Newsletter

Please ensure that this Newsletter is distributed to all members of your staff – it provides a valued source of information to assist you in managing your obligations under the PQS Agreement.

Contract Connector

Issue 19 – July 2013

TOPICS

1. End of Financial Year (EOFY) - Closures
2. EOFY - Payment arrangements
3. Industry Support Guidelines – for Variation Requests
4. Training Compliance Unit (TCU)
5. User Choice 2010-2015 Policy – Amendments
6. Certificate III Guarantee – Policy Amendment
7. Self-Evaluation Recognition of Prior Learning – On-Line tool available - now
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NOTE: Throughout the Newsletter Supervising Registered Training Organisations (SRTOs) are able to access website information through the inclusion of hyperlinks.

Should a link not work when clicked – copy and paste that portion of the link that has "broken" and sits on the next line of the article – place this into the browser.

Check that the full pathway has been copied across – then activate the hyperlink as normal. It should work.

EOFY CLOSURES [1] – USER CHOICE PROGRAM AGREEMENTS

It's almost that time of year - "end-of-financial-year" closures were due 30 June 2013 and following this closure date, suppliers have 90 days (until 30 September 2013) to finalise data.
There will be no extension granted to submit 2012-2013 financial year data past 30 September 2013.

Data errors appearing on the Validation Report **MUST** be addressed to ensure payment will be made for all training delivered up to and including 30 June 2013.

Where errors relate to a student's Training Contract such as cancellations and amendments etc., Suppliers need to follow up with the relevant Training Queensland Regional Office.

For all other funding types with Program completion dates in the same timeframe, Suppliers must ensure that all data is submitted and error free within the required timeframe as specified in their Agreement.

EOFY PAYMENT ARRANGEMENTS [2]
For Pre- qualified supplier agreements

The PQS agreements run for a 5 year period from 1 July 2010 to 30 June 2015 and maintain the same Agreement Number throughout the program. In order to manage the data flow throughout the 5 year program period, the Department's payment system separates the training activity for each financial year.

In order to finalise training activity at the end of the financial year, suppliers have 90 days (until 30 September) to submit error free data.

Suppliers will receive two (2) (PQS) agreement payments for data submitted during July to September and paid with the August to October claims. **Suppliers please note: There will be delay between these payments due to:**

- The first payment to be processed and paid will cover your 2012-2013 financial year data.
- The second payment to be processed and paid will be for the 2013-2014 financial year data.

Once the 2012-2013 financial year data has been finalised and paid for in October you will return to receiving one payment for data submissions from November 2013.

INDUSTRY SUPPORT GUIDELINES – For Variation Requests [3]

Suppliers are advised that an updated Industry Support Guidelines resource is now available on the department's website at http://www.training.qld.gov.au/training-organisations/user-choice/documents-2010-2015.html

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The intent of providing Letters of Support as part of this process is to demonstrate to the Department that you are seeking to build and grow the training market in the requested qualification.

Where Suppliers provide or are requested to provide Letters of Support from either Industry or employers, they must be on official organisation letterhead and be signed by a key representative of that organisation.

In addition letters must be dated and be current – within the previous 12 months.

If support letters do not meet these criteria, the VOL request will be noted and returned so that the requirements can be complied with.

TRAINING COMPLIANCE UNIT (TCU) [4]

The Training Compliance Unit (TCU) was established approximately 12 months ago, following Queensland's referral of certain regulatory powers to the national regulator, the Australian Skills Quality Authority (ASQA). TCU's functions include the conduct of audits of Pre-qualified Suppliers to determine compliance with their Agreement, the *Vocational Education, Training and Employment Act 2000* and all associated policies and guidelines. Since its establishment, TCU has conducted 63 audits of Pre-Qualified Suppliers.

In coming months, TCU will use this forum to briefly outline the types of non-compliance commonly found at audit and share information on how PQS holders can better achieve compliance at audit. The first of these issues relates to Training Plans.

Training Plans

The most common non-compliance relates to training plans and the SRTO's failure to meet obligations under Clause 3.2 of the PQS Agreement.

It is a requirement that the training plan of an apprentice or trainee must contain the information prescribed in the VETE Act and the VETE Regulation, as outlined in Skills Queensland Guideline 10. The guideline clearly identifies all information which must be included in the training plan for each apprentice and trainee.

At the time of audit, the audit team will review the SRTO's training plan template and each apprentice and trainee's training plan on the student file to ensure it meets the minimum requirements as outlined in Skills Queensland Guideline 10.

To ensure compliance with Clause 3.2 of the Agreement, the organisation should review its training plan template and ensure it meets each of these requirements.

USER CHOICE 2010 -2015 POLICY - Amendments [5]

As highlighted in the May edition of Contract Connector, the User Choice 2010 – 2015 Policy has been amended as of 1 July 2013 to reflect the new funding arrangements for SATs.

Other changes to the User Choice 2010 – 2015 Policy include but are not limited to:

- amending the definitions of priority classifications,
- removal of funding for LLN support provided to school based apprentices and trainees under the User Choice Program; and
- articulation of transition to superseding qualifications arrangements and implementation of new outcome code 65.

