

# 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 23 – November 2013

### TOPICS

#### USER CHOICE

1. Fee-free Year 12 Graduates
2. School-based Apprenticeship and Traineeship (SAT) – Paid Work Requirements and Completion
3. Supplier Responsibility
4. Errors – new validation for User Choice
5. Errors explained – on the move
6. Declaration Arrangements for Superseded Apprenticeships and Traineeships

#### CERTIFICATE 3 GUARANTEE

7. Training Compliance Unit (TCU) – Certificate 3 Guarantee – Audits
8. Marketing Guidelines
9. Jobs Services Australia – referral process
10. Apprentice Information Self Service (AISS)
11. Reporting of Student Contribution Fees
12. Contacting Contract Management and Performance Unit

**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.**

### FEE-FREE YEAR 12 GRADUATES <sup>(1)</sup>

From 1 January 2014, Year 12 graduates will be able to access fee-free training as part of the Queensland Government's *Great skills. Real opportunities* action plan. The fee-free training will be available for Year 12 graduates for training in high priority qualifications identified by the Queensland Government and industry

groups, through a range of certificate level III vocational education and training courses, as well as apprenticeships and traineeships.

High priority qualifications will develop the skills most needed by employers and the Queensland economy, and are based on skill demand, advice from industry, and whether the qualification will lead to employment. The list of high priority qualifications is online at [www.training.qld.gov.au/information/investing-in-skills/fee-free/index.html](http://www.training.qld.gov.au/information/investing-in-skills/fee-free/index.html).

The Year 12 Graduate Fee-Free training strategy is for those individuals that:

- have completed Year 12 in Queensland and hold a Senior Statement issued by the Queensland Studies Authority
- enrol and start training with an approved training provider within 12 months of completing Year 12 (that is, by the end of the calendar year following completion of Year 12)
- are a Queensland resident.

As students who meet the requirements of a Year 12 Graduate are not required to contribute to the cost of their training the Queensland Government will provide additional contributions to Registered Training Organisations.

Further details of the Year 12 Graduate Fee-Free training strategy are available on the Department of Education, Training and Employment's website at [www.training.qld.gov.au/information/investing-in-skills/fee-free/index.html](http://www.training.qld.gov.au/information/investing-in-skills/fee-free/index.html). Full policy conditions and pricing arrangements will be available late November 2013 on the Certificate 3 Guarantee website [www.training.qld.gov.au/information/investing-in-skills/certificate3/training-provider.html](http://www.training.qld.gov.au/information/investing-in-skills/certificate3/training-provider.html) and the User Choice Program website at [www.training.qld.gov.au/training-organisations/user-choice/index.html](http://www.training.qld.gov.au/training-organisations/user-choice/index.html).

To offer fee-free training to Year 12 Graduates your organisation must have:

- the appropriate scope of registration in the relevant high priority qualifications identified above; and



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- the relevant high priority qualifications listed on your existing User Choice PQS and/or Certificate 3 Guarantee Delivery Schedule/s (ie QS or PS Delivery Schedule)

If you do hold the relevant scope of registration, but the qualification is not listed on your Delivery Schedule you may seek a variation to your existing Delivery Schedule to add the relevant qualification/s by following the standard variation process.

To obtain further details in relation to this invitation, please contact your Contract Manager in Contract Management and Performance on email [Supplier.Management@dete.qld.gov.au](mailto:Supplier.Management@dete.qld.gov.au).

## **SCHOOL-BASED APPRENTICESHIP AND TRAINEESHIP (SAT) PAID WORK REQUIREMENTS AND COMPLETION <sup>(2)</sup>**

Stakeholders are reminded that the policy for school-based traineeships and apprenticeships which commenced or recommenced on or after 1 January 2013 requires that:

- a **minimum requirement** of 50 paid working days per 12 month period must be undertaken. A SAT can work more than the minimum requirement by working weekends, school holidays, after school shifts, etc.
- SATs in the Electrotechnology industry are required to undertake a minimum of 80 paid working days per 12 month period.
- for a school-based trainee to complete in less than 12 months they must have had a **minimum** of 50 days paid employment in the workplace.

