time to time) for that superseded qualification.	No payment.	
d) Provision of training and assessment services where the supplier has not complied with all of the requirements of the <i>VET Pre-qualified Supplier Agreement</i> .	No payment.	
e) Provision of training and assessment services to a participant in excess of the competency count, module count or points count specified in QTIS — irrespective of whether or not the participant received training or assessment against the competency count, module count or points count for the relevant qualification from another provider.	No payment.	
f) Provision of services that are not reported within the timeframe specified in this policy.	No payment.	The PQS must still report this provision to the department.
g) Training and assessment services provided to a participant who has been previously assessed as competent for the same unit of competency or module.	No payment.	The PQS must report this provision as:  i) Delivery type identifier in accordance with the relevant AVETMISS release, and;  ii) Outcome identifier in accordance with the relevant AVETMISS

Service provision	Exceptional circumstances payment conditions	Special reporting requirements
		release.
h) Training and assessment services provided to a participant where the PQS has received funding or payment in relation to those services from any other source.	No payment.	
i) Provision of training and assessment services to a participant for whom the PQS is not nominated as the SRTO in the participant's Training Contract or through a department-approved amendment.	No payment.	
j) Provision of training and assessment services in a restricted qualification for which the PQS does not hold specific authorisation from the department to deliver against.	No payment.	
k) Provision of training and assessment services for units of competency that are entry requirements for a qualification as specified in the relevant training package.	No payment.	
l) Training and assessment services provided to a participant where the participant's training contract is in 'suspended' status in DELTA.	No payment.	

#### 2.4.8 Final date of enrolment

A PQS will not receive payment for training and assessment services provided to an apprentice or trainee with a Training Contract commencement date after the 'final date of enrolment' for superseded or discontinued qualifications.

The qualification's 'final date of enrolment' will be published on QTIS.

#### 2.4.9 Pre-payments

A PQS will not be provided with a pre-payment for the delivery of User Choice training and assessment services.

### 2.5 Variations

The *VET Pre-qualified Supplier Agreement* may not be varied except by agreement in writing signed by the PQS and the department.

All variations to applications must be applied for online through the Variations Online (VOL) function that is part of the department's Purchasing Online (POL) system. Pre-qualified suppliers can access POL at [www.training.qld.gov.au/providers/pqs/become/pol](http://www.training.qld.gov.au/providers/pqs/become/pol).

Variations can include but are not limited to adding and removing qualifications, and publishing and un-publishing qualifications on QTIS. It is the PQS' responsibility to ensure that their delivery schedule is up-to-date and that information published on QTIS is correct and up-to-date.

Registered training organisations may be required to supply industry and/or employer support letters to support some variation requests. Please refer to the Industry Support Guidelines for User Choice 2016–17 Variation Requests document, published on the department's website at [www.training.qld.gov.au/providers/funded/userchoice/become](http://www.training.qld.gov.au/providers/funded/userchoice/become).



The department does not automatically update a PQS' schedule when a qualification is superseded or the PQS is no longer registered for a qualification.

A PQS can only commence training in a new qualification as at the date approved by the department. Variations will not be backdated.

## 2.6 Fees and charges

### 2.6.1 Student contribution fees

- (a) Student contribution fees are the non-government contribution to the cost of training and assessment services provided by the PQS (fee is paid to the PQS).
- (b) The PQS must detail its fees and charges policy, including full costs method of collection, refunds, and exemptions prior to enrolment and provide access to this written policy to apprentices and trainees.
- (c) The PQS must retain evidence of fees collected as well as evidence of participants whose circumstances have been deemed as totally or partially exempt from student contribution fees.
- (d) Student contribution fees under the User Choice program in 2016 are set at **\$1.60** per nominal hour for each unit of competency/module to be calculated at the commencement of the unit of competency/module. Student contribution fees may be adjusted annually and all PQS will be informed by the department of any changes to the student contribution fees.
- (e) The PQS must not charge more than the student contribution fee amounts contained in this policy, except as required periodically by the department.
- (f) The PQS may only charge less than the student contribution fee if in accordance with sections 2.6.2 or 2.6.3 of this policy.
- (g) When the participant converts from a school-based apprentice or trainee to a full-time or part-time apprenticeship or traineeship, student contribution fees must be charged for training and assessment for any units of competency not yet commenced. This does not apply when the participant is a Year 12 graduate and is undertaking a high priority qualification as identified by the department.
- (h) Where the PQS must collect a student contribution fee, it may be paid on behalf of the student by their employer or another third party, but cannot be paid or waived by the PQS.

