

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 32 – August 2014

General (Page 1)

1. Success Stories from Suppliers
2. Monthly Data Submissions
3. Variation Requests – Support Letters
4. PQS's Responsibility
 - a) Scope of Registration
 - b) Legal Name
5. Contract Management and Performance website
6. Skills Disability Support
7. Community Learning – Announcements and Site Visits – **NEW**
8. Queensland Training Awards - **NEW**

User Choice (Page 4)

9. EOFY Payment Arrangements - **REMINDER**
10. End of Financial Year Closure
11. Responsibilities of SRTO's – FET Act - **NEW**

2014-15 VET Investment Plan (Page 6)

12. VET Investment Plan – Audio Visual Presentations
13. Eligibility Assessment – Questions – **NEW**
14. Reporting Enrolment Data – **NEW**
15. Queensland Training Subsidies List - **NEW**
16. Completion of Training and Employment Survey 2013/14
17. Training and Employment Survey 2013-14 and 14/15 - **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

CONTRACT MANAGEMENT & PERFORMANCE IS LOOKING FOR A GREAT STORY – **NEW** ⁽¹⁾

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

MONTHLY DATA SUBMISSIONS ⁽²⁾

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.

PQS's are reminded (once more) they have:

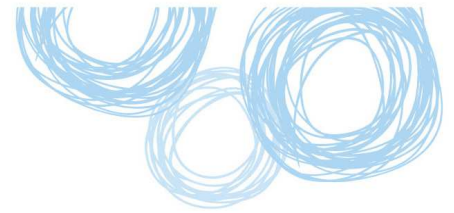
- 90 days to make a claim for training delivery from the date the competency has been achieved for the 2010-2015 User Choice Program; and,
- 30 days to make a claim for training delivery from the date the competency has been achieved for the VET Investment Plan.

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

VARIATION REQUESTS - SUPPORT LETTERS ⁽³⁾

PQS's seeking to add qualifications to Agreements they have with the department are to ensure they refer to the updated **Guidelines for Providing Industry Support for Variation Requests** located at





<http://www.training.qld.gov.au/training-organisations/pre-qualified-suppliers/pgs-contract-management/variations.html>

Support letters provided by PQS's need to comply with the requirements as set out in the Guide.

Where they do not provide clear information for consideration, the VOL request will be returned to you along with an explanation of what information is missing.

PQS's RESPONSIBILITY ⁽⁴⁾

PQS's are reminded of their responsibility to ensure compliance with all policy guidelines and agreement requirements. In particular:

Any changes to a PQS's Scope of Registration ^(a)

- 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 PQS's Legal Name or a change in control ^(b)

- 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 PQS.

CONTRACT MANAGEMENT & PERFORMANCE WEBSITE – ⁽⁵⁾

A new web page on the Department's website specifically dedicated to Contract Management and Performance has been developed. On our new web page you can access information relating to the following:

- A link to the [funded programs](#) page identifying the programs that Contract Management and Performance manage
- Variations to Agreements
- Electronic Funds Transfer details
- Data Validation Errors
- PQS news and updates – including current and previous editions of the Contract Connector Newsletter.

To visit our webpage please use the following link:

<http://www.training.qld.gov.au/training-organisations/pre-qualified-suppliers/pgs-contract-management/index.html>

SKILLS DISABILITY SUPPORT ⁽⁶⁾

Are you a PQS (or about to become one) needing assistance for learners with a disability?

Skills Disability Support ([SDS](#)) is a new model of support, implemented on 1 July, which provides specialised technology (e.g. assistive software) and support services (e.g. Auslan interpreters) to PQS to support learners with a disability enrolled in subsidised training.

Through SDS, a learner can receive flexible training support throughout their training program, assisting them to gain nationally recognised skills and qualifications.

This initiative is part of the Queensland Government's commitment to ensuring that learners with diverse needs receive the assistance they need to participate in training that leads to employment.

For more information about SDS including guidelines, a factsheet and instructions on how to apply, visit <http://www.training.qld.gov.au/sds>

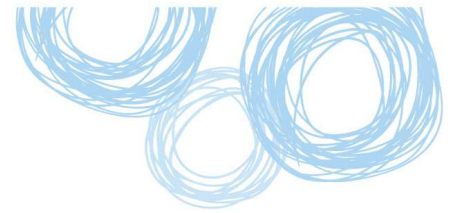
COMMUNITY LEARNING – ANNOUNCEMENTS AND PROJECT SITE VISITS ⁽⁷⁾

Round one of the 2014-15 Community Learning program saw 44 projects totalling \$6.4m in funding announced. Across 2014-15, Community Learning will offer nationally recognised training for over 4,000 disadvantaged learners, with funding of \$47 million available over a five year period. To view the full list of current projects: <http://www.training.qld.gov.au/training-organisations/funded-programs/community-learning.html>

The Community Learning team is currently planning project site visits to newly funded projects across the state to see how they are progressing.