Updates have also been made to other supporting documents including:

- School-based Apprenticeships/Trainees Fact Sheets;
- Continuing Student Price List – 2013-14 (incorporating the CPI increase) and
- User Choice 2012-13 Price List

Suppliers are advised to refer to all documents online to determine changes that affect your agreement.

CERTIFICATE III GUARANTEE PROGRAM – Policy Amendment [6]

Section 3.2.3 of the *Certificate 3 Guarantee Program Policy 2013-2014* - Obligations of Pre-qualified Suppliers has been amended and is **effective immediately.**

The amended policy states "It is not permissible for a Certificate 3 Guarantee Pre-qualified Supplier to publish or advertise fee free training".

The updated policy is available on the Department of Education, Training and Employment website at http://training.qld.gov.au/information/investing-in-skills/certificate3/training-provider.html,

SELF-EVALUATION FOR RECOGNITION OF PRIOR LEARNING [7] – new online tool available now

With the closure of Skilling Solutions Queensland customer service centres across the state, the Queensland Government have developed a new online tool for Recognition of Prior Learning.

The "*Self-evaluation for Recognition of Prior Learning*" is a straightforward skills identification tool that can assist individuals in matching their relevant skills, knowledge and experience to a vocational qualification.

Individuals that utilise the tool will be provided with a personalised report to present to their chosen training provider to pursue the RPL pathway. Please note that there is no funding associated to the report, it is purely a skills identification tool.

The "*Self-evaluation for Recognition of Prior Learning*" is free to use at the following link - http://www.training.qld.gov.au/information/rpl.html

SUPPLIER RESPONSIBILITY [8] . . .

Suppliers are reminded of their responsibility to ensure compliance with all **policy guidelines and agreement requirements**. In particular:-

- Any changes to a Supplier's Scope of Registration must be advised to Contract Management and Performance immediately. Notification can be provided by email or by submitting a variation request through Variations On Line (VOL) to either remove the qualification from your Schedule or remove the qualification from being published on QTIS.
- Any changes to a Supplier's Legal Name or a change in control must be notified to Contract Management and Performance **before** the changes occur. **Failure to advise the Department will result in the recognition that no valid Agreement is in place and no payments can be made**. It is at the Department's discretion as to whether it consents or refuses to consent to any change in Control of the Supplier.

ERRORS EXPLAINED [9]

This month's validation error is **33014 – Multiple Claim – this module/competency has been claimed previously.**

Main reasons for error: The module/unit of competency being claimed for this participant has been claimed previously and under User Choice this error can be caused by the following:

- The unit of competency has already been claimed by another Supplier – this is a true multiple error.
- The module/unit of competency has already been claimed by the same Supplier – also a true multiple error.
- Where a Supplier has changed the Agreement Number, Training Schedule Line Number, Enrolment Start Date and/or Enrolment End Date – this becomes a "false multiple".
  Note: When data is changed by a Supplier as above, our system identifies the module/unit of competency as being claimed twice until such time as the payment is reversed through a resubmission of data. This situation is known as a "false multiple".

Remedy – for a "true multiple":
- The Supplier should recognise statements of attainment issued by another RTO and report the module/unit of competency as a Credit Transfer (Outcome Code 60).
- Ensure that the module/unit of competency has not been reported twice.
- Remove the duplicate module/unit of competency from your AVETMISS data.

Remedy – for a "false multiple"
This situation will be remedied through a resubmission of data by the Supplier.

DECLARATIONS [10]

The following qualifications have been approved for User Choice funding:

AHC10 – Agriculture, Horticulture and Conservation and Land Management Training Package

Qualification	Code	Priority
Certificate III in Beekeeping	AHC32010	2

Note: All declared apprenticeships/traineeships and details about User Choice funding can be found on Queensland Training Information Service (QTIS) located on the departments Home Page - under Online Services.

Remember: You must have scope of registration before applying for the addition of any qualification to your Schedule A/Delivery Schedule.

Queensland Government

Only when scope has been approved can you then apply for the qualification to be added to your Schedule A/Delivery Schedule through Variations on Line using your Purchasing on Line (POL) account.

CONTACTING CONTRACT MANAGEMENT AND PERFORMANCE UNIT (CM&P) (11)

CM&P is your primary contact regarding information about your **executed** Agreement including payment, variation requests and any other agreement related issues. The User Choice 2010-2015 documents located on User Choice website, http://training.qld.gov.au/training-organisations/user-choice/documents-2010-2015.html contains all information for the 2010-2015 User Choice program. Before seeking advice or information from CM&P regarding the program you are encouraged to read these documents in conjunction with your organisation's agreement. If you are still unable to resolve your query then email the Unit's general email account: supplier.management@dete.qld.gov.au

Wherever possible, your enquiry will be forwarded to your contract manager, however if they happen to be away or working on another project, we will ensure that someone knows about your email and can respond appropriately. **Emails sent to a specific officer who may be away or working elsewhere in the Department may not be answered until the officer returns.** Emailing the general account will ensure that your concerns are addressed promptly.

Contact the Contract Management and Performance Unit.
Email: supplier.management@dete.qld.gov.au
Tel: 34053715.

Last Word
An expert is one who knows more and more about less and less

NICHOLAS MURRAY BUTLER.