

# 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 31 – July 2014

### General

1. Success Stories from Suppliers - **NEW**
2. Skills Gateway – Website Launch - **NEW**
3. Monthly Data Submissions
4. ASQA - Automatic update to Scope of Registration
5. Supplier Responsibility
  - a. Scope of Registration
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6. e-Signatures – **NEW**
7. Contract Management and Performance website - **NEW**
8. Specialised Training Support available for Learners with a Disability – **NEW**
9. Variation Requests – Support Letters - **NEW**

### User Choice

10. myApprenticeship – Website – Launch - **NEW**
11. Further Education and Training (FET) Act 2014
12. End of Financial Year closure
13. Declarations
14. User Choice (Continuing) Student Policy for 2014 - 15

### 2014-15 VET Investment Plan

15. End of Financial Year closure – Certificate 3 Guarantee program - **NEW**
16. VET Investment Plan – Audio Visual presentation - **NEW**
17. Results of the Warehousing Review – Certificate 3 Guarantee Program - **NEW**
18. Training and Employment Survey 2013-14 – **NEW**
19. Marketing – Certificate 3 Guarantee

**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.

### **CONTRACT MANAGEMENT & PERFORMANCE IS LOOKING FOR A GREAT STORY – NEW <sup>(1)</sup>**

Does your RTO have a great success story?

Do you have a student or group of students who have excelled in training that has resulted in a job outcome that has changed their life?

If the answer is yes, then we want to hear from you!

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

### **SKILLS GATEWAY - WEBSITE LAUNCH <sup>(2)</sup>**

The Queensland Skills Gateway has been launched to help Queenslanders to make informed choices about training. The website provides information on vocational education and training available across Queensland including courses, training providers, government funding and career pathways.

The site will assist in driving enquiries to PQS by displaying their contact information, website links and map locations. Website visitors will be able to search for a Queensland Government funded course and then display the available PQS delivering that course.

The site also features a simple questionnaire to help individuals find out if they are eligible for government subsidised training. Access the site at: [www.training.qld.gov.au/skillsgateway](http://www.training.qld.gov.au/skillsgateway)

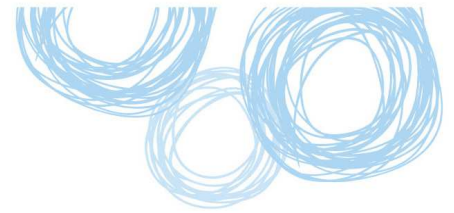
### **MONTHLY DATA SUBMISSIONS <sup>(3)</sup>**

In line with your PQS Agreement please note that a PQS will only receive payment for a data submission which is error free and meets the standard Departmental validations for the relevant program.

Please note that **payments will be made monthly.**

In order for payments to be processed in a timely manner 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 for the 2010-2015 User Choice Program; and,
- 30 days to make a claim for training delivery from the date the competency has been achieved for the Certificate 3 Guarantee Program

**Failure to adhere to this timeframe may result in your organisation not receiving payment.**

#### **AUSTRALIAN SKILLS QUALITY AUTHORITY (ASQA) - Automatic update to Scope of Registration <sup>(4)</sup>**

DETE has been advised that *“from 1 July 2014, equivalent training package products (qualifications and/or units of competency) will be automatically added to a registered training organisation’s Scope of Registration without requiring an application or a fee.*

*This process will apply to all ASQA registered training organisations with a training package product listed on their Scope of Delivery that an Industry Skills Council has superseded with a new training product that it has deemed equivalent.*

*On 1 July 2014, ASQA will update all training products on an RTO’s scope that are in transition, having been superseded by a new equivalent product in the last 12 months. There will be no application required or fee payable.*

*From 1 July 2014, ASQA will apply this process for all future training package updates.*

*Those providers that do not wish to have the new, equivalent product on scope can choose to opt-out through a simple application process to ASQA. There is no fee for this.*

*This approach supports the Australian Government’s policy of minimising regulatory burden on Australian businesses.”*

**NOTE:** - Suppliers need to be aware that where qualifications have been automatically added to their Scope of Registration at the national level – application still needs to be made through VOL to add them to the Delivery Schedule of the Agreement they hold with DETE.

#### **SUPPLIER RESPONSIBILITY <sup>(5)</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 these changes must be advised to Contract Management and Performance immediately. Notification can be provided by email and then by submitting a variation request through Variations Online (VOL) to either remove the qualification from your Schedule or remove your organisation from being published.

##### **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 a situation where 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.

#### **E-SIGNATURES <sup>(6)</sup>**

Recently a PQS holder questioned Contract Management on the acceptability of electronic student signatures on audit related documents. When approached on the matter, the Department’s Market Quality Unit advised electronic student signatures will be acceptable on documents submitted at audit, provided that use is a “one off” only.