Project site visits are not for formal auditing purposes, they aim to assist with the program's ongoing improvement and the Community Learning team is interested in discussing any barriers or issues that have been encountered by organisations to date. There will be a focus on participant eligibility screening, community based settings and learner support planning. Any general administration issues will also be able to be addressed.





The Community Learning team will be commencing visits in August and will be in contact with the relevant Project Coordinators over the next couple of months.

The Department will conduct a second funding round for 2014-15 opening on **1 October 2014 and closing on 31 October 2014**. For more information about Community Learning contact DETE on 1300 369 935 or visit the website at www.training.qld.gov.au/communitylearning

**Queensland Training Awards –
Tickets on sale now! ⁽⁸⁾**



[Tickets are now on sale](#) for the 2014 Queensland Training Awards to be held at the Brisbane Convention and Exhibition Centre on 19 September.

Has your training organisation bought a table so it is represented at Queensland training's night of nights? Purchase your tickets now to avoid missing out.

The awards bring together representatives from across the sector and provide a great opportunity for you to meet and network with industry and employer representatives, other providers, key stakeholders from across the apprenticeship system and government, and the awards [sponsors](#).

This year there are [65 state finalists](#) competing across the 11 award categories, encompassing apprentices, trainees, students, trainers, employers and training providers.

For more information and to purchase tickets, visit the [Queensland Training Awards website](#)



USER CHOICE

EOFY PAYMENT ARRANGMENTS ⁽⁹⁾ - Reminder

PQS's will receive **two (2) payments** under their Pre-qualified supplier (PQS) agreements for data submitted during July to September and paid with the August to October payments. These payments support the closing of the 2013-2014 data.

- The first payment to be processed and paid will cover your 2013-2014 financial year data.
- The second payment to be processed and paid will be for the 2014-2015 financial data.

PQS's will note a delay between these payments due to validation of data for each financial year.

Pre-qualified Suppliers note:

Once the 2013-2014 financial year data has been finalised on 30 September 2014, you will return to receiving one payment for data submissions from November onwards.

END OF FINANCIAL YEAR CLOSURE ⁽¹⁰⁾

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.

RESPONSIBILITIES OF SUPERVISING REGISTERED TRAINING ORGANISATIONS (SRTOs) ⁽¹¹⁾ - NEW

The [Further Education and Training Act 2014](#) (the FET Act) was implemented on 1 July 2014, repealing the *Vocational Education, Training and Employment Act 2000* (the VETE Act).

Whilst the responsibilities of SRTOs under the FET Act remain largely unchanged, there are some matters of which SRTOs need to be aware. The main points affecting SRTOs in regard to apprenticeships and traineeships are summarised below.

(i) [Declaration of apprenticeships and traineeships policy](#)

The new policy outlines the requirements for each apprenticeship and/or traineeship declared in Queensland under [the FET Act](#) and provides SRTOs with an overview of:

- the minimum requirements for registering a training contract in Queensland, and
- the minimum requirements for supervision, facilities and training of an apprentice or trainee under a training plan.

SRTOs must ensure that they adhere to the requirements for each apprenticeship or traineeship.

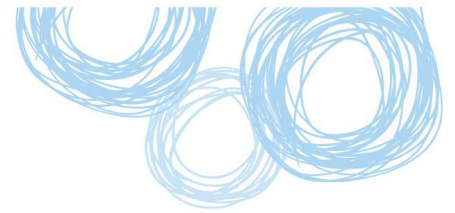
The [Queensland Training Information Service \(QTIS\) database](#) has been updated to reflect the requirements stated in the declaration policy, as well as the particular requirements for school-based arrangements. A review of the structure of information provided in QTIS is currently underway with a view to improving readability.

(ii) Training plans

Under the FET Act, the SRTO for an apprentice or trainee must take all reasonable steps to ensure a training plan is signed—

- if it is the initial training plan, within 3 months of the start of the apprenticeship or traineeship (previously before the end of the probationary period)
- if it is because the SRTO has been replaced, within 28 days after the replacement of the SRTO (previously within 14 days)
- if it is because of a permanent, temporary or statutory transfer to another employer, within 28 days after the transfer of the training contract.

SRTOs must ensure they provide a copy of the signed training plan to the parties within 14 days after they sign it (previously 7 days).



The FET Act allows SRTOs to make minor changes to the training plan without the need for the employer or apprentice/trainee to sign a new training plan. A minor amendment may be deemed as not changing how, when or where training and assessment will be undertaken – for example, a changed title of qualification.

