Queensland VET Quality Framework
Promoting quality for Queensland’s VET investment
May 2017

Future directions - Strengthening our oversight controls

The Queensland VET Quality Framework outlines a comprehensive and systemic approach to quality in VET publicly funded by the Department of Education and Training. The inner pentagon in the diagram below represents the five key elements of Queensland’s VET investments while the outer pentagon represents the underlying building blocks of the national quality VET system.
Strengthening our oversight controls
Our ongoing review of measures in place to promote quality training outcomes for students accessing state government-funded training enables us to adapt to changing market conditions and, in turn, adjust oversight controls.

Program design
Determining state policy and investment in training, and maintaining purchasing arrangements for state government-funded training focused on meeting the skilling needs of Queensland.

Key changes
- Adopting a risk based framework for managing and monitoring provider contracts
- Strengthened pre-qualified suppliers (PQS) ‘change in control’ approval process
- Responsive intervention on contract matters, if required, through strengthened contract terms and conditions.

Supplier entry requirements
Setting the standards for entry by registered training organisations (RTOs) seeking to be pre-approved to deliver subsidised training and assessment services as PQS in Queensland.

Key changes
- No automatic roll-over of contracts, with targeted PQS having to provide additional information on request
- Additional eligibility control tests, including reviewing performance history with other jurisdictions and extended company searches
- New PQS entrants must demonstrate a minimum 12 months previous experience as an RTO in Queensland.

Information and support
Providing information to assist students and employers to make informed decisions regarding study options and training providers to best meet their needs, and assist PQS to comply with their contractual obligations.

Key changes
- Promote the services of the Queensland Training Ombudsman
- Implement VET Pathways – a professional development program for Queensland schools
- Extended communication channels through better use of social media
- PQS compliance audit results published on Queensland Skills Gateway
- Enhanced functionality within the Queensland Skills Gateway and releasing VET market information on the department’s website

Market performance and oversight
Maintaining an ongoing role to monitor the effectiveness of program policy measures that have a positive impact towards meeting the skilling needs of Queensland.

Key changes
- Social media analysis used to better inform intelligence gathering
- Enhanced analytics to provide greater insight into PQS performance
- Direct engagement with students to seek feedback on PQS customer experience satisfaction
- Independent 12-month post-training employment outcome survey of students.

Compliance
A risk-based approach focused on PQS contract compliance to monitor, assess and respond to the integrity of PQS performance.

Key changes
- Audit strategy aligned to the risk based framework and other analytics and market intelligence
- Enhanced audit capacity and capabilities, resulting in increased compliance activity
- Establish PQS Review Panel to provide recommendations for sanctions and contract terminations.

Delivered  Ongoing