To clarify, RTOs may capture the electronic signature of a student e.g. on an iPad or other tablet, created with a stylus recording an image of a hand written signature. The capture of the student signature to evidence enrolment or for some alternative “one off” purpose is acceptable.

However, subsequent use of the identical sign off would not be accepted. **Signatures stored electronically are not to be replicated on auditable documents.**

Any such document produced at audit will not be accepted and may result in recovery of funds paid.





## USER CHOICE

### myApprenticeship - WEBSITE LAUNCH <sup>(10)</sup>

As part of the government's commitment to streamline administration and move to online processing, myApprenticeship has been launched to allow apprentices and trainees to conveniently and securely view information and complete a range of tasks related to their apprenticeship or traineeship.

This includes updating contact information, accessing training contract details and viewing their training results.

All new apprentices and trainees will receive myApprenticeship logon credentials as they commence, with existing apprentices and trainees receiving their accounts in a staggered approach. Alternately apprentices and trainees can visit the website to set up an account. For more information on myApprenticeship, visit

[www.apprenticeshipsinfo.qld.gov.au/apprentices/my-apprenticeship.html](http://www.apprenticeshipsinfo.qld.gov.au/apprentices/my-apprenticeship.html)

To directly login, visit -

[www.training.qld.gov.au/myapprenticeship](http://www.training.qld.gov.au/myapprenticeship)

### FURTHER EDUCATION AND TRAINING (FET) ACT 2014 <sup>(11)</sup>

The commencement date of the Further Education and Training (FET) Act 2014 was 1 July 2014.

A guide to assist Supervising Registered Training Organisations (SRTO) operating in Queensland has been developed in line with the new FET Act.

The guide is located at <http://training.qld.gov.au/training-organisations/srto/index.html>.

DETE regional officers have been conducting information sessions to provide further details about the FET Act. For more information please contact your local district office via Apprenticeships Info on 1800 210 210

### End of Financial Year Closure <sup>(12)</sup>

The User Choice PQS agreements run for a 5 year period from 1 July 2010 to 30 June 2015 maintaining the same Agreement Number throughout the program. In order to manage the data flow throughout the 5 year program period, the Department's payment system separates the training activity for each financial year.

In order to finalise training activity at the end of the financial year, PQS have 90 days (until 30 September) to submit error free data.

Data errors appearing on the Validation Report **MUST** be addressed to ensure payment will be made for all training delivered up to and including 30 June 2014.

Where errors relate to a student's Training Contract, such as cancellations and amendments etc., PQS need to follow up with the relevant Training Queensland Regional Office.

**No extensions will be granted to submit AVETMISS data under User Choice for the financial year 2013-2014 beyond 30 September 2014.**



### DECLARATIONS <sup>(13)</sup>

The following qualifications have been approved for User Choice funding:

#### AUM – Automotive Manufacturing Training Package.

Qualification	Code	Priority
Certificate III in Automotive Manufacturing Technical Operations – Bus, Truck and Trailer	AUM30213	1

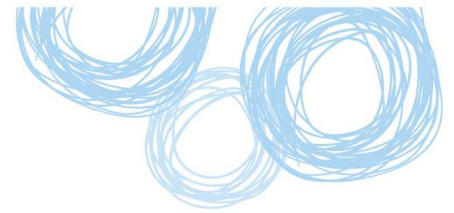
#### RII13 – Resources and Infrastructure Industry Training Package

Qualification	Code	Priority
Certificate II in Civil Construction	RII20713	2
Certificate III in Surface Extraction Operations	RII30113	1
Certificate III in Civil Construction (Bituminous Surfacing) * **	RII30913	1



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Certificate III in Civil Construction (Bridge Construction and Maintenance) **	RII30913	1
Certificate III in Civil Construction (Pipe Laying) **	RII30913	1
Certificate III in Civil Construction (Road Construction and Maintenance) **	RII30913	1
Certificate III in Civil Construction (Road Marking) **	RII30913	1
Certificate III in Civil Foundations **	RII31213	1
Certificate III in Trenchless Technology **	RII31613	1
Certificate III in Drilling Oil/Gas (On Shore) **	RII32013	1

\* - Restricted                      \*\* - Yr 12 Fee Free

### CPC – Construction Training Package

Qualification	Code	Priority
Certificate III in Concreting	CPC30313	2
Certificate III in Stonemasonry (Monumental/Installation) * **	CPC32313	1
Certificate III in Plumbing **	CPC32413	1
Certificate III in Plumbing I (Mechanical Services) * **	CPC32513	1
Certificate III in Gas Fitting	CPC32713	1
Certificate III in Fire Protection * **	CPC32813	1