For SATs whose training contract commenced or recommenced before 1 January 2013, the minimum paid work requirement remains at 48 days (80 days for Electrotechnology) per 12 month period.

It is unlikely that an apprenticeship would be completed before a student left school. If in exceptional circumstances this situation did arise (for example, if the apprentice had an earlier full-time training contract), a DETE officer would review the situation prior to completing the apprenticeship.

**A working day is defined as 7.6 hours (based on a 38 hour working week).**

To meet Queensland definitional requirements for a school-based apprenticeship or traineeship (SAT), a

working day is calculated as 1/5 of the equivalent full-time hours in the relevant award – in most cases, 38 ordinary hours worked over a 5 day week which equates to a 7.6 hour working day. To achieve the 50 day minimum requirement this equates to 380 hours over the 12 month period (excluding electrotechnology).

The 7.6 hours may be split over a number of days if required. (Minimum and maximum hours provided in any single day must comply with the relevant industrial award.)

### **COMPLETION FORMS**

For SAT training contracts that commenced or recommenced on or after 1 January 2013, the parties must complete and sign Form ATF-027: School-based Completion Agreement/Notice of Issue of Qualification. This form contains a declaration which the employer is required to sign, certifying that the minimum paid work requirement has been fulfilled.

For SAT training contracts which commenced or recommenced before 1 January 2013, the parties must complete and sign Form ATF-011: Completion Agreement/Notice of Issue of Qualification. This form does not contain the minimum paid work declaration.

Both forms are available from DETE's website at [www.apprenticeshipsinfo.qld.gov.au/information-resources/forms.html](http://www.apprenticeshipsinfo.qld.gov.au/information-resources/forms.html).

If Form ATF-011 has inadvertently been completed instead of Form ATF-027, DETE requires the employer to provide written confirmation that the minimum number of paid working days stated above have been completed.

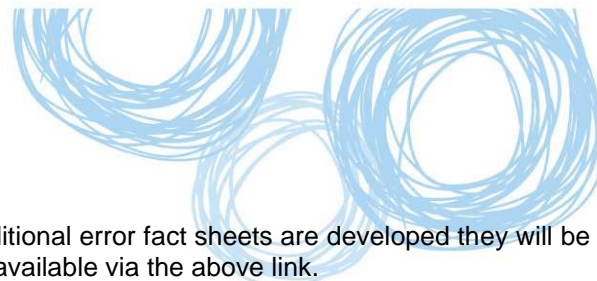
### **KEY POINTS**

- Apprenticeships and traineeships are employment-based pathways towards a qualification.
- The employment must be meaningful and allow the school-based apprentice or trainee the opportunity to gain a genuine work-based experience.
- All parties have a responsibility to ensure the integrity of the apprenticeship and traineeship system. If there is an issue notify your local DETE office via Apprenticeships Info on 1800 210 210.

**For additional information please refer to the [policy for school-based apprentices and trainees](#) or contact Apprenticeships Info on 1800 210 210 or email [opra@dete.qld.gov.au](mailto:opra@dete.qld.gov.au)**



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## SUPPLIER RESPONSIBILITY <sup>(3)</sup> . . .

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 and then by submitting a variation request through Variations On Line (VOL) to either remove or add a 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 will 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...NEW VALIDATION FOR USER CHOICE <sup>(4)</sup>

From 1 January 2014 a new validation Error 34002 – withdrawn with no "Hours Attended" reported will be introduced to User Choice.

You will receive this error if you report a "40" withdrawn/discontinued with participation outcome identifier and do not report the "Hours Attended".

An error fact sheet explaining this error can be located at:

<http://www.training.qld.gov.au/training-organisations/user-choice/documents-2010-2015.html>

## ERRORS EXPLAINED . . . on the move <sup>(5)</sup>

Error fact sheets are now available on the Department's website to increase Supplier's knowledge, reduce the number of errors received, and maximise payments under your agreements. They can be located at:

<http://www.training.qld.gov.au/training-organisations/user-choice/documents-2010-2015.html>

Before seeking advice or information about errors and rectifications, the Department encourages you to read these fact sheets in conjunction with your organisation's agreement and policy.

