DELIVERING FOR QUEENSLAND

Contract Connector

General information

Now Open: Round 2 of Skilling Queenslanders for Work

With a refreshed program structure

SKILLING QUEENSLANDERS FOR WORK

2025-26 Round 2 open

Round 2 of Skilling Queenslanders for Work (SQW) is now open for applications, offering new opportunities for community-based organisations and partnering registered training organisations to deliver locally tailored training and employment pathways.

From August 2025, SQW is being delivered through a refreshed, more streamlined program structure to make pathways clearer for participants and more responsive to local industry demand.

A key change is the integration of Ready for Work and Skill Up into an expanded Community Work Skills program. This creates opportunities for delivering organisations to:

- Provide flexible, locally designed training that meets community needs.

- Offer clearer participant pathways from training to sustainable employment.

- Build stronger links with local employers to ensure training aligns with workforce demand.

Other SQW programs available for delivery in Round 2 include:

- **Work Skills Traineeships** – paid employment on community projects, plus a nationally recognised qualification.

- **Get Set for Work** – supporting young people aged 15–19 to transition into work or further study.

- **Youth Skills** – assisting disadvantaged young people engaged with Youth Justice, Queensland Corrections or Queensland Police Service re-engage with training and employment.

- **Community Foundation Skills** – improving participants' language, literacy, numeracy, and employability skills.

The First Start program is still available and offers subsidised wages for new trainees in local councils, community organisations and peak industry associations. The program has a different application process, outside of the funding round.

Whilst SQW provides a chance for Skills Assure Suppliers (SAS) to partner in the delivery of practical, locally focused training and employment assistance that leads to real job outcomes for Queenslanders, suppliers cannot commit to delivering government-funded qualifications that are not listed on their approved delivery schedule. This ensures compliance with program guidelines and alignment with the qualifications they are authorised to deliver.

Find out more and apply here: **www.dtet.qld.gov.au/sqw**

Role of Contract Managers: Supporting you every step of the way

To support you in meeting your obligations and achieving positive outcomes as a SAS, your Contract Manager is your primary point of contact within the Department. They are committed to providing guidance and support across a range of areas, ensuring you have the clarity and assistance needed to navigate your agreement and fulfil your commitments.

How your Contract Manager can support you

1. Understanding Your Agreement and Schedules

Your Contract Manager can help you interpret clauses in your agreement and schedules, ensuring you fully understand your obligations and deliverables. This clarity is vital for maintaining compliance and delivering training that meets program requirements.

2. Explaining Policies and Program Specifications

Policies and program specifications can sometimes be complex. Your Contract Manager's role is to break these down for you, ensuring your training delivery aligns with the relevant requirements and standards.

3. Assistance with Payments

If you're uncertain about a payment amount for a student or need clarification on an overpayment, your Contract Manager can investigate and provide advice on the calculations. This ensures transparency and accuracy in your funding arrangements.

4. Troubleshooting Validation Errors

Occasionally, you might encounter contract validation errors when lodging your VET activity data. Your Contract Manager can assist in identifying the cause to help you keep your reporting on track.

5. Compliance Monitoring and Data Analysis

Your Contract Manager also monitors compliance and analyses data to assess your adherence to contractual requirements. For instance, if there's an unexpected increase in your payments above your average claims, they will reach out to understand what has caused the change.

Staying Connected

Your success as a SAS is important to us, and your Contract Manager is here to help you navigate your requirements with confidence.

You can reach your Contract Manager via email at **contractmanagement@desbt.qld.gov.au**. If they are unavailable, one of their colleagues will step in to assist you, ensuring you receive timely support.

Contract Manager team member of the month

With over eight years of experience across RTOs and government — and a former career in events and marketing — Will Holmes has joined the team as a Contract Manager.

He is valued for his clear communication, critical thinking, and knack for bringing people together to achieve shared goals.

