

# 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 28 – April 2014

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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.*

### USER CHOICE

#### **SUPPLIER RESPONSIBILITY <sup>(1)</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 <sup>(a)</sup> where qualifications are either added to or removed** 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 <sup>(b)</sup>** 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.

#### **Superseding qualifications and Variations – NEW <sup>(c)</sup>**

The Department **does not automatically update a Pre-Qualified Supplier’s Delivery Schedule when a qualification is superseded or when the Pre-Qualified Supplier is no longer registered for a qualification.**

A Pre-Qualified Supplier **can only commence training in a new qualification from the date it has been approved by the Department.** Variations will not be backdated. Refer - *section 2.5 Variations in the User Choice 2010-2015 Policy.*

Where Suppliers fail to advise Contract Management and Performance to ~~update~~ update their Delivery Schedule to



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include a superseding qualification – any data submitted in relation to that delivery will not be validated, and there will be no payment. Additionally any request to backdate your administrative error will be refused.

### PURCHASING ONLINE (POL) ACCOUNTS <sup>(2)</sup>

Purchasing Online Account holders are reminded of their responsibility to retain their logon and password for access to this system. There has been a notable increase at end of month, for individuals with an account, to request a password reset in order to apply for variations.

Individuals that haven't retained their POL Account details and wait until end of month to request a password reset may experience delays in receiving their temporary password due to the volume of requests submitted at this time.

Also, variations lodged at this time may not be processed in time for data validation and payment. It is in your best interest to ensure prior to end of month, that you know your logon and password. Should you have any questions about your POL Account, please email your query to [purchasingonline@dete.qld.gov.au](mailto:purchasingonline@dete.qld.gov.au).

### MONTHLY DATA SUBMISSIONS <sup>(3)</sup>

In line with your PQS Agreement and as per 2.4.2 of the User Choice 2010-2015 Policy, please note that - "A PQS will only receive payment for a **data submission**" <sup>(4)</sup> which is error free and meets the standard Departmental validations for User Choice delivery and payment" it also states that "Payments will be made monthly".

In order for **payments to be processed in a timely manner**" by the Contract Management and Performance team, it is vital to ensure end of month AVETMISS submissions are complete, **submitted on time** and error free. You are encouraged to submit your data more frequently to achieve an error free status – but it must occur before the last working day of the month.

Suppliers are reminded (once more) they have 90 days to make a claim for training delivery from the date the competency has been achieved. **Failure to adhere to this timeframe may result in your organisation not receiving payment.**

### ARE YOU SUBSCRIBED TO SKILLS UPDATE? <sup>(4)</sup>

Pre-qualified suppliers are reminded they can subscribe to the Department's training e-newsletter **Skills update**. It is one of the best ways to keep up to date with the implementation of *Great skills Real opportunities*.

Each issue covers major announcements from the training portfolio and other updates of interest to stakeholders across the training sector. Subscribe online and view previous issues of *Skills update* at [www.training.qld.gov.au/about/news/index.html](http://www.training.qld.gov.au/about/news/index.html)

### DECLARATIONS <sup>(5)</sup>

The following qualifications have been approved for User Choice funding:

#### ICT13 – Information and Communications Technology Training Package

Qualification	Code	Priority
Certificate II in Telecommunications	ICT20213	2
Certificate II in Telecommunications Cabling *	ICT20213	1
Certificate III in Telecommunications Cabling *	ICT30213	1

\* Fee Free qualifications

#### MAR13 – Maritime Training Package

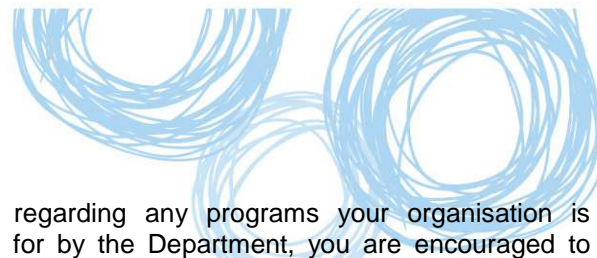
Qualification	Code	Priority
Certificate II in Maritime Operations (Marine Engine Driver Grade 3 Near Coastal)	MAR20413	2
Certificate II in Maritime Operations (Coastal Maritime Operations – Coxswain Grade 1 Near Coastal)	MAR20313	2
Certificate III in Maritime Operations (Master up to 24 metres Near Coastal)	MAR30913	2

