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 45 – September 2015

NOTE: Throughout the Newsletter Pre-qualified Suppliers (PQS) 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.

GENERAL

GUIDE TO PROVIDING INDUSTRY SUPPORT [1] NEW

The Pre-qualified Supplier Fact Sheet – Guide to providing industry support for variation requests has recently been updated. Please take the time to review the updated Fact Sheet which can be found at http://www.training.qld.gov.au/resources/training-organisations/pdf/pqs-guideline-industry-support.pdf

The most significant changes to the variation process are:-

- The requirement to obtain industry support from the relevant industry advisory body;
- Original letters are now required to be submitted, and
- The original letters of support, both industry and employer must be no more than 6 months old and must be sent to the Department.

Scanned versions of the letters of support are to be supplied when lodging the variation request online through Variations on Line (VOL), however variations will not be processed until the original letters have been received and reviewed.

Any new variations submitted on or after 17 September, 2015 must comply with these new requirements.

Please remember that you must not commence training in a new qualification until such time as it has been approved. Any training that commences prior to the approval will not receive payment.

APPLICATIONS OPEN FOR QUEENSLAND OVERSEAS FOUNDATION 2016 SCHOLARSHIP PROGRAM [2]

Each year, the Queensland Overseas Foundation offer scholarships to high achieving vocational education and training graduates (Certificate III and above). Worth up to $7,500 each, the scholarships enable recipients to travel and work overseas in their vocation for up to two years.

Applications close 31 October 2015. Visit www.qof.org.au to complete the online application form.

JOBS QUEENSLAND LEGISLATION INTRODUCED TO PARLIAMENT (3) NEW

The Queensland Government has introduced the Jobs Queensland Bill to State Parliament to establish an independent authority to provide strategic industry advice to government on skills demand and long term workforce planning.

Jobs Queensland is part of the government's Working Queensland agenda to support jobs creation and make the vocational education and training sector (VET) in Queensland the strongest and most productive in the nation.

The establishment of Jobs Queensland is a critical step in ensuring industry has an independent voice to help prioritise government's investment in VET to underpin effective skills development and sustainable economic growth.

It will be led by an independent board with a mix of skills, experience and capabilities to provide the best possible advice to government.

Members will be drawn from industry leaders, employer and employee representatives, and individuals with expert or specialist skills to help meet its functions.

It is proposed that Jobs Queensland will commence operations in January 2016, subject to the passage of the legislation.

For information on Jobs Queensland, visit www.training.qld.gov.au/jobsqueensland

QUEENSLAND TRAINING AWARDS – STARS SHINE (4)

The best and brightest in training in Queensland were celebrated this month, with winners of the 54th Queensland Training Awards announced at a gala state final event on Friday 11 September.

More than 800 guests attended the State Final Presentation Dinner at the Royal International Convention Centre, Brisbane — applauding the outstanding achievements of 63 state finalists, including two dual-finalists, all vying for state best honours.

Winners were announced across 11 award categories, recognising high-achieving apprentices, trainees, students, teachers and trainers, employers and training providers.

The winner's list showcases excellence and innovation across a range of industries and professions, from electro-technology to nursing, community welfare and hairdressing.

This year's winners are:
- Harry Hauenschild Apprentice of the Year – Aaron Lobley, TAFE Queensland North
- Bob Marshman Trainee of the Year – Ariel Muntelwit, Evocca Workplace Training
- Vocational Student of the Year – Nicola Lang, TAFE Queensland South West
- Aboriginal and Torres Strait Islander Student of the Year – Kieran Chilcott, TAFE Queensland Gold Coast
- School-based Apprentice or Trainee of the Year – Daniel O'Brien, Stanborough Wemyss Contracting
- VET Teacher or Trainer of the Year – Sharan Berry, TAFE Queensland East Coast
- Large Training Provider of the Year – TAFE Queensland
- Small Training Provider of the Year – Club Training Australia
- Employer of the Year – Hyne Timber
- Small Employer of the Year – Hy-Performance Fluid Power
- Premier's Industry Collaboration Award – Project Booyah, a Queensland Police Service-coordinated initiative supporting at risk youth, supported by various organisations, including TAFE Queensland.

