

Skilling Queenslanders for Work

CBO Training Consumer Tips

Consumer checklist

Community Based Organisations (CBOs) accessing vocational education and training (VET) should view themselves as consumers of training services. Like any other significant purchase, CBOs should do their research.

The training consumer tips below are intended for CBOs looking to have accredited training leading to a nationally recognised qualification such as a Certificate I, II or III delivered as part of a project proposal under the *Skilling Queenslanders for Work* (SQW) initiative.

It is not intended for looking at non-accredited training options such as short, software, or adult community education courses.

Check the course

Do your research to ensure the qualification you want delivered on your project is a pathway to career opportunities and provides participants with the skills and knowledge they need to attain to transition to work.

Researching the course on myskills.gov.au will provide you with an overview of what the qualification aims to deliver, the occupations and jobs it can lead to, as well as the units of competency (or subjects) that the SQW participants will have to complete as part of the course.

Remember, registered training organisations (RTOs) who are Skills Assure suppliers (SAS) of training under the Certificate 3 Guarantee are required to report on training and job outcomes.

Ensure the course is nationally recognised

Check that the course you are interested in leads to an Australian Qualifications Framework (AQF) qualification. AQF qualifications are formal qualifications which are nationally recognised. All courses leading to an AQF qualification have a course name (e.g. Certificate III in Individual Support) and a course code (e.g. CHC33015).

To search if the course you are planning to be delivered as part of your SQW project leads to a formal qualification visit myskills.gov.au.

Check eligibility

Under SQW, participants must be enrolled in priority training as listed on the [Priority Skills List](#) with training and assessment services funded under the Certificate 3 Guarantee and the User Choice program.

The Department of Employment, Small Business and Training (DESBT) subsidises training costs in a range of qualification areas for eligible Queenslanders (such as SQW participants). Find out more about Certificate 3 Guarantee here.

View the [Priority Skills List](#) to see if the qualifications you are looking to offer on a SQW project are subsidised and how much DESBT contributes towards the training costs.

Shop around

Like any product, it pays to shop around to find out who will give you the deal that best suits your needs. When comparing training providers, things to consider include:

- RTO has SAS status and has the qualification on their scope of registration. You can find DESBT funded RTOs on [Queensland Skills Gateway](#)
- the RTO's knowledge of the local employment opportunities and their strategies for participants to gain employment
- fees and other charges (a student co-contribution fee is charged for Certificate 3 Guarantee qualifications), the resources provided as part of the course fee and what you need to provide
- qualification duration – time needs to be sufficient for disadvantaged learners to complete the qualification, ask for the nominal Annual Hours Curriculum (AHC) for the course
- refund policies
- minimum class sizes – flexibility to cope with irregular attendance patterns
- timetable for delivery
- location/s of training delivery and assessment
- method of delivery and hours of attendance – look for flexible and blended delivery models (mixture of face-to-face, online, workplace training)
- volume of learning is sufficient to ensure disadvantaged learners gain all relevant skills and knowledge

- the assessment requirements – they must be valid, reliable, fair and flexible
- how assessments are undertaken (e.g. in a real workplace vs a simulated environment)
- if work placement is to be included as part of the course, confirm who will find the workplace - the RTO, the SQW participant or the CBO
- the support services provided, particularly in the case of online or distance delivery
- whether the training can be customised to suit individual participant needs including adjustment for literacy and numeracy and/or culturally appropriate
- complaints processes
- job prospects on completion – supported through RTO local employer networks
- feedback from past students or from other CBOs.

Online services:

- technological requirements including computer and software
- download speeds
- level of computer literacy required
- helpdesk support for technical issues
- availability of trainer support for the course
- evidence that the person participating online is the person enrolled.

You may have a range of other considerations. Do not be afraid to ask questions of your preferred RTO and request documents such as refund policies or a list of the competencies being delivered.

Confirm registration

Being an RTO ensures the training provider meets national quality standards and is approved to deliver nationally recognised training. To search if your preferred training provider is an RTO and is approved to deliver the qualification you want, visit myskills.gov.au.

If you are successful and awarded funding under SQW, the execution of your contract will be delayed if your preferred RTO does not have the qualification on their scope of registration.

Caution with up-front payments

Be wary about making large up-front payments to RTOs until you:

- confirm that they are registered and can deliver the course or qualification on your SQW project
- are satisfied that they will provide the SQW participants with the services and level of support they need.

If your SQW application is successful, you will be contractually responsible for ensuring the RTO submits electronic data to DESBT for each SQW participant. The data needs to be coded correctly to identify that the training was delivered to a SQW participant.

Read the contract

Before signing any contract, letter of engagement or third-party arrangement with an RTO, always read it carefully! Ensure you understand and agree with any cancellation and refund conditions. This is important in case the situation changes once SQW participants start the course or qualification and can no longer attend and complete the training.

More information

The Australian Skills Quality Authority (ASQA) is the national regulator for the VET sector and provides information on the Standards for RTOs and also information on the steps to undertake to research training providers and courses before making an informed decision.

Visit the ASQA website for more information at asqa.gov.au.

Version 3.0 – June 2021

Disclaimer: In compiling these tips, the Department of Employment, Small Business and Training has used its best efforts to provide a guide that will assist community based organisations (as consumers) to protect themselves however, it takes no responsibility for any problems consumers may encounter with their training provider despite following the above tips.