#### HLT – Health Training Package

Qualification	Code	Priority
Certificate III in Aboriginal and/or Torres Strait Islander Primary Health Care	HLT30113	2



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### AUR12 – Automotive Industry Retail, Service and Repair Technology Training Package

Qualification	Code	Priority
Certificate II in Automotive Tyre Servicing Technology	AUR21913	2
Certificate III in Automotive Tyre Servicing Technology *	AUR30713	2

\* Fee Free qualifications

### SIS10 – Sport, Fitness and Recreation Training Package

Qualification	Code	Priority
Certificate II in Outdoor Recreation	SIS20213	3
Certificate II in Sport and Recreation	SIS20313	3
Certificate II in Sport Coaching	SIS20513	3
Certificate III in Aquatics	SIS30113	3
Certificate III in Community Activity Programs	SIS30213	3
Certificate III in Fitness	SIS30313	3
Certificate III in Outdoor Recreation	SIS30413	3
Certificate III in Sport and Recreation	SIS30513	3
Certificate III in Sport Coaching	SIS30713	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 <http://qtis.training.qld.gov.au/TrainingNews>

**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.

### CONTACTING CONTRACT MANAGEMENT AND PERFORMANCE UNIT (CM&P) <sup>(6)</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 relevant 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) 3328 6892.

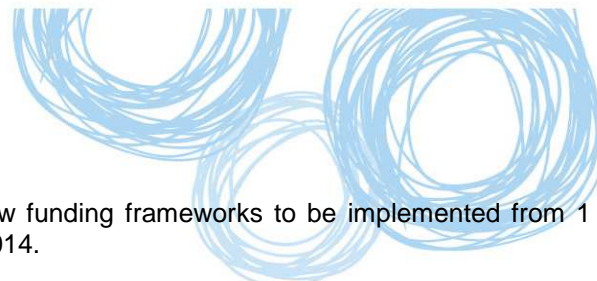
### Changes to Contract Management and Performance Telephone numbers <sup>(7)</sup>

The Department has implemented a new telephone system resulting in all contact numbers for Contract Managers being changed as of Monday 17 March 2014.

Your Contract Manager has advised you of their new contact telephone number ensuring that there is continuity of service. The "old contact number" will still be available for a period of six months from the above date.



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## CERTIFICATE 3 GUARANTEE PROGRAM

### Evidence Guide for Certificate 3 Guarantee program – Release <sup>(8)</sup>

On Friday 11 April 2014 Suppliers who currently hold a Certificate 3 Guarantee Agreement with the Department were forwarded out a copy of the newly released *Certificate 3 Guarantee Evidence Guide for Pre-qualified Suppliers*. It is effective as of **Monday 14 April 2014**.

If you require further information contact your contract manager or email:

[supplier.management@dete.qld.gov.au](mailto:supplier.management@dete.qld.gov.au)

### PQS Process – No new PQS applicants accepted from 01 April 2014 to 31 May 2014 <sup>(9)</sup>

The Department is currently undertaking a review of the Certificate 3 Guarantee policies and funding arrangements in preparation for the implementation of fully contestable funding arrangements from 1 July 2014. This means that the existing Certificate 3 Guarantee Policies and Agreements in place to 30 June 2014 will change from 1 July 2014. In addition, the Department will be introducing expanded funding opportunities that will also necessitate the introduction of new programs and policies from July 2014.

Therefore, to lessen the burden on Registered Training Organisations (RTOs) that may be considering becoming a future PQS supplier with the Department, and to ensure new policy arrangements are finalised and effectively managed into the training market, the Department will not be accepting any new applications to become pre-qualified under the Certificate 3 Guarantee for the period **1 April to 31 May 2014 only**.

RTOs will then be able to apply for PQS status from 1 June 2014 under the Department's new funding policies for delivery of training from 1 July 2014 to 30 June 2015.