As additional error fact sheets are developed they will be made available via the above link.

If you are still unable to resolve your query then please email the Unit's general email account on [supplier.management@dete.qld.gov.au](mailto:supplier.management@dete.qld.gov.au)

## DECLARATIONS <sup>(6)</sup>

The following qualifications have been approved for User Choice funding:

### MEM05 – Metal and Engineering Training Package

Qualification	Code	Priority
Certificate III in Watch and Clock Service and Repair	MEM31010	1

**Note 1:** *MEM30205 is a current qualification with Watchmaking as one of the occupational outcomes. The MEM05 Training Package contains a new qualification MEM31010 Certificate III in Watch and Clock Service and Repair that will now replace the existing MEM30205. A no new enrolment date will be applied to ensure that funding ceases in MEM30205 as soon as possible.*

**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. 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.

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## CERTIFICATE 3 GUARANTEE PROGRAM

### TRAINING COMPLIANCE UNIT (TCU) <sup>(7)</sup>

#### CERTIFICATE 3 GUARANTEE – AUDITS

Following the commencement of the Certificate 3 Guarantee Funding Program, TCU will begin conducting compliance audits of Pre-Qualified Suppliers (PQS) in December 2013.

Audits of this program will determine compliance with the Certificate 3 Guarantee PQS Agreement and the validation, sufficiency and accuracy of evidence to support funding payments received from the Department.

Compliance audits scheduled to commence in December 2013 will be TCUs first under this new Funding Program. The Audit Unit is currently in the process of developing an evidence guide which will be made available for use by Suppliers as soon as possible. In the interim, holders of a PQS Agreement will be expected to provide all evidence which could reasonably be expected to confirm compliance.

A matter of high significance at audit will be the retention of evidence to support each student's eligibility for participation in the Certificate 3 Guarantee Program. Auditors will expect to see documented evidence the Supplier has assessed prospective student eligibility and retained evidence to support its decisions.

At audit, the audit team will also focus on, but not be limited to, records pertaining to the Supplier's processes and documentation relating to its compliance with the Certificate 3 Guarantee PQS Agreement. This will include:

- analysis of evidence of student participation,
- assessment evidence,
- information provided to students, training and assessment plans,
- conflict of interest and
- inducements.

Holders of a User Choice PQS Agreement will note the similarities in the types of evidence to be retained and submitted at audit.

In conducting Certificate 3 Guarantee compliance audits, TCU also considers the integrity of processes applied by the Supplier in its delivery of funded services.

To ensure compliance with the Certificate 3 Guarantee PQS Agreement, Suppliers should review the following:

- Vocational Education and Training (VET) Pre-qualified Supplier (PQS) Agreement and
  - Certificate 3 Guarantee Program Policy 2013/14
- Suppliers should ensure that you have prepared all necessary evidence and make it available at the time of audit.

Information provided to Suppliers by TCU is intended to achieve our shared aims of quality outcomes for VET stakeholders in Queensland.

#### Marketing Guidelines <sup>(8)</sup>

Suppliers are reminded the Certificate 3 Guarantee marketing guidelines are now available and can be found at

<http://www.training.qld.gov.au/information/investing-in-skills/certificate3/training-provider.html>

The Certificate 3 Guarantee marketing guideline will help Pre-qualified Suppliers correctly promote their affiliation with the Queensland Government Certificate 3 Guarantee Program on websites, advertising and other marketing communication.

The guideline must be read in conjunction with the Certificate 3 Guarantee Program Policy, Certificate 3 Guarantee Pre-qualified Supplier Policy and Vocational Education and Training (VET) Pre-qualified Supplier Agreement.

Enquiries about the guideline should be directed to the Training Queensland Customer Service Centre on 1300 369 935 or email [training@dete.qld.gov.au](mailto:training@dete.qld.gov.au).

