

# 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 39 – March 2015

### General (Page 1)

1. 2015 Queensland Training Awards – **Closing soon**
2. Update from National Regulatory Authority - **NEW**
3. Performance Standard 1 – Reminder
4. Pre-qualified Supplier Application on Hold
5. Amending AVETMISS data during the Audit Process
6. Help for RTOs with the Unique Student Identifier
7. Contract Management and Performance Unit - contact
8. Training Success – Great News Story – **NEW**
9. DETConnect – Phone Number Change - **NEW**
10. Webinar Participation – User Choice and Certificate 3 Guarantee – **NEW**

### 2014-15 Queensland VET Investment Plan (Page 4)

11. Queensland Training Subsidies List
12. Notice to Pre-qualified Supplier regarding the use of Third Party Organisations - **UPDATE**
13. Lower Level Vocational Qualification
14. Magnification Aids available from Skills Disability Support - **NEW**
15. Training and Employment Survey 2014-2015

### User Choice (Page 6)

16. Supervision Requirements – Apprentices - **NEW**

**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

### **NOMINATIONS FOR THE 2015 QUEENSLAND TRAINING AWARDS CLOSE SOON <sup>(1)</sup>**

Pre-qualified Suppliers are reminded that nominations for 2015 Queensland Training Awards close on Tuesday 31 March.

The Queensland Training Awards give PQS the chance to showcase the outstanding outcomes you provide students and employers. PQS can nominate in one of the two training provider categories.

PQS can gain further recognition in their local region and across the state by encouraging their top students, apprentices, trainees and trainers to nominate in the relevant Queensland Training Awards category.

You can nominate on behalf of students, apprentices, trainees and trainers or provide assistance to those who are interested in participating.

To nominate, visit the [Queensland Training Awards website](#).

### **UPDATE FROM NATIONAL REGULATORY AUTHORITY – ASQA <sup>(2)</sup>**

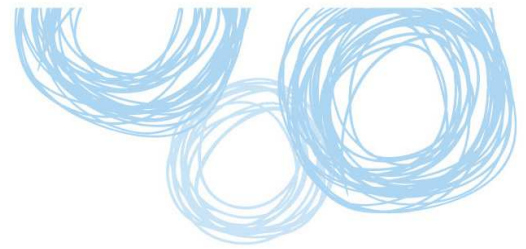
#### **Self-registering RTOs approved by ASQA Delegation**

In line with the Australian Government's commitment to reduce the regulatory burden on business, ASQA is rolling out a package of regulatory reform initiatives which includes:

- enhanced information and guidance for training providers to assist them in complying with the required national standards
- reduced regulatory scrutiny on providers with a track record of compliance, and
- a sharper regulatory focus on providers who remain seriously non-compliant with the required standards.

A key element of the reform package is giving high performing RTOs the ability to manage their own scope of registration without the need to apply to ASQA and pay a fee each time they wish to add a new qualification or unit of competency to their scope of registration.





Further information can be found on the ASQA site at: <http://www.asqa.gov.au/vet-regulatory-reforms/delegating-regulatory-responsibility-to-tos/delegating-regulatory-responsibility-to-registered-training-organisations.html>

### PERFORMANCE STANDARD 1 – Reminder <sup>(3)</sup>

PQS are reminded that under the *Pre-qualified Supplier Policy 2014-15 for Queensland Government subsidised training places* and in line with Performance Standard 1 – Disclose information upfront to enable informed consumer choice, section D - that a PQS:

“Publish on its website, in a prominent and easy-to-access location, its latest VET Quality Framework (or Australian Quality Framework [AQTF] audit results.”

Periodic checks are undertaken by Contract Management and Performance and other areas within the Department – and the following issues have been identified:

- The audit link is not easily located;
- The link to the document is not operating, or
- The audit information has been removed since the previous check.

It is your responsibility to ensure that your organisation has reviewed its website and that current audit results are published in line with the *Pre-qualified Supplier Policy 2014-15*.

Where a PQS meets the criteria to be eligible for a deregulation of regulatory responsibility (see article 1 above) they are still required to publish current audit information in an easy to access location on their website. Refer to *Pre-qualified Supplier Policy 2014-15 for Queensland Government subsidised training places – Performance Standard 1 – Disclosure information upfront to enable informed consumer choice section D*.

