

# 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 38 – February 2015

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**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

### **NOMINATE NOW FOR THE 2015 QUEENSLAND TRAINING AWARDS <sup>(1)</sup>**

Pre-qualified Suppliers are encouraged to participate in the 2015 Queensland Training Awards, which are the state’s highest training accolade.

The Department of Education and Training Queensland Training Awards gives PQS the chance to showcase the outstanding outcomes its RTO provide to students and employers. Additionally an excellent opportunity to promote your RTO to the local community and employers.

PQS can nominate in one of the two training provider categories, which are run as direct entries into the Queensland Training Awards State Final Presentation Ceremony and Dinner, which will be held on Friday 11 September 2015.

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.

PQS can nominate on behalf of students, apprentices, trainees and trainers or provide assistance to those who are interested in participating in the Queensland Training Awards program.

PQS can also support their partner employers with a nomination into the employer categories.

With seven regional finals held across the state in July and August to decide the individual and employer finalists for the State Final, the awards provide strong promotional and networking opportunities for PQS in their local community.

The Queensland Training Awards are committed to highlighting the excellence and quality within Queensland vocational education and training sector as well as the diversity of training delivery across the state.

We look forward to seeing a cross section of the Queensland Government Pre-qualified Supplier network





represented on stage at 2015 Queensland Training Awards events.

Information about nominating for the 2015 Queensland Training Awards is available on the [QTA website](#).

Nominations close on Tuesday 31 March 2015.

## **CHANGES TO A PQS LEGAL NAME OR A CHANGE IN CONTROL <sup>(2)</sup>**

When receiving paperwork from a PQS relating to Change in Control to their organisation, it has been noted that full details or the nature of the legal changes are not provided to the department. To alleviate the inconsistencies the following information is required from the RTO for changes to their Legal Entity:

- notification under the agreement that the organisation wishes to change their agreement over to the new Legal Entity along with a complete description as to the nature of the changes to the Legal Entity
- the form sent to ASQA called "Notification of change of provider details" and/or the "Notification of material change or event" as supporting information only
- a full ASIC *Current and Historical Company Extract* on the Legal Entity and any other information that details the nature of the changes
- the names and address of incoming Directors. This information is required for the Deed of Variation.
- where the Legal Entity has had changes to shareholders and the incoming shareholders are different to the incoming Directors:
  - a) the incoming shareholding details (including the % of shares bought or to be bought, the name of the incoming shareholder(s), the address of the incoming shareholder(s),
  - b) dates of the shareholding changes or proposed shareholding changes

Additional information may be required after the above is submitted, and a review of the individual circumstances. As a reminder, the following is considered a change to the Legal Entity:

- Different Legal Name
- Different ABN
- Different Director/s (*need to find out if there has been a change to shareholding*)
- Sale of RTO

## **- Change of Shareholding/Control**

Failure to advise and provide relevant documentation to 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 refuse's to consent to any change in control of the PQS.

## **PRE-QUALIFIED SUPPLIER APPLICATIONS ON HOLD <sup>(3)</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 Queensland VET Investment will not be accepted from 16 February to 31 May 2015.
- There is also an embargo on adding new qualifications to existing 2010-2015 User Choice and Certificate 3 Guarantee agreements for the same period.
- The exception to this embargo relates to adding superseding qualifications already listed on a PQS Delivery Schedule.

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

## **AMENDING AVETMISS DATA DURING THE AUDIT PROCESS <sup>(4)</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 either changes to AVETMISS data or departmental invoice. Failure to adhere to auditor instructions could result in PQS being incorrectly overcharged for those claims.





## MONTHLY PAYMENTS MADE FROM THE CONTRACT MANAGEMENT AND PERFORMANCE UNIT <sup>(5)</sup>

The Contract Management and Performance (CM&P) Unit has recently received an unprecedented number of telephone calls in relation to the timing of payments. As a result of this concern we would like to remind you of the following payment arrangements for the following programs:

### User Choice

**User Choice 2010-2015 Policy – Clause 2.4.6 Payment Level and Value states that “payments will be made monthly”.**

### Queensland VET Investment

**Pre-qualified Supplier Policy 2014-15 for Queensland Government subsidised training places – Appendix 5 Payment terms (C) states: “For training and assessment services, payment to PQS are made monthly only for the data which is error free”.**

## 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)

## CONTACTING CONTRACT MANAGEMENT AND PERFORMANCE UNIT (CM&P) <sup>(7)</sup>

CM&P is the primary contact regarding information about your **executed** Agreements including payment, variation requests and any other agreement related issues.

Before seeking advice or information from CM&P regarding any of the programs your organisation has an agreement with the department, you are encouraged to read your agreement in conjunction with the program policies, guidelines and evidence guides.

If you are still unable to resolve your query 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 will not be seen therefore will not be responded to until the officer returns. Emailing the general account will ensure that your query is addressed promptly.**

General enquiries: 3328 6892





## 2014-15 QUEENSLAND VET INVESTMENT PLAN

### NOTICE TO PRE-QUALIFIED SUPPLIERS (PQS) REGARDING THE USE OF THIRD PARTY ORGANISATIONS <sup>(8)</sup>

The department has issued a number of broadcasts and published several articles through the Contract Connector publication regarding the issue of Pre-qualified Suppliers (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. A breach of policy guideline will impact on current and new agreement.

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

### QUEENSLAND TRAINING SUBSIDY LIST <sup>(9)</sup>

The current version of the subsidy list is V7.