Special mention also to state finalists in the Small and Large Training Provider of the Year categories rounding out the state's 'top three' — CHARLTON BROWN, St Columban's College, Blue Dog Training and Careers Australia.

Congratulations to all other training providers with finalists in this year's awards, including Axial Training, Axiom College, Bundaberg State High School, CQ University, Current Training (Qld), Designer Life, Evocca College, Frankyln Scholar, Imagine Education Australia, Kool Kids Training College, Leadership Management Australia, McDonald's Australia, Novaskill, TAFE Queensland SkillsTech, Toowoomba State High School, Train@CQUniversity, Transqual and Work Skills.

Queensland's 11 winners now have the opportunity to contest the Australian Training Awards in Hobart on Thursday 19 November 2015.

Read the winner's success stories on the Queensland Training Awards website, located at www.qta.qld.gov.au.

The Queensland Training Awards (QTA) encourages the promotion of these and other training success stories, so please contact the QTA team if you require imagery or content to help you spread the word about top training in Queensland.

Please direct all QTA enquiries to qldtrainingawards@dete.qld.gov.au or 1800 660 207.

QUEENSLAND SKILLS GATEWAY USER SURVEY [5]

The department is currently undertaking a user survey to gain valuable feedback on the Queensland Skills Gateway from current and potential users of the site.

PQS are encouraged to complete the survey to provide input into the future direction of the site. PQS are also encouraged to ask students and other interested stakeholders including employers to complete the survey.

The Gateway commenced in July 2014 to provide the public with information about vocational education and training courses available in Queensland, including those which attract a government subsidy. It also allows people to search registered training organisations approved to deliver government funded courses and to check their eligibility to access government subsidised training.

To complete the survey, visit www.training.qld.gov.au/skillsgateway and click on the 'Make this site work for you' link on the homepage.

SKILLING QUEENSLANDERS FOR WORK [6] NEW

On Thursday 10 September 2015, the Minister for Training and Skills announced the approval of 200 projects under Skilling Queenslanders for Work programs across the State. In total around $26.7 million is being invested to assist over 8,000 unemployed people in Queensland in this first round of projects.

A second round for Skilling Queenslanders for Work applications is now open and will be closing on 12 November 2015, for projects to commence from February 2016 onwards. Eligible organisations are encouraged to apply for funding in the upcoming round.

For more information about the Skilling Queenslanders for Work visit http://www.training.qld.gov.au/community-organisations/funded-programs/sqw

NON-COMPLIANCES FOUND AT AUDIT [7] NEW

This is the fourth in a series of articles developed by Market Quality regarding issues of non-compliance commonly found at audit. The issues addressed in this article relate to the evidence required to validate:

- AVETMISS outcome identifier 30 – Competency not achieved/fail and
- AVETMISS outcome identifier 40 - Withdrawn

AVETMISS outcome identifier 30 – Competency not achieved/fail

The supplier must retain sufficient evidence to support the student has attempted **all** forms of assessment required for the unit of competency and has been determined as 'not competent' in at least one form of assessment. The supplier must also ensure evidence has been retained to support the student has been given the number of re-assessment attempts outlined within the supplier's assessment policy.

AVETMISS outcome identifier 40 – Withdrawn

The supplier must retain sufficient evidence to validate the student has participated in some learning activity for each unit of competency where a withdrawn claim is submitted. In addition, withdrawn claims will only be validated for payment where actual hours of training and assessment delivered are reported. Evidence of having emailed training resources to a student will not be accepted at audit as evidence of student participation, nor will evidence of the student opening that email. At audit, you will be required to provide evidence of the student having accessed specific learning resources and **having engaged with them**.

An acceptable form of evidence will be a document detailing the:
- date of training, and
- location of training, and
- hours of training for that date (e.g. 2pm-5pm), and
- unit/s of competency (for holistic delivery of a group of units at one or more training sessions, the supplier is required to identify and maintain evidence of the proportion of time for each individual unit for each session) and
- trainer's name and signature, and
- student's name and signature.

For electronic delivery the supplier can provide log-on and log-off reports which include the above information (excluding student signature).