### PRE-QUALIFIED SUPPLIER APPLICATIONS ON HOLD <sup>(4)</sup>

On the 11 February 2015 the Contract Management and Performance Unit advised the following:

- **New applications** for 2010-2015 User Choice Program and the 2014-2015 VET Investment Plan will not be accepted from 16 February to 31 May 2015.

- There is also an embargo on adding new qualifications to existing Agreements under the 2010-2015 User Choice Program, and 2014-2015 VET Investment Plan for the same period.
- The exception to this embargo relates to adding qualifications that supersede qualifications already listed on a PQS' Delivery Schedule.

### There are no exceptions to the above.

Further details regarding the 2015-2016 funding arrangements will be available on the website during May 2015.

### AMENDING AVETMISS DATA DURING THE AUDIT PROCESS <sup>(5)</sup>

Where it has been identified during an audit process that ineligible claims have been made, the PQS must not make any changes to their AVETMISS data.

Upon completion of the audit, the auditor will advise the PQS on what rectification may be required. Rectification may be via amending AVETMISS data or through issuing a departmental invoice. Failure to adhere to auditor instructions could result in a PQS having to pay for ineligible claims twice.

### WHERE CAN PQS GET HELP WITH THE UNIQUE STUDENT IDENTIFIER (USI) <sup>(6)</sup>

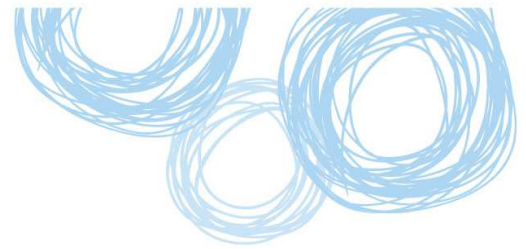
From 1 January 2015, under the Student Identifiers Act 2014 a PQS must not issue a VET qualification or statement of attainment to an individual unless the individual has been assigned a student identifier.

Students are encouraged to apply for their USI themselves. While PQS are not required to apply for USIs on behalf of students, they can do so with a student's permission through the USI Registry System. PQS can access this service through the USI website or alternatively via a webserver interface with your Student Management System.

Responsibility for the USI lies with the USI Office, part of the Australian Government Department of Industry. The USI Office is assisting training organisations, students, parents and others with the implementation of the USI through a range of information and communication products in both online and ready-to-print formats.

Please refer to the [USI Support materials](#) page on the USI website.





Further questions relating to the USI should be directed to the USI Office in the Department of Industry by calling 13 38 73 or emailing [usi@industry.gov.au](mailto:usi@industry.gov.au)

## **CONTRACT MANAGEMENT AND PERFORMANCE - CONTACT <sup>(7)</sup>**

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

Before seeking advice or information from your Contract Manager, you are encouraged to review relevant documents, including associated guidelines and fact sheets. These documents include and are not limited to the following:

- [ ] User Choice Pre-qualified Supplier Policy
- [ ] User Choice 2010-2015 Policy
- [ ] SRTO Evidence Guide
- [ ] Certificate 3 Guarantee Program Policy
- [ ] Pre-qualified Supplier Policy
- [ ] Evidence Guide for Pre-qualified Supplier
- [ ] Higher Level Skills Policy
- [ ] Vocational Education Training in Schools (VETiS)

If you are unable to locate the information you need then email the Unit's general email account on: [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 your enquiry is responded to.

**Emails sent to a specific officer who may be away or working elsewhere in the Department would delay a response until the officer returns. Emailing the general account will ensure that your email is addressed promptly.**

General enquiries: 3328 6892

## **TRAINING SUCCESS - GREAT NEWS STORY <sup>(8)</sup>**

TAFE Queensland North in partnership with the Toomby Ultimate Rural Training Centre has a success story to shout about.

20 Indigenous students who come from areas as distant as Bamaga through to Yarrabah are about to realise their dream jobs.

Having completed training in Certificate III in Rural Operations they have learnt skills ranging from stockman

through to land management and are about to take up roles on cattle stations and rural properties in Queensland.

"The group knew they were being given a great opportunity to get the skills they would need to find employment on a cattle property and they jumped at the chance." said Ms Joann Pyne, General Manager TAFE Queensland North.

## **DETConnect PHONE NUMBER – CHANGE <sup>(9)</sup>**

PQS are advised that the phone number for DETConnect has recently changed and the new number is 3034 5327.