Outside of work, Will keeps active at the gym and enjoys spending time in nature, whether hiking or exploring new places. He also plays guitar and DJs, combining his creativity with his love for rhythm and energy. Naturally curious, he's always looking to learn new things and challenge himself both physically and mentally.

Will is excited to be part of the team and looks forward to contributing to the growth and success of Queensland's vocational education and training sector.

This spotlight highlights the importance of adhering to Clause 30 of your SAS Agreement, which requires prior written consent of the Department before undertaking a change in control. These changes include but are not limited to assigning or novating your interest in the SAS Agreement; altering the control or structure of your organisation; or modifying key personnel or directors.

The Department conducted extensive due diligence on each supplier when entering into the SAS Agreement, considering business structure, delivery model, key personnel, directors and shareholders, trading history, references and relevant experience. Any changes to your RTO could affect the validity or relevance of the information relied upon by the Department when entering into your Agreement.

To make requesting consent easy, the Department has 'Request for consent to a change in control' forms available for your completion. While these forms will soon be made available on the Department's website, they can currently be obtained by contacting your Contract Manager at **contractmanagement@desbt.qld.gov.au**.

Spotlight on policy

Refund Requirements under the Skills Assure Supplier Policy 2025-2028

The **SAS Policy 2025–2028**, effective from 1 July 2025, sets out clear refund requirements to ensure fairness and transparency for students, employers, and other stakeholders. These requirements apply to all SAS delivering subsidised training.

As outlined under Performance Standard 1, you must have a refund policy that complies with the 2025 Standards for Registered Training Organisations and the SAS Agreement. The policy must guarantee a full refund of co-contribution fees if training has not commenced at the time of enrolment cancellation. If a student withdraws from a unit of competency or module after training has commenced, you must provide a proportionate refund for the portion of training not delivered. Additionally, employers or industry stakeholders who have paid charges beyond the co-contribution fee are entitled to refunds for any undelivered training or services.

Transparency is a key requirement of the refund policy. You must communicate the policy to students (and employers, parents, or guardians, if applicable) before enrolment. Evidence

must also be retained to confirm that students have been informed of your refund policy. Furthermore, you are prohibited from refunding or waiving co-contribution fees as a means of incentivising enrolments unless explicitly approved by the Department.

The Department will monitor providers to ensure compliance with refund requirements. Non-compliance will constitute a breach of your SAS Agreement.

For more information, refer to the Skills Assure Supplier Policy 2025–2028 and associated documents, including the SAS Agreement and Evidence Requirements.

Importance of accurate program names in marketing

As a SAS, your marketing and promotional materials play a critical role in communicating your training offerings to students, employers and the broader community. However, it is essential to ensure that all references to Queensland Government-funded programs are accurate, consistent and compliant with your agreement and the Department's policies.

Why accurate program names matter

Using the correct program names in your marketing materials is not just a matter of professionalism, it is a contractual obligation under your SAS Agreement. Incorrect naming of programs can lead to confusion among students, employers and stakeholders, and may result in non-compliance.

Approved program names

The Department has specified the official names for each program under the Skills Assure Supplier Agreement. These include:

- **Career Start**

- **Career Boost**

- **VET in Schools**

- **School-based Apprenticeships and Traineeships**

When referencing these program names in your marketing materials, always use the exact names as listed above or as specified in your agreement or Departmental policies. Avoid abbreviations, alternative names, or any modifications that could mislead or confuse your audience.

For further information on your publicity and marketing obligations, refer to clause 15 of your SAS Agreement and the Responsible Marketing Practices in section 7 of the Skills Assure Supplier Policy 2025–2028.

2024/25 Financial year reporting

Contract Management has now finalised the final payment for the 2024/25 financial year (FY) under your Queensland VET Investment SAS agreement (agreement with QS prefix). As a result, the 2024/25 FY is now officially closed for payments.

From September 2025, payments under your agreements will follow the updated scheduled outlined below:

- For agreements with a **QS prefix**, you will revert to receiving **one (1) payment** per month.

- For agreements with a **PS prefix**, you will continue to receive **two (2) payments** per month until October 2025.

