

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 22 – October 2013

TOPICS

USER CHOICE

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4. Errors explained – on the move
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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.

INDUSTRY SUPPORT GUIDELINES – For Variation Requests ⁽¹⁾

The July 2013 edition of Contract Connector alerted Suppliers to an updated Industry Support Guideline resource available on the website.

Recent streamlining of Departmental Industry Engagement arrangements has necessitated this resource being updated again. This guideline is available at

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

Please ensure that you refer to this document before making variation requests.

SUPPLIER RESPONSIBILITY ⁽²⁾ . . .

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 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 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.

WHEN SRTO'S CEASE TRAINING OPERATIONS – New Procedure ⁽³⁾

Generally, a supervising registered training organisation (SRTO) is **NOT** able to withdraw from delivering training as agreed to in the training plan without the agreement of all parties to the training plan.

However, from time to time, an SRTO may exit the Vocational Education and Training (VET) sector as a result of a business decision, a change to their scope of registration, or a funding decision made by DETE that affects their ability to deliver training for particular qualifications.

In the event that an apprentice/trainees' nominated SRTO is about to cease or has ceased training



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operations, the Department has formalised a process to transition affected apprentices and trainees to a new SRTO. The SRTO is to refer to the **SRTO – Ceasing Training Operations – Policy and Procedure.**

Under this process, when an SRTO is no longer in a position to deliver training and assessment, they are required to:

- complete any eligible apprentices or trainees who are entitled to be issued with a qualification;
- inform their employers and apprentices and trainees impacted by the change and provide them assistance to identify a replacement SRTO to complete the training;
- provide the apprentice/trainee with any outstanding statement of attainments and update the training record to reflect the training undertaken, both structured and on-the-job components since the previous update, and
- meet their obligations for providing student records to Australian Skills Quality Authority (refer www.ASQA.gov.au)

Additionally if the SRTO has a Pre-qualified Supplier agreement under User Choice, they must provide written advice of their intentions to: Contract Management and Performance Unit (contact details are listed at the end of this newsletter).

The **SRTO – Ceasing Training Operations Policy and Procedure** can be located at the following: <http://training.qld.gov.au/about/vet-policies-procedures/apprenticeships-traineeships/procedures/index.html>

For all other enquiries, please contact Apprenticeships Info on 1800 210 210

ERRORS EXPLAINED . . . on the move ⁽⁴⁾

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.

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

APPRENTICESHIPS INFO - Updates to published fact sheets ⁽⁵⁾

There have been a number of changes to the published fact sheets on the Apprenticeships Info website, including merges, deletions and additions.

Visit the [Updates to apprenticeships and traineeships resources page](#) to find out what changes have been made.

In particular SRTOs should be aware of:

- Removal of ATF-002 Agreement to amend the qualification (agreement to transition) form. An SRTO can notify the Department of a change of qualification due to the previous qualification being superseded, but completing the [new section D on ATF-017 Minor amendment form.](#)
- [Bulk notification forms](#) have been merged – there is now only one for Change of qualification and one for Change of SRTO (irrespective of whether the apprentices/trainees are from a single employer or multiple employers).
- ATSR-160 Responsibilities of an SRTO – This reference has been removed. SRTOs should refer to the [training organisations section on the Training Q website.](#) A new information sheet ATIS-043 Registered Training Organisations (Supervising) has been created and provides information regarding employers, apprentices & trainees can expect from their SRTO.

For further assistance, please contact Apprenticeships Info on 1800 210 210 or via email at apprenticeshipsinfo@qld.gov.au.

TRAINING COMPLIANCE UNIT (TCU) ⁽⁶⁾

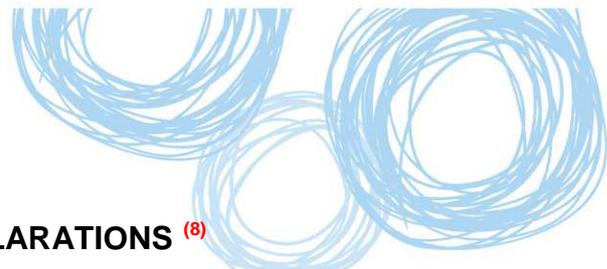
The information provided to SRTOs by TCU is intended to achieve our shared aims of quality outcomes for VET stakeholders in Queensland. Information provided in this edition will focus on the importance of preparing and providing audit evidence.