## **WEBINAR PARTICIPATION - LIVE - USER CHOICE AND CERTIFICATE 3 GUARANTEE <sup>(10)</sup>**

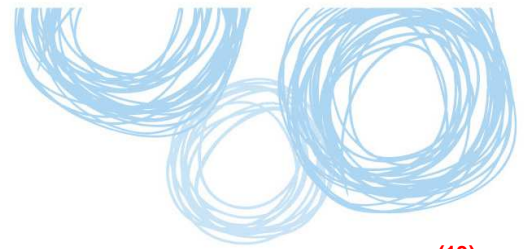
Market Quality will present two live and interactive webinars in May and June 2015. One will focus on User Choice and the other on Certificate 3 Guarantee/Higher Level Skills. The webinars will offer advice on what Market Quality is looking for when conducting PQS audits and will address questions received from PQS and include discussion on best practice. There are approximately 30 places available for each live webinar and both are presented at no cost to the training organisation.

To register your interest in being involved, send an e-mail with either 'user choice webinar' or 'Certificate 3 Guarantee webinar' in the subject line and the name, position description, telephone number and e-mail contact of your nominee along with the name of your organisation in the body of the email. You can also include any questions you would like addressed in the webinar presentation.

Applications should be sent to [supplier.management@dete.qld.gov.au](mailto:supplier.management@dete.qld.gov.au) by close of business Wednesday 28 April 2015 and will be chosen on a first come basis. Market Quality will contact the successful applicants in early May.

The webinars will be recorded and are intended for uploading to the department's website for public access in June.





## 2014-15 QUEENSLAND VET INVESTMENT PLAN

### QUEENSLAND TRAINING SUBSIDY LIST <sup>(11)</sup>

The current version of the subsidy list is V7 (effective date 12 January 2015).

### NOTICE TO PQS REGARDING THE USE OF THIRD PARTY ORGANISATIONS <sup>(12)</sup>

The department has issued a number of broadcasts and published several articles through the Contract Connector publication regarding the issue of PQS utilising the services of third parties to promote or market the department's programs, or to recruit students.

Unfortunately, despite the department's best efforts to discourage PQS from utilising the services of these organisations, complaints received indicate that a small number of PQS continue to recruit students through third parties.

Of particular concern for the department are instances where students and members of the general public have reported that they have applied for employment opportunities with an employment agency that they believe were purely fronts for training organisations to push them into enrolling in Certificate 3 Guarantee funded courses. The department has investigated a number of these cases and views that the behaviour reported constitutes a breach of the conditions outlined in Performance Standard 2A of the PQS Policy which states that a PQS must:

*“Act honestly and fairly when conducting RTO business, and not behave in a manner (as determined by the department) which may, or has the potential to, discredit or negatively impact on the Queensland Government or its programs”.*

The department strongly advises PQS to refrain from entering into arrangements with third party organisations where it could constitute a breach of the conditions of the PQS Agreement, PQS Policies or the conditions outlined in the Program Policy.

The department will continue to monitor this situation and any instances of this matter.

If you have any queries in relation to the content of this broadcast please contact your Contract Manager.

### LOWER-LEVEL VOCATIONAL QUALIFICATIONS <sup>(13)</sup>

The intent of the Certificate 3 Guarantee program is the completion of a Certificate III qualification.

Outside of delivery to VETiS students, the PQS may only deliver Certificate I and/or II qualifications on the Queensland Training Subsidies List in the following circumstances:

- where the qualification is mandated as a prerequisite for the certificate III qualification under the Training Package rules; or
- where the student is assessed as requiring this pathway, for example lower-level qualifications are supported for disadvantage learners; or
- where industry or local employers have supported the qualification as the preferred employment outcome, including basic trade skills to support entry into a traditional apprenticeship pathway

The PQS must retain evidence of the circumstances that support a student's enrolment in a lower-level qualification, either at the individual, industry or pre-apprenticeship level.

It has been noted that a number of PQS are advertising both Certificate II in Security Operations together with Certificate III in Security Operations. This is a breach of both program policy and marketing guidelines. Where identified, this has been treated as a major breach and can result in termination of a PQS agreement.

### MAGNIFICATION AIDS AVAILABLE FROM SKILLS DISABILITY SUPPORT <sup>(14)</sup>

We know that one size does not fit all when it comes to magnification devices. That's why Skills Disability Support holds a variety of these aids to assist learners with low vision. Our range includes:

- Desktop devices e.g. [SmartView 360](#), Clearview Optelec HD
- Portable devices e.g. [ClearNote+](#), Fusion
- Hand held devices e.g. [Compact](#), Smartview Versa+
- Magnification software e.g. [Zoomtext v10](#).