	Sep 2025		Oct 2025		Nov 2025	
	24/25	25/26	24/25	25/26	24/25	25/26
QS		✓		✓		✓
PS	✓	✓	✓	✓		✓

As you may have already noticed this month, there is a short gap between receiving notifications for the 2024/25 FY and 2025/26 FY payments under your PS agreement. Please keep this in mind before contacting your Contract Manager regarding perceived underpayments.

To confirm which financial year a payment relates to, refer to the financial year displayed on the payment reports. These reports are emailed to you after each payment is processed.

If you have any questions or require further clarification, please do not hesitate to reach out to your Contract Manager.

Automatic Claim Approved Payments (Claim Summary)

Number: QS123456
RFO 2025-2028 Career Start and Boost Programs (General Training)
Submission: 222   Start: 06/08/2025 12:18:39   End: 14/08/2025 16:58:06

2025-26 Financial Year
VARS ID: 11111

Student Summary

Training Schedule No.	Training Catalogue Item No.	Course/Training Package Code	Course/Training Package Description			TS Value
014	22785	SIT30622	Certificate III in Hospitality	Priority N/A Comps 15		-

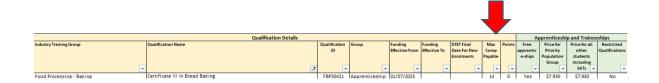| Client ID	Name	Student Comp	Paid Other Contract/TS Comp	Value	Paid This Contract/TS Comp	Value	Total Paid Comp	Value	Pending Payment This Contract Other TS Comp	Value	Validated Claim Comp	Value	Student Approved Comp	Value	Approved Payment This Submission Comp	Value	Remain Comp

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Understanding Competency Count and Payment Processes for Career Start and Career Boost Programs

The Department does not pre-pay for the provision of training and assessment services under the **Career Start** and **Career Boost** programs. Instead, payments are made in arrears at a unit of competency level, but only for units that have been resulted.

For each qualification or skill set, the Department specifies the **maximum number of payable units of competency or points** on the **Queensland Subsidised Training List**.

For example, the maximum units of competency payable for Certificate III in Bread Baking (FBP30421) is 14, as shown in the image below.

	Qualification Details									Apprenticeship and Traineeships			
Industry Training Group	Qualification Name		Qualification ID	Group	Funding Effective From	Funding Effective To	DTET Final Date For New Enrolments	Max Comp Payable	Points	Free apprentic e-ships	Price for Priority Population Group	Price for all other students including SATs	Restricted Qualifications
Food Processing - Baking	Certificate III in Bread Baking		FBP30421	Apprenticeship	01/07/2025			14	0	Yes	$7,930	$7,930	No

Managing Subsidised Claims within the Competency Count

As outlined in the **SAS Policy 2025–2028**, the Department will not pay for training and assessment services provided to a student that exceed the maximum competency or point count for a qualification or skill set. This applies regardless of whether the training or assessment was delivered by you or another RTO.

To manage this limit, the Department uses a **competency/point count** control mechanism. This ensures that claims for subsidised training remain within the allowable funding limits for each qualification or skill set.

Outcome Identifier - National	Description	Payable	Maximum Payment	Included in Competency Count	Hierarchy in Competency Count
20	Competency Achieved/Pass	Yes	100%	Yes	4
30	Competency Not Achieved/Fail	Yes	100%	No	N/A
40	Withdrawn	Yes	50%	No	N/A
51	Recognition of Prior Learning - Granted	Yes	100%	Yes	3
65	Gap Training	Yes	5%	Yes	2
60	Credit Transfer	No	0%	Yes	1
85	Not Yet Started	No	0%	No	N/A
70	Continuing Activity	No	0%	No	N/A

How the Payment System Applies Competency/Point Count

When processing claims, the Department's payment system begins by prioritising competencies or points based on their **hierarchy ranking**, with higher-ranked units being processed first. After applying the hierarchy, the system then organises the units by their **Activity End Date**, which reflects when the training and/or assessment for each unit was completed. This step is crucial because, in cases where multiple units have the same hierarchy ranking, the system uses the completion timeline to decide which unit to pay for.