Audit evidence

A compliance audit will take up to two days. During this on-site audit activity, the SRTO will be asked to provide all available evidence to demonstrate its compliance with



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requirements of the PQS Agreement. Audit findings are based on evidence sighted during the site audit. Where the SRTO is unable to provide evidence of compliance during the site audit process, that evidence will be assumed to not exist. It is therefore critical for SRTOs to provide necessary compliance evidence during the conduct of the site visit. Upon conclusion of the site audit i.e. once the site audit activity ends, the SRTO **will not** be given an opportunity to provide further evidence to substantiate claims made prior to the audit.

At audit, the audit team will focus on, but not be limited to, records pertaining to the SRTO's processes and documentation relating to its compliance with the PQS Agreement and its legislated function as a SRTO. This will include assessment of information provided to students, implementation of fees and charges, student participation, assessment evidence, the legitimacy of employment arrangements, employer's capacity to train and supervise the apprentice/trainee and validation of AVETMISS data.

To ensure compliance with the Pre-Qualified Supplier (PQS) Agreement, the organisation should review the following documents:

- PQS Agreement,
- User Choice Policy 2010/15,
- the *Vocational Education, Training and Employment Act 2000* and
- the [Evidence Guide for Supervising Registered Training Organisations](#)

and ensure that all necessary evidence has been prepared and is available at the time of audit.

ELECTRONIC RECORDKEEPING – reminder ⁽⁷⁾

Recently some Suppliers have sought clarification with Contract Management and Performance, and the Department's Training Compliance Unit regarding the issue of Electronic Record Keeping.

Please note that the Department's position in relation to this matter is that the "Records" that a Supplier must keep, as set out in section 9.1 of the Vocational Education and Training (VET) Pre-qualified Supplier Agreement can be both digital and/or paper-based, providing there are systems in place and implemented to ensure the integrity of those records.

DECLARATIONS ⁽⁸⁾

The following qualifications have been approved for User Choice funding:

CPC08 – Construction, Plumbing and Service Training Package

Qualification	Code	Priority
Certificate III in Shopfitting	CPC31812	1
Certificate III in Joinery	CPC31912	1
Certificate III in Plumbing (Mechanical Services)	CPC32512	1

Certificate II in Plumbing	CPC32412	1
Certificate III in Gas Fitting	CPC32712	1

MEM05 – Metal and Engineering Training Package

Qualification	Code	Priority
Diploma of Engineering (Technical)	MEM50212	3

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

Policy Amendment ⁽⁹⁾

As detailed in an email to providers on 17 July 2013, and highlighted in previous issues of the Contract Connector, Section 3.2.3 of the *Certificate 3 Guarantee Program Policy 2013-2014 - Obligations of Pre-qualified Suppliers* has been amended.

This policy amendment states "It is not permissible for a Certificate 3 Guarantee Pre-qualified Supplier to publish or advertise fee free training". As per the policy, please ensure that all student contribution fees (inclusive of all essential training costs) for both concessional and non-concessional participants are published/advertised and disclosed up front to Participants.

Failure to collect and report student contributions fees will result in non-payment for training delivery reported.

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>,

Jobs Services Australia Provider job seeker referral process ⁽¹⁰⁾

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.

This process entails 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) ⁽¹¹⁾

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 modified 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 will access 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 ⁽¹²⁾

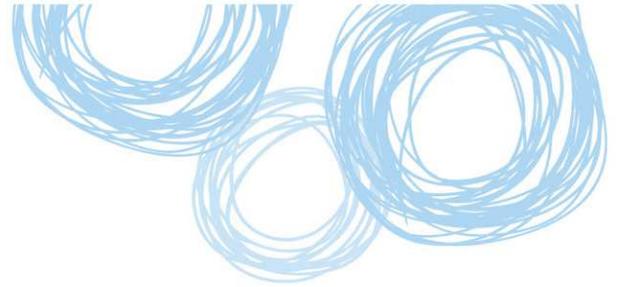
Section 3.4 - Reporting and Payment, of the Certificate 3 Guarantee Program Policy 2013-2014 provides information about AVETMISS reporting requirements including the reporting of the Student Contribution Fee.

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
Tel: (07) 3405 3715.

CONTACTING CONTRACT MANAGEMENT AND PERFORMANCE UNIT (CM&P) ⁽¹³⁾

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

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: (07) 3405 3715.

LAST WORD

The way to get things done is not to mind who gets the credit of doing them

Benjamin Jowett



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