### 2.6.2 Partial exemption — tuition fees

The PQS must charge 40 per cent of the student contribution fee where the participant falls into one or more of the following exemption categories:

- (a) The participant was or will be under 17 years of age at the end of February in the year in which the PQS provides training, and the participant is not at school and has not completed year 12.
- (b) The participant holds a Health Care Card or Pensioner Concession Card issued under Commonwealth law, or is the partner or a dependant of a person who holds a Health Care Card or Pensioner Concession Card, and is named on the card.
- (c) The participant issues the PQS with an official form under Commonwealth law confirming that the participant, his or her partner or the person of whom the participant is a dependant, is entitled to concessions under a Health Care Card or Pensioner Concession Card.
- (d) The participant is an Aboriginal or Torres Strait Islander person. Acceptable evidence is as stated on the Training Contract and AVETMISS VET Enrolment Form.

### 2.6.3 Full exemption — tuition fees

The PQS may apply full exemption from the student contribution fee where the participant falls into one or more of the following exemption categories:

- (a) Where payment of the student contribution fee would cause extreme financial hardship, then the PQS may waive these fees.
  - i. The fee waiver process should be in place at the time of the participant's enrolment.
  - ii. For 2.6.3(a) of this *Fees and Charges* section, the PQS must have a reasonable internal process to manage an appeal about the outcome of an application under financial hardship.
- (b) Where the Queensland Government, as represented by the departmental officer responsible for the User Choice budget, advises in writing that fees are optional. On receipt of such advice, the PQS may choose not to collect the student contribution fee. In this circumstance, any decision by the PQS not to collect fees does not create a liability for the department. The PQS may not apply for reimbursement by the department of fee revenue foregone. Refer to the User Choice 2016–17 Qualification and Price List, as published on the department's Training website, for information on where fee exemptions are applicable.

The PQS must apply full exemption from the student contribution fee where the participant falls into one or more of the following exemption categories:

- (a) where credit transfer/national recognition has been applied to a unit of competency/module
- (b) where the participant is a school-based apprentice or trainee
- (c) is undertaking a qualification as part of the Skilling Queenslanders for Work's Work Skills Traineeship program.

### 2.6.4 Fee-free Year 12 graduates

Effective from 1 January 2014, The PQS must not charge a student contribution fee to a Year 12 graduate who:

- (a) commences an apprenticeship/traineeship within 12 months of completing Year 12 (that is, by the end of the calendar year following completion of Year 12), and
- (b) meets the participant eligibility in 2.2.2, and;
- (c) enrolls in a high priority qualification identified by the department.

The student contribution fee for fee-free Year 12 graduates will now be met by the department as outlined in Table 3 — payment codes (except for qualifications where the student contribution fee is met by Construction Skills Queensland for continuing students only with a unit of competency start date before 1 October 2015; refer to [www.csq.org.au](http://www.csq.org.au) for list of qualifications).

The PQS must retain evidence of participants who are deemed to have completed Year 12 in Queensland and hold a Senior Statement issued by the Queensland Curriculum and Assessment Authority, or equivalent certification.

### 2.6.5 Additional charges

#### Employer/industry

The pre-qualified supplier may seek additional charges from the employer/industry. Any additional charges must be negotiated up-front and disclosed to the employer/industry prior to the participant's enrolment.