For correspondence-type delivery the supplier should maintain a record of the contacts between the student and the trainer assessor - by email or whatever mode of communication is being used. These records must include the above information, with the exception of the student's signature (if it is not possible to obtain it and there is another method of verifying the work as the student's). In addition for the **User Choice program**, the

signature of employer/workplace supervisor is also required. This requirement may be evidenced by a record of training maintained by the student to record withdrawal to undertake workbooks/training resources.

Further, withdrawn claims submitted against the **User Choice Program** will only be validated for payment where the department has acknowledged (recorded in its DELTA database) that the apprentice/trainee has either cancelled his/her training contract or training has ceased as a result of a change of supplier.

For further clarification please refer to your policy program documents, and PQS policy.

http://www.training.qld.gov.au/resources/training-organisations/pdf/pqs-policy.pdf

http://www.training.qld.gov.au/resources/training-organisations/pdf/srto-evidence-guide.pdf

http://www.training.qld.gov.au/resources/training-organisations/pdf/pqs-evidence-guide.pdf

http://www.training.qld.gov.au/resources/training-organisations/pdf/rto-uc-pqs-policy.pdf

NEW CONTRACT MANAGERS WELCOMED TO OUR TEAM [8]

Due to the addition of new Contract Managers to our team as of Monday 24 August 2015 Pre-qualified Suppliers were assigned a new Contract Manager. You will have received communication from us in the week commencing 24 August 2015 notifying you of your new Contract Manager.

If you have not received this advice and do not know who your Contract Manager is – send an email through to **supplier.management@dete.qld.gov.au**

Your relationship with your Contract Manager is key to understanding your obligations under all Agreements you hold with the Department.

Contact the unit on:
- **General enquiries:** 07 3328 6892
- **Email: supplier.management@dete.qld.gov.au**

NOTIFICATION OF CHANGE TO PQS LEGAL ENTITY [9]

You may have noticed this information has been included in the Contract Connector Newsletter repeatedly over the past few months – we encourage you to consider your legal obligations in relation to your Agreement with the Department as a priority.

All PQS approved by the Department to deliver publicly funded training and assessment services within

Queensland must obtain written consent from the Department prior to any change in legal entity and control of the PQS.

This approval includes changes to key personnel of the PQS. Key personnel can include, but is not limited to, the Chief Executive Officer (CEO), the Managing Director, Director, Manager or shareholders

Notification of a Change to a Pre-qualified Supplier's Legal Entity Factsheet is now available to assist PQS to provide all paperwork pertaining to a change in legal entity and control. The link is available from http://training.qld.gov.au/resources/training-organisations/pdf/pqs-change-legal-entity-fact-sheet.pdf

Failure to notify the Department of your intention WILL result in funds being withheld until the Department provides consent or otherwise to the change in legal entity and control.

PQS need to submit the required information by email to Contract Management and Performance at supplier.management@dete.qld.gov.au

BREACH NOTICES FOR PQS AGREEMENTS [10]

Breach Notices are being issued to PQS when there is evidence that the terms of the VET Pre-qualified Supplier Agreement, are not being adhered to.

Breach Notices are issued for a variety of reasons including, but not limited to:
- third party advertising
- advertising free training
- false and misleading advertising; and
- offering inducements.
- eligibility
- responding to directives

This month the Department has issued **ten (10) Breach Notices**.
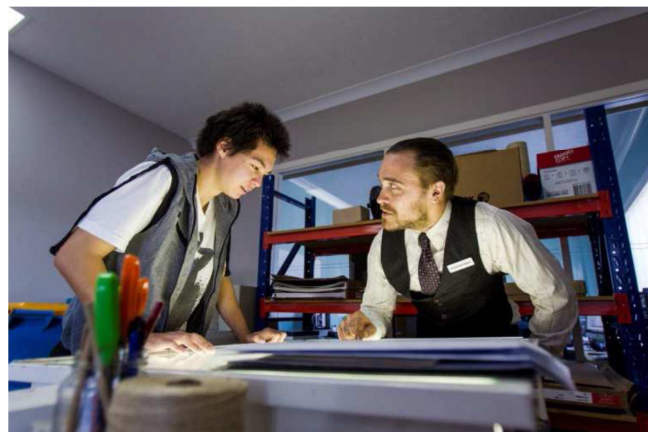
CLAUSE 4 – PERFORMANCE MONITORING AND EVALUATION [11]

You are encouraged to work with all members of your organisation to highlight awareness of the following clause in the PQS Policy which states that:

"Should the department terminate the PQS Agreement as a result of an Event of Default (as defined in the PQS Agreement), the department may impose an exclusion period of up to two years on the RTO.