If you require further information contact your contract manager or email:

[supplier.management@dete.qld.gov.au](mailto:supplier.management@dete.qld.gov.au)

### Variations to Existing PQS Agreements <sup>(10)</sup>

Similarly, variations to add new qualifications under Certificate 3 Guarantee to PQS Agreements in place with the Department prior to 1 April 2014 will not be accepted for the same period. The exception to this is when the variation relates to a superseding qualification already listed on a Pre-qualified Supplier's Certificate 3 Guarantee Delivery Schedule. Variations to PQS Agreements will be considered by the Department under

the new funding frameworks to be implemented from 1 July 2014.

### ERRORS... VALIDATION FOR CERTIFICATE 3 GUARANTEE – NEW <sup>(11)</sup>

From 1 January 2014 Contract Management and Performance introduced a new validation to Certificate 3 Guarantee Program details of which are below:-

#### 34009 – No tuition fees reported

You will receive this error if you make a claim for payment and do not report the student contribution fees as per policy requirements. Fees should be reported per Unit of Competency and rounded to the nearest dollar.

**Error fact sheets** explaining these and other errors 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 the Certificate 3 Guarantee Program 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)

### Certificate 3 Guarantee - Eligibility Reminder <sup>(12)</sup>

To be eligible to receive a Government Contribution under the Certificate 3 Guarantee Program, prospective students must meet all eligibility criteria. It is the responsibility of the Pre-Qualified Supplier (PQS) to ensure the eligibility of each prospective student prior to his/her commencement in the Program.

When each PQS received con formation of their success in obtaining PQS status, the letter contained a reference to the Apprentice Information Self Service (AISS) system. This system was developed for use by PQSs and was made available from the commencement of the Certificate 3 Guarantee Program.

Prior to audit, the Department will identify cases where a PQS has failed to access AISS, yet enrolled and trained ineligible students. A PQS in this position will be asked, at audit, to demonstrate what process/es of integrity it used to assess whether a prospective student already held or was enrolled in a certificate III or higher



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qualification. Where the PQS is unable to demonstrate the integrity of process, which lead to the training of an ineligible student, full recovery of money paid for that student will result.

Where a PQS identifies a student has undertaken a lower-level qualification it must obtain a copy of the certificate or statement of attainment so it may assess the student's eligibility for credit transfer. Any Unit of Competency available for credit transfer must be reported by the PQS as a credit transfer. Should a PQS fail to provide available credit transfer/s to a student, the Department will recover money paid for each such instance.

As stated in an earlier edition of Contract Connector, it is important to note many students undergo unfunded training with private training providers, which may not appear on AISS. Others may change name after receiving their qualification. Therefore, apart from researching and documenting outcomes from AISS, PQS are required to evidence other actions/processes undertaken to ensure prospective students do not already hold or are not already enrolled in a Certificate III or higher qualification.

### Performance Review of Investment in Warehousing Training <sup>(13)</sup>

Review of the first 6 months of the Certificate 3 Guarantee has identified issues of concern in relation to the delivery of the Certificate III in Warehousing Operations (TLI31610).

As a result, the Department has recently undertaken a performance review of investment in Warehousing training. The Department wishes to thank Pre-qualified Suppliers who were requested to, and have supplied required information as part of this review.

The outcome of the review will be communicated and actions as a result of the review will be made available to these Pre-Qualified Suppliers once completed.

### INCLUSIVE PRACTICE – Continuous Professional Learning <sup>(14)</sup>

The Certificate 3 Guarantee Policy makes reference to the provision of evidence of staff continuous professional learning on Inclusive Practice, either through completion of the Department's online learning modules or through documentation relating to the existing Inclusive Practice learning processes used (Certificate 3 Guarantee Program Policy 2013-2014 p. 10).

The Department's modules, along with overview information, are now available at no cost from: <http://www.training.qld.gov.au/training-organisations/support/inclusive-learning.html>

### Lodging Variations Electronically – Variations Online now available <sup>(15)</sup>

Variations Online (VOL) is now available to Pre-Qualified Suppliers to submit variation requests electronically for the Certificate 3 Guarantee Program.

To access VOL use your Purchasing Online ([www.training.qld.gov.au/tol](http://www.training.qld.gov.au/tol)) account and select the Variations Link on the left hand side.

Once logged in, you can create a new variation by hovering your mouse over the action icon (spanner) next to your Certificate 3 Guarantee Agreement (QS) and selecting "New Variation" on the pop up menu.