### 2.6.6 Refund policy

The PQS must have a refund policy that meets the requirements of the Standards for NVR RTOs. This policy must also include:

- (a) the provision for full refunds to participants for student contribution fees charged for training delivery that has not commenced at the time of the cancellation of enrolment
- (b) the provision of proportionate refunds where the participant has withdrawn from a unit of competency/module
- (c) the provision of refunds to employers/industry for additional charges paid beyond the participant and government contributions.

### 2.6.7 No charges

The PQS must not charge participants for:

- (a) the provision of materials essential to achieving competence
- (b) the development and supply of a training plan
- (c) the development and supply of the initial training record.

### 2.6.8 No claim against the department

The PQS must not claim and will not be paid by the department in respect of the fees and charges under this policy.

### 2.6.9 Withholding of results, statement of attainment or qualification due to non-payment of fees.

When the PQS has claimed payment for the relevant units of competency through the User Choice funding program, the PQS must not withhold the results, statement of attainment or qualification from an apprentice or trainee due to the non-payment of fees.

## 2.7 Pre-qualified supplier refusal to provide services

The PQS may only refuse to become an SRTO, or enrol or provide the training and assessment services to an apprentice/trainee if one or more of the following circumstances apply:

- the PQS has the department's consent not to enrol apprentices/trainees
- the employer of the apprentice/trainee is a prohibited employer under the Act
- the PQS is prevented pursuant to the Act from enrolling apprentices/trainees
- a student contribution fee is not paid despite the PQS providing its fees policy prior to enrolment
- the employer does not pay, or agree to pay, any additional PQS charges associated with the provision of training and assessment services.

## 3. Supplier performance

- A PQS will be subject to the terms and conditions of their *VET Pre-qualified Supplier Agreement*.
- A PQS will be subject to the performance measures (key performance indicators) under the User Choice 2016–17 program, as specified in Appendix 1.
- Failure to meet the standard of performance under the program key performance indicators may result in agreement termination.
- The department will undertake monitoring and evaluation activities to ensure pre-qualified suppliers are adhering to the required standards and acting within the intent of the User Choice 2016–17 program.

## Appendix 1. Key performance indicators

Key performance indicators	Standard of performance	Method of calculation Performance determined by the department reviewing:
<b>(a)</b> Client satisfaction	(1) Satisfactory resolution of any complaint received by the department  (2) Satisfactory management of student training progression  (3) Maintain satisfactory training services to apprentices and trainees	(1) Advice and/or recommendations from departmental officers and/or industry representatives  (2) Recorded outcomes collected and through investigation of the results from targeted workplace visits  (3) Change of supervising registered training organisation, as recorded on DELTA
<b>(b)</b> Reported outcomes	(1) Achieve and report a minimum of 90 per cent successful completion of units of competency of the annual payable training delivery (completed units of competency)	(1) Performance calculated as the percentage of successfully completed units of competency against all units of competency assessed

## Appendix 2. Definitions that apply

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

**apprenticeship** means employment-based training declared by the department to be an apprenticeship.

**apprentice** means an employee being trained in an apprenticeship under a Training Contract registered by the department on DELTA and issued with a registration number.

**ASQA** means the Australian Skills Quality Authority, the national regulator for Australia's vocational education and training sector.

**competency count** means the minimum number of units of competency specified by the training package that are needed to achieve the qualification outcome. The minimum number of units of competency will be the maximum number of competencies payable for a qualification.

**Note:** Competency count may be replaced by points count or module count for certain qualifications or accredited courses.

**continuing student** means a student recorded on DELTA as having an active registration number commencement date prior to 1 July 2010.

**Continuing Student Agreement** means a *VET User Choice Program Continuing Student Agreement* awarded to an RTO who has a student or students continuing training and assessment services, which commenced under the User Choice 2006–2010 program.

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

**department or DET** means the Queensland Government Department of Education and Training.

**employer** means the employer identified in the Training Contract.

**existing worker** means a person who has:

- (a) worked three months full-time for the employer identified in the Training Contract, or;
- (a) worked 12 months part-time or casual for the employer identified in the Training Contract and as defined in the department's *Existing Workers in Apprenticeships and Traineeships Policy*.