\* - Restricted                      \*\* - Yr 12 Fee Free

### MSF – Furnishing Training Package

Qualification	Code	Priority
Certificate II in Furniture Making	MSF20313	3
Certificate III in Furniture Making	MSF30113	1
Certificate III in Picture Framing	MSF30513	1
Certificate III in Upholstery Services) * **	MSF30713	1
Certificate III in Flooring Technology * **	MSF30813	1
Certificate III in Cabinet Making **	MSF31113	1

Certificate III in Timber and Composites Machining * **	MSF30313	1
Certificate III in Glass and Glazing **	MSF30413	1

\* - Restricted                      \*\* - Yr 12 Fee Free

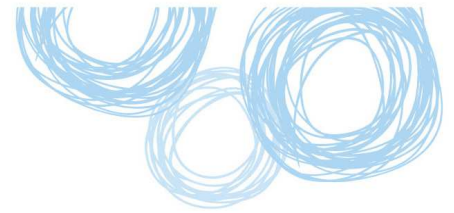
**Note:** All declared apprenticeships/traineeships and details about User Choice funding can be found on Queensland Training Information Service (QTIS) located on the Departments Home Page <http://qtis.training.qld.gov.au/TrainingNews>

**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. Failure to do this will result in no payment.

### USER CHOICE (CONTINUING) STUDENT POLICY FOR 2014 - 15 <sup>(14)</sup>

The new User Choice (Continuing) Student 2014-15 Policy is available on the departmental website.

Suppliers who hold a User Choice (Continuing) Student 2013-15 Agreement are encouraged to access and familiarise themselves with this document.



## 2014 – 15 VET INVESTMENT PLAN

### End of Financial Year Closure – Certificate 3 Guarantee program <sup>(15)</sup>

PQS who hold a Certificate 3 Guarantee Agreement are reminded that all AVETMISS data for training and assessment completed up to 30 June 2014 is due to be finalised and submitted to DETE by 31 July 2014.

Data errors appearing on the Validation Report, duplicate claim issues and anomalies **MUST** be addressed by 31 July 2014 to ensure compliance with 3.4.4 of the Certificate 3 Guarantee Program Policy 2013-2014.

**No extensions will be granted to submit AVETMISS data under Certificate 3 Guarantee for the financial year 2013- 2014.**

### VET INVESTMENT PLAN – Audio Visual Presentation <sup>(16)</sup>

To assist Suppliers in gaining a better understanding of Queensland's VET Investment Plan, an audio-visual overview of the plan has now been uploaded to the Departmental website. To access this presentation please visit:

<http://www.training.qld.gov.au/information/vet-investment-plan/index.html>.

### WAREHOUSING REVIEW – CHANGE OF SUBSIDY LEVEL PROCESS <sup>(17)</sup>

As a result of the Certificate III in Warehousing review conducted in February 2014, DETE revised the subsidy level for the qualification. All PQS delivering this qualification were advised on 5 May 2014 that effective from 1 July 2014 the Government contribution will be reduced.

This resulted in a number of PQS engaging in market activities designed to maximise student enrolment numbers prior to 30 June 2014.

Consequently, should the Department deem it necessary to conduct such reviews in the future that indicate the need to change the subsidy level, PQS will be notified of the change at the time of the change taking place.

### TRAINING AND EMPLOYMENT SURVEY 2013/14 <sup>(18)</sup>

The Certificate 3 Guarantee Program Policy 2013-14 Appendix 1 Key Performance Indicators and

Appendix 2. Training and Employment Survey required all PQS to obtain from each participant, within three (3) months of finishing or discontinuing their training a completed survey.

The Certificate 3 Guarantee Program Policy 2013-14 required the PQS to report participant responses to DETE by 31 March each year. The Report submitted by PQS by 31 March 2014 was required for participants who finished or discontinued their training between 1 July 2013 and 31 December 2013.

As PQS are required to survey each participant within three (3) months of finishing or discontinuing their training, we wish to advise that the report for participants who finished or discontinued their training between 1 January 2014 and 31 March 2014 was due to be submitted to DETE by 14 July 2014. For those participants who finished or discontinued their training between 1 April 2014 and 30 June 2014, the report is due for submission by 14 October 2014 (template attached).

Please note that for reporting purposes the "Participant Numbers Enrolled" section on the attached template should be used to record the discrete number of participants who finished or discontinued their training in the reported quarter.

Survey reporting requirements for 2013 – 14 continuing students that have transitioned to the VET Pre – qualified Supplier Agreement, and new students that have commenced training from 1 July 2014 are detailed in the *Pre – qualified Supplier Policy 2014 -15* and the applicable program policies (Certificate 3 Guarantee and Higher Level Skills).