The exclusion period may also extend to any individuals or organisations associated with the RTO including anyone who has served as a director, executive, manager or shareholder of the RTO or the RTO's shareholders ("associated individual or organisation"). This means an associated individual or organisation cannot be associated with another RTO entity seeking PQS status until the exclusion period has expired."

QUEENSLAND CERTIFICATE OF EDUCATION (QCE'S) [12]

The end of year issue of Queensland Certificates of Education (QCEs) is approaching and the Data Management Team would like to remind Suppliers that the cut-off date for reporting data relating to school students for inclusion on the QCE is **26 November 2015**.

Please contact the Data Management Team via stac@dete.qld.gov.au or (07) 3513 6899 for further information.

VET INVESTMENT PLAN PROGRAMS – OPEN FOR FUNDING APPLICATIONS [13]

Trade Skills Assessment and Gap Training [a]
As part of the Queensland Government's 2015–16 Annual VET Investment Plan, User Choice Pre-qualified Suppliers can now apply for funding under the Trade Skills Assessment and Gap Training program.

Funding offered through the Trade Skills Assessment and Gap Training program is open to eligible RTOs to help people gain their trade qualification by having their existing trade-related skills and experience recognised. Applications may be submitted at any time between 1 July 2015 and 5pm 31 March 2016.

Funding applications are now also open under the Industry Pre-apprenticeship Program which enables industry organisations and other eligible organisations to invest in innovative pre-apprenticeship training, with an aim to minimise current and potential trade skills shortages and support individual career advancement.

Building and construction apprenticeship opportunities increased [b]
Recent changes to the Queensland Government Building and Construction Training Policy will boost skills and create more job opportunities for apprentices and trainees on Queensland Government building and construction projects.

From 1 July 2015, the policy was extended to include public private partnerships for building projects over $500,000 and civil construction projects over $3 million, as well as projects over $20 million undertaken by government-owned corporations.

For full details, visit www.training.qld.gov.au/trainingpolicy

2015-16 QUEENSLAND VET INVESTMENT PLAN

QUEENSLAND TRAINING SUBSIDIES LIST [14]

The 2015 – 2016 version of the Queensland Training Subsidies List is Version 4 and is effective from 18 September 2015.

Restrictions on Qualifications:

It is the responsibility of the PQS to ensure it adheres to the qualification restrictions stipulated under the Queensland Training Subsidies List. For example:

CPC40110 – Certificate IV in Building and Construction (Building) students must already hold a trade qualification (Certificate III) in the Construction industry.

CHC42112 Certificate IV in Career Development
Students must be existing workers in the Community Services and Health industry

BSB40407 – Certificate IV in Small Business Management students must be the owner, manager or employee of a small business in Queensland. Final date for enrolments for this qualification is 24 March 2016

Evidence of student eligibility will be required by audit.

UbiDuo KEYBOARDS AVAILABLE FROM SKILLS DISABILITY SUPPORT [15]

UbiDuo is a dual keyboard communication system that allows for instant messaging between the keyboards. It can enhance face to face communication for people who are deaf or hard of hearing, and complements the use of interpreters or reading lips.

UbiDuo utilises its own wireless network, so internet access is not required. It is lightweight, portable, and can run off its own rechargeable battery, so it can be used anywhere. Font size, screen brightness and contrast can be adjusted to suit the individual user. UbiDuo can be used in a variety of configurations: two keyboards joined together for direct communication; two keyboards detached for use at a distance such as in a classroom between the learner and teacher; and up to four keyboards linked together for group discussions.

Contact   SkillsDisabilitySupport@dete.qld.gov.au   to borrow UbiDuo keyboards for your eligible learners. For more information about Skills Disability Support visit www.training.qld.gov.au/sds.

TRAINING AND EMPLOYMENT SURVEY [16]

The next Training and Employment Survey Report is due 14 October 2015.

Training completed or discontinued from 1 April to 30 June is due to be reported on **14 October 2015**.