You can submit the following Variation Elements for QS Agreements:

- Add Qualification – Add qualifications from the Contestable Qualifications pricelist published on the Department's website (<http://training.qld.gov.au/resources/investing-in-skills/pdfs/contestable-qualifications.pdf>)
- Remove qualification – Request to either remove a qualification from your Delivery Schedule or request to have a Delivery End date added to qualification on the Delivery Schedule.

Remember, you can only submit one variation **per agreement** to the Department at a time, however you can have as many variation items on the variation as you like (for example 2 additions and 1 removal).

If you are having trouble accessing Purchasing Online please contact the Purchasing Online team by telephone on (07) 3328 6893 or via email at [Purchasing.Online@dete.qld.gov.au](mailto:Purchasing.Online@dete.qld.gov.au).

If you require assistance lodging a variation please contact your contract manager or email [Supplier.Management@dete.qld.gov.au](mailto:Supplier.Management@dete.qld.gov.au)

### Previously held Qualifications and Eligibility under the Certificate 3 Guarantee <sup>(16)</sup>

The eligibility criteria relating to previously held qualifications under the Certificate 3 Guarantee states that participants must not already hold or be enrolled in a post school certificate III or higher qualification. This includes any equivalent certificate III or higher level qualifications irrespective of whether the qualification



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was achieved through a university degree or an apprenticeship or traineeship pathway.

Participants who have qualifications that were issued before the introduction of the Australian Quality Framework will be eligible where the qualification:

- is not a nationally accredited or recognised VET qualification at certificate level III or higher;
- is not equivalent to (and cannot be mapped to) the AQF; and
- is not an undergraduate degree or higher awarded by a tertiary college or university in Australia.

Additionally, participants who have a qualification gained overseas will only be eligible if their qualification has not been recognised by an Australian professional body or other organisation as meeting the registration or licensing requirements for a specific occupation.

Information on previously held qualifications is available on the Department's Training Website at <http://www.training.qld.gov.au/information/investing-in-skills/certificate3/questions.html>


### Full Contestability <sup>(17)</sup>

It is expected that the number of PQS's will increase dramatically after the implementation of full contestability on 1 July 2014.

Contract Management staff will no longer have the capacity to:

- make payments outside of the monthly payment cycle,
- allow rectification of data that is submitted on the last working day of the month; or
- chase PQS that don't adhere to policy guidelines.


Reminders have been provided in previous issues of Contract Connector, however we will now be forced to apply sanctions given the change in workload.



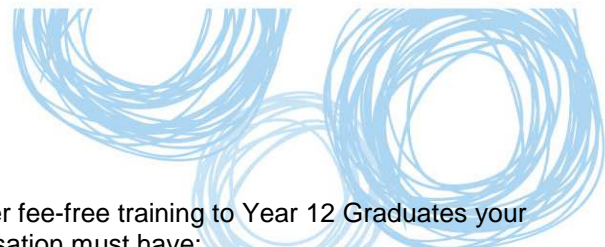
**Great skills. Real opportunities.**

The Queensland Government reform action plan for further education and training

Great state. Great opportunity.



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## FEE FREE TRAINING YEAR 12 GRADUATES <sup>(18)</sup>

From 1 January 2014, Year 12 graduates are able to access fee-free training as part of the Queensland Government's *Great skills. Real opportunities* action plan. The fee-free training is 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. Qualifications identified as high priority 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 <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 or Statement of Results 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 now 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 are available 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
- the relevant high priority qualifications listed on your existing User Choice PQS and/or Certificate 3 Guarantee Delivery Schedule/s (i.e. 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 information, 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)

## DECLARATIONS <sup>(19)</sup>

The following qualifications have been approved for User Choice funding as Fee Free qualifications:

### ICT13 – Information and Communications Technology Training Package

Qualification	Code	Priority
Certificate II in Telecommunications Cabling *	ICT20213	1
Certificate III in Telecommunications Cabling *	ICT30213	1

\* Fee Free qualifications

### AUR12 – Automotive Industry Retail, Service and Repair Technology Training Package

Qualification	Code	Priority
Certificate III in Automotive Tyre Servicing Technology *	AUR30713	2

\* Fee Free qualifications

## LAST WORD

*We often have to try different approaches to the same problem, to reformulate the question, to refine the experimental conditions. Persistence and patience in pursuing the goal is important.*

**Professor Adrienne Clark**



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