Contact [SkillsDisabilitySupport@dete.qld.gov.au](mailto:SkillsDisabilitySupport@dete.qld.gov.au) to loan magnification aids for your eligible learners.





## TRAINING AND EMPLOYMENT SURVEY 2014-15 <sup>(15)</sup>

Training completed or discontinued from 1 October to 31 December 2014 is due to be reported on **14 April 2015**. Responses need to be emailed to the Supplier Management inbox address at [supplier.management@dete.qld.gov.au](mailto:supplier.management@dete.qld.gov.au)

The Training and Employment Survey template for 2014 – 2015 can be accessed via the link below:

<http://training.qld.gov.au/resources/training-organisations/doc/student-survey-template.doc>

### TRAINING AND EMPLOYMENT SURVEY REPORTING PERIODS:



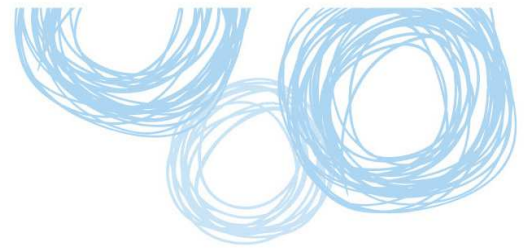
Quarter to be reported on (completions/ Cancellations)	Timeframe after completing training to survey participants	Date survey to be submitted to Department:
1 July to 30 September 2014	1 October to 31 December 2014	<b>14 January 2015</b>
<b>1 October to 31 December 2014</b>	<b>1 January to 31 March 2015</b>	<b>14 April 2015</b>
1 January to 31 March 2015	1 April to 30 June 2015	<b>14 July 2015</b>
1 April to 30 June 2015	1 July to 30 September 2015	<b>14 October 2015</b>

### **DID YOU KNOW?**

*A lobster's blood is colourless but when exposed to oxygen turns to blue.*

We look forward to receiving your report in a timely manner, and know that you are now all experts in the completion of the template.





## USER CHOICE

### SUPERVISION REQUIREMENTS – APPRENTICES (16)

The Queensland Apprenticeship and Traineeship Office (QATO) have been receiving an increased number of queries about apprenticeship supervision. Information has been distributed to the Australian Apprenticeship Centres via the Q-AAC mail publication to provide advice in regards to sign-ups for apprentices. Questions regarding supervision seem to be most prevalent with existing workers entering an apprenticeship or workers undertaking a second apprenticeship qualification in a similar occupation to their first.

With reference to ‘documented competence’ the definition for apprenticeship supervision has been updated to clarify that ‘documented competence’ refers to a statement of attainment and/or qualification. Details about supervision requirements for apprentices and trainees can be found in the [Declaration of apprenticeships and Traineeships Policy](#) and at [Queensland Training Information Service](#).

To be clear about the supervision requirements there **must** be a suitably qualified person/s in place before the parties enter in to a training contract.

If a workplace does not have a suitably qualified person/s and an RPL or other process is taking place to gain the required documented competence, any sign-ups should not take place until after the RPL or other process has been completed as there are no workers within the workplace who can be listed as supervisors in question 36 of the training contract.

It is recognised that an employer may state information about qualified supervisors to the AAC at the point of sign up which may at a later date turn out to be incorrect. The SRTO should identify this at the point of doing an employer resource assessment and if there is an issue with supervision the SRTO must contact DET, and if required the training contract will be cancelled.

If supervision issues are identified by DET or another party it will be investigated by a delegated officer. If a delegated officer determines that the supervisor/s may not meet the definition of a qualified person a show cause would be issued. A show cause will contain the proposed action/s and the reasons for the proposed action/s. The employer and/or apprentice has the opportunity to respond to the show cause notice and a decision is then made by the delegated officer based on the response.

Regions are often requested to review supervision and range of work arrangements for a variety of reasons and operate from the [policy information](#) which is publically available to all parties. The show cause process is designed to allow a fair process for the employer and/or apprentice to respond to the proposed actions of a delegated officer.

If a training contract is cancelled due to what may be considered false or misleading information the details are sent to the DET Contract Management area who manage the Pre-Qualified Suppliers and to the Commonwealth Department of Education and Training for their information and action if they deem required.

### **Last Word**

*We don't live in a world of reality,  
We live in a world of perceptions.*

**Gerald J Simmons**