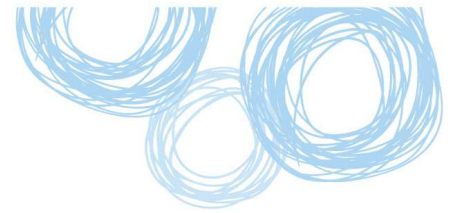
The Student Employment Survey fact sheet and the survey reporting template are available at <http://www.training.qld.gov.au/resources/training-organisations/pdf/student-survey-factsheet.pdf>

### MARKETING – CERTIFICATE 3 GUARANTEE <sup>(19)</sup>

PQS are reminded of their obligations outlined in their Pre-qualified Suppliers Agreement related to publicity that includes C11 - Publicity 11.3 and 11.4 which state that:

*"11.3 - The Supplier must not make any misleading public statements, including any statements to students, employers or any organisation, about this Agreement, the level of funding or actions taken by the Department under this Agreement.*





*11.4 – The Supplier must, in making public statements in relation to the Training and Assessment funded under this Agreement, include an acknowledgement of the public funding received from the Department and such acknowledgement will be on terms reasonably approved by the Department.”*

PQS should ensure they are familiar with the Pre-qualified Supplier Policy 2014-15- in particular Performance Standard 2 – “Demonstrating professional and ethical standards of behaviour by:

*“(D) - Complying with all departmental policies and directives in relation to the proper promotion and marketing of a program including not advertising, marketing or promoting to consumers any gift or inducement an enrolled student would be eligible to receive upon enrolment in a qualification offered by the PQS under a program (see Pre-qualified Supplier Agreement Clause 11, the Department’s Marketing Guideline and any other relevant publications or instructions that the Department may publish).”*

Marketing Guidelines for Certificate 3 Guarantee were published by the Department in October 2013. PQS are reminded of the importance of ensuring that all staff involved with the marketing of any Government funded Certificate 3 Guarantee programs are fully aware of the contents of this document.

**NOTE:** The updated Marketing Guidelines are attached for your reference – last page of this Newsletter.

*Life is a great big canvas, and you should throw all the paint you can on it*

**Danny Kaye**



## Marketing Guidelines for PQS

*for training delivered through the Certificate 3 Guarantee and Higher Level Skills programs*

- Only Pre-Qualified Suppliers (PQS), approved by the department to deliver training under a program, are permitted to promote and market the program.
- All marketing and communication must include the name of the program and use the correct title for the program; abbreviations are not acceptable. The Certificate 3 Guarantee program must be referred to as 'Certificate 3 Guarantee program' or 'Certificate 3 Guarantee'. The Higher Level Skills program must be referred to as 'Higher Level Skills program' or 'Higher Level Skills'.
- The PQS must clearly acknowledge in all marketing and advertising that these programs are Queensland Government funded programs.
- The PQS must not use State Government or departmental logos, other intellectual property or the Queensland Government 'Coat of Arms' in any program related advertising, websites or other marketing communication.
- PQS must ensure they provide prospective students with a range of information upfront (prior to enrolment) to inform their decision making and selection of course and PQS. The information to be supplied is stated in the relevant program policy and includes the mandatory requirement to refer the student to the department's 'student fact sheet' for the program.
- The PQS must disclose upfront and publish on its registered training organisation (RTO) website the concessional and non-concessional 'co-contribution fees' for each qualification it is approved to deliver under a program. Co-contribution fee information must be easy for consumers to access.
- The co-contribution fee must be referred to and labelled as the 'co-contribution fee' on the RTO website. It must represent the total cost to the student to enrol, undertake training and be awarded the qualification.
- The PQS must provide the prospective student with a copy of, or access to, its full refund policy terms and conditions prior to enrolment.
- The PQS must publish on its RTO website, in an easy to access location, its latest VET Quality Framework (or Australian Quality Training Framework) audit results. The information required to be published is outlined in the *Pre-qualified Supplier Policy 2014-2015*.

## PQS must refrain from:

- representing themselves to the marketplace as a PQS for a program (or for a qualification under the program) prior to the approval start date specified by the department
- advertising qualifications that are not eligible for Queensland Government funding under the program
- marketing, advertising or offering any gift or other benefit to a student including a prospective student or any other person(s) which, in the department's reasonable opinion, is an inducement or likely to influence the student, prospective student or any other person(s) to enrol with the PQS
- making reference to training programs using abbreviated terms
- advertising or publishing information to indicate the training is fee-free when co-contribution fees are required under the relevant program policy
- publishing program information on its website which is not accurate or no longer current
- making any references to funding that could be misleading
- permitting a third party to promote a program or the PQS's participation in a program.