The Training and Employment Survey template can be accessed from the Certificate 3 Guarantee page on the department's website.

Training and Employment Survey Reporting Periods:

Quarter to be reported on (completions/ Cancellations)	Timeframe after completing training to survey participants	Date survey to be submitted to Department:
1 April to 30 June 2015	1 July to 30 September 2015	14 October 2015
1 July to 30 September 2015	1 October to 31 December 2015	14 January 2016
1 October to 31 December 2015	1 January to 31 March 2016	14 April 2016
1 January to 31 March 2016	1 April to 30 June 2016	14 July 2016
1 April to 30 June 2015	1 July to 30 September 2016	14 October 2016

2010-16 USER CHOICE PROGRAM

COMMON ISSUES OF NON-COMPLIANCE – EMPLOYER RESOURCE ASSESSMENTS (ERA'S) [17]

This is the third in a series of articles developed by Market Quality regarding issues of non-compliance commonly found at audit. In this edition we are addressing the evidence provided in the employer resource assessment.

The User Choice 2010–16 policy states the SRTO is required to assess the employment arrangements to ensure compliance with the *Further Education and Training Act 2014* (FET Act).

"User Choice funding is only available when all arrangements, particularly employment arrangements, are consistent with the Act. The employer of an apprentice or trainee must therefore provide adequate facilities, range of work, supervision and the on-the-job training required by the Act and document this information…" – Clause 1.2 of User Choice 2010–16 Policy.

The SRTO must ensure the employer resources and supervision levels are assessed and an Employer Resource Assessment (ERA) is completed to capture all the necessary information. This requires information to be provided on:

- Apprentice/trainee to qualified persons (supervisor) ratio, and where the Supplier determines a supervisor (as the qualified person) is able to act as the supervisor for more than one apprentice or trainee the Supplier must justify this decision and record all details within the ERA.
- For <u>all</u> supervisors dealing with the trainee/apprentice, details of the supervisor's qualifications/experience must be captured.
- Scope of work and resources available and an explanation of how remaining scope/resources will be provided if a complete range/scope of work cannot be met within the existing workplace.

In addition, where host employer arrangements are in place, the SRTO must provide evidence at audit of the information supplied by the group training organisation or principal employer organisation to satisfy the supplier's ERA obligations.

The intent of the User Choice program is to provide funding for the training and assessment that supports the apprenticeship and traineeship system as defined by the FET Act. User Choice funding is only available when all arrangements, particularly employment arrangements, are consistent with the FET Act.

For further clarification please refer to your policy program documents, PQS Agreement and the FET Act 2014.

The department's current version of the ERA form can be located at the following location: www.apprenticeshipsinfo.qld.gov.au/information-resources/forms.html

PAYMENT PROCESSING DURING JULY – SEPTEMBER [18]

The Department's payment database manages data flow for a number of funded programs by recognising training activity for each financial year. Whilst you hold one Agreement, payments are processed by financial year. During the period of July to September you may receive two payments as follows:

- The first payment will be for training activity outcomes during the 2014-2015 financial, and
- The second payment will be for training activity outcomes for the current 2015-2016 financial year data.

Once the 2014-2015 financial year is closed, payments will revert to one per month.

FINALISING 2014-2015 FINANCIAL YEAR [19]

In order to maximise payment made against training delivered, PQS must ensure that all data is submitted error free within the required timeframe specified. For PQS delivering training for 2010-2016 User Choice Program, PQS have 90 days (until 30 September 2015) to submit error free data. Where errors relate to a student's Training Contract such as cancellations and amendments etc, PQS need to follow up with Apprenticeships Info on 1800 210 210.

ERROR OF THE MONTH – Reminder [20]

Error Fact Sheet No: 33020

Error Description: Training Agreement status was not active for the end date supplied for Module/Unit of Competency.

Explanation:

Payments under the User Choice program will only be made against the validated outcomes where the Provider claiming payment has provided start and end dates that fall within the Participant's Training Contract.

Rectification Action:

The Provider is to check that the start dates and end dates of training being reported are correct as per the Participant's records.

This information is also available at:
http://www.training.qld.gov.au/resources/training-organisations/pdf/error-fact-sheet-33020.pdf