

# Purchasing Online Fact Sheet

## What is Purchasing Online

The Department of Employment, Small Business and Training (DESBT) has a web-based system for registered training organisations (RTOs) to make electronic applications to deliver publicly funded training in Queensland. This system is [Purchasing Online](#) (POL) and is available on the department's website.

The Program Design unit manages POL Accounts for use by specific individuals approved by DESBT to use POL. These individuals are authorised to use POL within the [Terms of Use](#).

The authorised POL Account holder has responsibilities with submission of funding applications and agreement variations on behalf of the RTO.

## What is Variations Online

Variations Online (VOL) within POL facilitates web-based variations to Queensland Vocational Education and Training Skills Assure Supplier Agreement Delivery Schedules and other approved programs. Further information regarding [Variations to agreements](#) is available on the department's website.

## How do I apply for a POL Account

Individuals can apply for an account by completing and submitting the POL Account forms published on the [POL website](#):

1. Purchasing Online Application – details of individual applicant and RTO
2. Purchasing Online Authorisation – approval of the individual to hold a POL Account by the RTOs legally authorised officer. See form for more details.

## POL Account considerations

DESBT reserves the right to approve or not approve issuance of a POL Account to an individual for reasons such as:

1. RTO status is not active
2. RTO has no scope of registration (as indicated on [www.training.gov.au](http://www.training.gov.au)) to deliver qualifications in Queensland
3. Incomplete POL Account application forms.

## POL system requirements

POL operates with Internet Explorer, Chrome, Firefox and Safari browsers. POL access is best when it is the only website open. Issues may occur from time to time with multiple websites running concurrently at the same time as POL.



## What is my POL Account login

POL account holders receive a DESBT issued username and temporary password.

POL Account usernames (login) are unique to POL and to each account holder. The username is not an email address or the same credentials as DETConnect accounts.

All temporary passwords issued by DESBT is limited to three usages only. The system will automatically lock the POL account and deny access after three usages of the temporary password or three unsuccessful logon attempts.

## What can I do to resolve access difficulties

These are general access experiences and resolutions with POL:

1. You have logged into POL and receive a system message “Your login was unsuccessful – After three failed attempts to login, your account will be disabled.”
  - check the correct username and password combination is used. See “What is my POL Account login” in this fact sheet for further details.
  - if you are unable to login, the POL Account holder is to email [purchasingonline@desbt.qld.gov.au](mailto:purchasingonline@desbt.qld.gov.au) to request a password reset. Requests for password resets from individuals who are not the POL Account holder will not be accepted.
2. I cannot remember my password.
  - the POL Account holder is to email [purchasingonline@desbt.qld.gov.au](mailto:purchasingonline@desbt.qld.gov.au) to request a password reset after all attempts have been made to access the system. Requests for password resets from individuals who are not the POL Account holder will not be accepted.
3. Variations Online access issues not related to your POL Account logon:
  - use [www.trainandemploy.qld.gov.au/tol/vps/vpsonline/views/mainsupplier.aspx](http://www.trainandemploy.qld.gov.au/tol/vps/vpsonline/views/mainsupplier.aspx) as an alternative access point and logon using your POL Account username and password.

You may experience delays with resolving POL Account access issues or requesting a password reset if left to end of the month when volumes of POL requests increase.

## For more information

Support services are available for POL as follows:

- [POL Account](#) application forms
- POL access issues and password resets email [purchasingonline@desbt.qld.gov.au](mailto:purchasingonline@desbt.qld.gov.au) and supply the name of the RTO and name of the POL Account holder
- all VOL queries are directed to the designated Contract Manager or email [contractmanagement@desbt.qld.gov.au](mailto:contractmanagement@desbt.qld.gov.au)

For more information visit DESBT’s website [www.desbt.qld.gov.au/training/providers/funded](http://www.desbt.qld.gov.au/training/providers/funded) or contact the helpdesk on telephone 07 3025 6626.