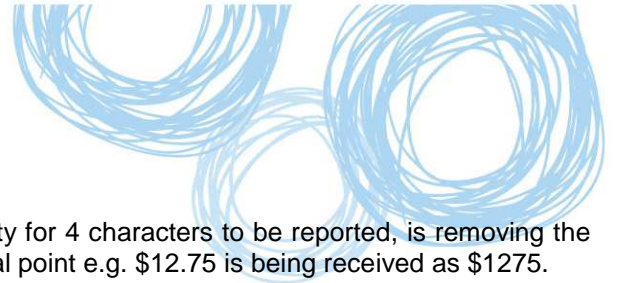
#### Jobs Services Australia (JSA) Provider job seeker referral process <sup>(9)</sup>

As per the Queensland Government Certificate 3 Guarantee Program Policy 2013-2014, section 3.5.3 "Concessional Participants", when a Commonwealth Government agency (e.g. Jobs Services Australia Provider) is using Australian Government funding to pay student fees on behalf of the Participant, then no concessions are to apply. That is, the Government subsidy payable is as for a Non-Concessional Participant.

The Australian Government Department of Employment has recently reminded Job Services Australia (JSA) Providers of this requirement. In addition, they have also communicated to JSAs a new process for the referral of job seekers to Queensland Government Subsidised training that is effective immediately.



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This process requires that when accessing a Government subsidised Certificate 3 Guarantee training place in Queensland, a JSA needs to complete the "Queensland Government Subsidised Training Place Job Seeker Referral Form". JSAs cannot refer a job seeker to a Government subsidised training place in Queensland without the referral form

JSAs will also need to talk to providers prior to referring a job seeker to a Queensland Government subsidised training course to discuss the information required in order to complete the referral form.

### Apprentice Information Self Service (AISS) <sup>(10)</sup>

To assist PQS determine if a prospective student has previously attained a Certificate III or higher level qualification, or is currently enrolled in an Apprenticeship or Traineeship, the Department has improved its Apprentice Information Self Service (AISS) system.

PQS **must** use this database as one form of checking a participant's eligibility to participate in the program.

Please be advised that the Department is accessing logs showing user activity in AISS. In the course of reviewing user activity where the Department confirms that a provider has:

- (1) **accessed** student information via AISS that indicates that a participant is ineligible for training but accepts this student anyway; or
- (2) **not accessed** student information available via AISS which indicates that a participant is ineligible but accepts the student anyway;

Then the PQS **will not be entitled for payment for that student.**

### Reporting of Student Contribution Fees <sup>(11)</sup>

Section 3.4 - Reporting and Payment, of the Certificate 3 Guarantee Program Policy 2013-2014 provides information about AVETMISS reporting requirements including the reporting of the Student Contribution Fee.

Section 3.4.2 (h) indicates that for each Participant, the PQS must submit electronic data that provides the amount of Student Contribution Fees collected per Unit of Competency.

It has come to the Department's attention that in some cases, AVETMISS software systems are either rounding these values to the nearest dollar, or as there is only

capacity for 4 characters to be reported, is removing the decimal point e.g. \$12.75 is being received as \$1275.

In order to alleviate this issue, please report the Student Contribution Fees collected per Unit of Competency by rounding to the nearest dollar amount with no decimal point or cents. For example, **if the competency charge is \$12.75 please enter 13 only.**

Enquiries regarding this issue should be directed to the Contract Management and Performance Unit at:

Email: [supplier.management@dete.qld.gov.au](mailto:supplier.management@dete.qld.gov.au)  
Tel: (07) 3405 3715

### CONTACTING CONTRACT MANAGEMENT AND PERFORMANCE UNIT (CM&P) <sup>(12)</sup>

CM&P is your primary contact regarding information about your **executed** Agreement including payment, variation requests and any other agreement related issues. Before seeking advice or information from CM&P regarding any programs your organisation is funded for by the Department, you are encouraged to read the policy 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](mailto: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](mailto:supplier.management@dete.qld.gov.au)  
Tel: (07) 3405 3715.

### LAST WORD

*Definition of inflation: that's the state of feeling bloated after eating very little*

P K Shaw



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