### LOWER-LEVEL VOCATIONAL QUALIFICATIONS <sup>(10)</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.

### FACT SHEETS - TRAINING OPPORTUNITIES FOR EQUITY GROUPS <sup>(11)</sup>

Three fact sheets about VET investment across different equity groups are now available at: <http://www.training.qld.gov.au/information/vet-investment-plan/index.html>

The fact sheets provide information on subsidised training opportunities and pathways to nationally recognised qualifications for:

- young learners,
- mature age learners and
- learners with disability.





## TRAINING AND EMPLOYMENT SURVEY 2014-15 <sup>(12)</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 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	14 January 2015
1 October to 31 December 2014	1 January to 31 March 2015	14 April 2015
1 January to 31 March 2015	1 April to 30 June 2015	14 July 2015
1 April to 30 June 2015	1 July to 30 September 2015	14 October 2015

## SKILLS DISABILITY SUPPORT <sup>(13)</sup>

### New technology: Latest version of JAWS software now available from Skills Disability Support <sup>(a)</sup>

Job Access With Speech (**JAWS**) software is a screen reading program for Windows developed for people whose low vision prevents them from seeing screen content or using a mouse. It provides speech and Braille output for popular computer applications including Microsoft Office and various internet browsers.

The latest version (version 16) includes: enhancements to command searching and optical character recognition; supports MathML – mathematical equations and formulas, and; has improved performance with Microsoft Word 2013, Excel and Outlook.

Contact [SkillsDisabilitySupport@dete.qld.gov.au](mailto:SkillsDisabilitySupport@dete.qld.gov.au) to loan JAWS for your eligible learners. For more information on Skills Disability Support visit [www.training.qld.gov.au/sds](http://www.training.qld.gov.au/sds)

### Audio-visual Presentation <sup>(b)</sup>

An audio-visual presentation about Skills Disability Support (SDS) is now available.

The presentation provides an overview of the service and can be used by a PQS to inform their staff of the services available. The presentation can be accessed on the Training website at [www.training.qld.gov.au/training-organisations/support/skills-disability-support](http://www.training.qld.gov.au/training-organisations/support/skills-disability-support)

### DID YOU KNOW?

*There is a river in New South Wales  
That's called the Never Never River*





## USER CHOICE

### SIMPLIFIED ADMINISTRATIVE ARRANGEMENTS FOR APPRENTICESHIP AND TRAINEESHIP SUPPORT SERVICES <sup>(14)</sup>

New administrative arrangements for apprenticeship and traineeship services were introduced on 1 January 2015 that include a centralised document lodgement process for applications, forms and completion advice.

This allows apprentices, trainees and their employers to conduct more training contract related matters directly with their Australian Apprenticeship Centre (AAC).

Five Queensland based AACs can now provide support services in relation to common apprenticeship and traineeship transactions. This change allows apprentices, trainees and employers to address issues based on mutual consent through their AAC.

The AACs will work with departmental officers to reduce duplication of services and allow employers, apprentices and trainees to have a first point of contact during the life cycle of the training contract. A list of the five Queensland based AACs is available at: <http://www.training.qld.gov.au/resources/employers/pdf/aac-list.pdf>.

The revised arrangements will complement the new Australian Apprenticeship Support Network (AASN), which is due to replace the AAC service from 1 July 2015.

For further information about the streamlined support contact Apprenticeships Info on 1800 210 210 or at [apprenticeshipsinfo@dete.qld.gov.au](mailto:apprenticeshipsinfo@dete.qld.gov.au)

### ELIGIBILITY OF A PERSON WHO HAS ALREADY COMPLETED AN APPRENTICESHIP OR TRAINEESHIP <sup>(15)</sup>

The Declaration of Apprenticeships and Traineeships in Queensland Policy is located on the department's training website at:

<http://www.training.qld.gov.au/about/vet-policies-procedures/apprenticeships-traineeships/procedures/index.html>

This policy outlines the requirements for each apprenticeship and/or traineeship that will be considered for declaration in Queensland under the *Further Education and Training Act 2014*.

Employers, Supervising Registered Training Organisations (SRTOs) and Australian Apprenticeships Centres (ACCs) must ensure that they adhere to the requirements outlined in the Declaration of Apprenticeships and Traineeships in Queensland Policy.

One of the requirements for SRTOs to be mindful of is that an apprenticeship or traineeship cannot be entered into where a person has been issued a completion certificate in the same occupation and where the qualification for the apprenticeship or traineeship was for the same AQF level.

**Please note** – occupational outcome has the same meaning as Apprenticeship/Traineeship name or occupational name.

Should an SRTO believe that a training contract is being or has been registered which fits the description above, please contact the department via email to [apprenticeshipsinfo@qld.gov.au](mailto:apprenticeshipsinfo@qld.gov.au) or telephone 1800 210 210.

Please note that a person who has achieved a qualification (e.g. through an institutional pathway) but has not completed a traineeship or apprenticeship in the associated apprenticeship or traineeship occupation is eligible to undertake an apprenticeship or traineeship.

Should you require any further information, please contact Suellen Retschlag on telephone (07) 3328 6833 or email [suellen.retschlag@dete.qld.gov.au](mailto:suellen.retschlag@dete.qld.gov.au).

### **Last Word**

*What you are is what you have been.  
What you'll be is what you do now.*

BUDDHA