**government contribution** means the amount of public funding the Queensland Government will contribute towards the cost of training and assessment services for an eligible apprentice or trainee to attain the qualification which leads to the occupational outcome of their choice.

**Letter of Registration** means the letter issued by the department to advise an apprentice or trainee of their registration on DELTA.

**module count** means the minimum number of modules specified by the department that are needed to achieve an apprenticeship/traineeship outcome. The module count in relation to the relevant qualification is specified in QTIS.

**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.

**NVR RTO** means a training organisation that is registered by the National VET Regulator as a registered training organisation under the *National Vocational Education and Training Regulator Act 2011*.

**parent** means and includes guardian and each person who is liable to maintain, or has the care and control of, a minor.

**participant** means a Queensland registered apprentice/trainee who is enrolled with the PQS and the PQS is their SRTO.

**point count** means the minimum number of points specified by the department that are needed to achieve an apprenticeship/traineeship outcome. The point count in relation to the relevant qualification is specified in QTIS.

**points** means the points assigned to an apprenticeship or traineeship program by the department, from certain endorsed training package qualifications, which is used as a means to establish the industrial outcome and as a basis for payment.

**pre-qualified supplier** or **PQS** or **supplier** 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.

**registration** means registration of a Training Contract on DELTA.

**registration number** means the Training Contract registration number on DELTA for an apprentice or trainee.

**restricted qualifications** means qualifications, such as those considered as thin markets, which are managed under special arrangements by the department.

**RTO** means a registered training organisation, as defined in the Act.

**school-based apprentice or trainee** or **SAT** means an apprentice or trainee who is a school student — typically Years 10, 11 or 12 — in an approved arrangement that allows them to study for their senior certificate or equivalent, while at the same time undertaking government approved and accredited training qualifications as paid employees. Students generally would not enter SAT arrangements after the end of semester one of their Year 12 studies.

**SRTO** means supervising registered training organisation, as defined in the Act.

**Standards for NVR RTOs** means the *Standards for National VET Regulator Registered Training Organisations*.

**student contribution fee** means a student's contribution to the cost of tuition.

**suspended Training Contract** means a student's Training Contract that is in suspended status in DELTA. The apprentice or trainee is not undertaking training or employment in the capacity of an apprentice or trainee and is not undertaking training as per the training plan. A suspended Training Contract is effectively deactivated for the period of the approved suspension period.

**traineeship** means employment-based training declared by the department to be a traineeship.

**training and assessment** means:

**training** is the process used by the pre-qualified supplier to facilitate learning.

**assessment** is the process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard expected in the workplace, as expressed by the relevant endorsed industry/enterprise competency standards of a training package or by the learning outcomes of an accredited course.

Assessment must include confirmation from the employer as to whether the student has consistently demonstrated competent performance in the workplace tasks relevant to the unit of competency/module.

Assessment must be conducted in accordance with the Training Contract and a training plan developed for the student.

**Training Contract** means a national apprenticeship/traineeship Training Contract, which forms a legally binding agreement between an employer and employee for the training of apprentices and trainees leading to a nationally recognised qualification.

**Unique Student Identifier (USI)** means an account or reference number issued by the USI Registrar that uniquely identifies an individual undertaking nationally recognised training over their lifetime. The USI allows collation of an individual's educational attainments for analysis and research purposes while protecting individual privacy.

**unit of competency** means the specification of knowledge and skill and the application of that knowledge and skill to the standard of performance expected in the workplace.

**VET** means vocational education and training.

**Work Skills Traineeships** means the unique entry-level traineeships restricted to participants being employed as trainees on a work placement project under the Skilling Queenslanders for Work initiative.

**Year 12 graduate** means the participant has completed Year 12 in Queensland and holds a Senior Statement issued by Queensland Curriculum and Assessment Authority.

Historical document