If the reported competencies exceed the allowable funding count, the system identifies these "over-the-count" units and marks them with an asterisk (*) in the Claim Results report.

Name: **SMITH,ANNE**					Client ID: **C0055031111**		Student Available Competency Count:	**5**
Module No.	Start Date	End Date	Delivery	Outcome	Postcode		Calculated Claim	
CHCCCS015	22/07/2025	03/08/2025	NYN-E	20	4000	Payment (S1)	$258.46	
CHCCOM005	22/07/2025	03/08/2025	NYN-E	20	4000	Payment (S1)	$258.46	
CHCDIS002	22/07/2025	03/08/2025	NYN-E	20	4000	Payment (S1)	$258.46	
CHCDIS003	22/07/2025	03/08/2025	NYN-E	20	4000	Payment (S1)	$258.46	
CHCDIS004	22/07/2025	03/08/2025	NYN-E	20	4000	Payment (S1)	$258.46	
HLTAAP001	22/07/2025	22/08/2025	NYN-E	20	4000	Payment (S1)	$258.46*	
HLTWHS002	22/07/2025	22/08/2025	NYN-E	20	4000	Payment (S1)	$258.46*	
CHCCCS023	22/07/2025	22/08/2025	NYN-E	20	4000	Payment (S1)	$258.46*	
CHCDIS007	22/07/2025	22/08/2025	NYN-E	20	4000	Payment (S1)	$258.46*	
						Validated Claim Count/Value:	9	**2,326.14**
						Student Approved Count/Value:	5	1,292.30
						Approved Count/Value:	5	**1,292.30**
						Student Paid:	5	1,292.30
						Student Payable	0	-

* Identifies the competencies exceeding the count and not funded. + Identifies the competencies payable and not counted.
~ Amount calculated due to previously paid 40 outcome.
! Identifies the competencies exceeding the count and not funded – amount calculated due to previously paid 40 outcome

This makes it clear which units are not funded due to exceeding the cap. When multiple units have equal standing in the hierarchy, the Activity End Date is used as the deciding factor to ensure a fair and logical approach to processing claims. This method ensures that funding is distributed consistently and transparently, adhering to the rules and limits of the funding program.

Restarting the Competency/Point Count

The competency/point count restarts in the following situations:

- **Qualification Changes:** When a student's qualification changes, including when the qualification is superseded.

- **Change of RTO:** When a student transfers to a new RTO.

- **New Registration Number:** When a new registration number is generated for an apprentice or trainee for their training contract.

Reporting Unnecessary Credit Transfers

Reporting unnecessary credit transfers can impact the competency count and result in non-payment for remaining competencies. Credit transfers should **not** be reported in the following situations:

- The student is continuing training from a previous calendar year or financial year with your RTO, in the same qualification, and there have been no changes to their registration number (for apprentices and trainees).

- You claimed training for the student under another agreement number.

- The student changed their name.

- The student commenced training with your RTO, transferred to another RTO, and has now returned to you. In this case, only report credit transfers for training completed at another RTO (the count restarts each time the student changes RTOs).

Unnecessary credit transfers can exhaust the competency count, leaving no funding available for remaining competencies yet to be completed.

Error of the month

This month we are going to breakdown contract error **34002 – Withdrawn with no "Hours Attended" reported**.

As detailed in **Appendix 2: Reporting Requirements** of the **SAS Policy 2025–2028**, the actual hours of training and assessment delivered must be reported where the student has engaged in the learning activity and has withdrawn from the unit of competency prior to completion.

This error will occur when a *Withdrawn/Discontinued (40) Outcome Identifier* has been submitted but the *Hours Attended* field in your VET activity data is blank.

The *Hours Attended* you report must align with the student's training records and meet the requirements of the Skills Assure Supplier Evidence Requirements.

Past Editions

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