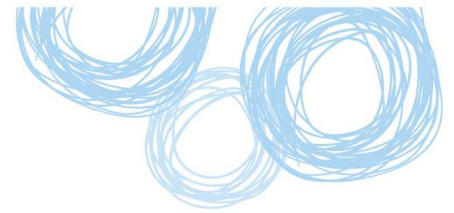
(iii) Suspension of a registered training contract

The FET Act allows the parties to a registered training contract to mutually agree to apply to suspend the contract for up to 1 year. During the period of suspension, all training and assessment under the training plan is suspended and the apprentice or trainee must not undertake any institutional training in the apprenticeship or traineeship during the period of suspension.

(iv) Resources

All DETE resources related to apprentice/traineeship training contracts have been reviewed and are available from [DETE's website](#). These resources include a range of new forms and information sheets. Also available is a new version of the Guide for Supervising Registered Training Organisations, which details the requirements and processes related to the FET Act.

For the full range of responsibilities and changes to apprenticeship and traineeship provisions, please refer directly to [the FET Act](#).



2014 – 15 VET INVESTMENT PLAN

VET INVESTMENT PLAN – Audio Visual Presentation (12)

To assist PQS's 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>.

ELIGIBILITY ASSESSMENT – QUESTIONS (13)

PQS's are encouraged to develop a standard range of "the right questions" to more clearly identify eligibility of students to participate in training under the Queensland VET Investment Plan program.

Possible questions to be considered **may** include, but are not limited to following:

- Have you undertaken training previously? – if yes – seek details. It is the participants responsibility to go to back to the previous training provider and collect and provide evidence:
- Do you have a Certificate 3 qualification or above? – provide evidence. Once more, it is the participants responsibility to go to back to the previous training provider and collect and provide evidence;

It has been identified that Suppliers are only identifying if a full qualification has been obtained which is not capturing partial completion or skill sets.

PQS's are reminded that under the *Pre-qualified Supplier Policy 2014-15* Appendix 4 Reporting Conditions that the:

"PQS must report any unit of competency available for credit transfer as a credit transfer. It is the responsibility of the PQS to check a student's Statement of Attainment when they have previously undertaken training, to determine if any completed units of competency can be counted towards the qualification in which the student intends to enrol.

If yes, the PQS must record the unit of competency as a credit transfer. It will be counted as part of the maximum number of units of competency payable for the qualification."

REPORTING ENROLMENT DATA (14)

Under the *Pre-Qualified Supplier Policy 2014-15 for Queensland Government subsidised training places – Appendix 4 Reporting Conditions* "when reporting training and assessment services to the department, the PQS must:

- C. submit compliant VET activity data in accordance with the following timelines:
- Report enrolments within **30 days** of the unit of competency enrolment
 - Report outcomes within **30 days** of completion of the unit of competency."

For more information about reporting data contact your Contract Manager directly or by email to supplier.management@dete.qld.gov.au

QUEENSLAND TRAINING SUBSIDIES LIST (15)

It is the responsibility of PQS's to regularly check the Queensland Training Subsidies List.

Updates to this list occur as new qualifications become available and funding is approved in line with the Reform Agenda approval processes.

The most current version as at 22 August 2014 is Version 4.

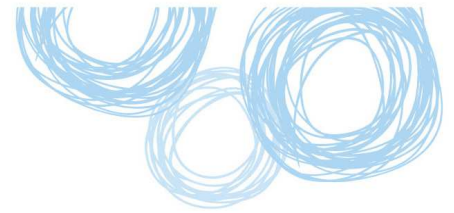
TRAINING AND EMPLOYMENT SURVEY 2013/14 – Completion of Survey (16)

The Certificate 3 Guarantee Program Policy 2013-14 Appendix 1 Key Performance Indicators and Appendix 2. Training and Employment Survey required all PQS's 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's 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. Outcomes of the July – December 2013 report are provided in this the August 2014 edition.

Overdue report: As PQS's 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. We would appreciate your attention to providing this Outcome Survey to assist the department develop a more complete data set.

Note: 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 for 2014-15 are available at <http://www.training.qld.gov.au/resources/training-organisations/pdf/student-survey-factsheet.pdf>

TRAINING AND EMPLOYMENT SURVEY 2013-14 AND 2014-15 ⁽¹⁷⁾

The department has now completed the analysis of reports submitted by PQS's for participants who finished or discontinued their training between 1 July and 31 December 2013.

In summary, the analysis indicated that overall results were very positive, with 65% of participants responding to the survey. Of these respondents, 98% reported they were satisfied with the quality of the training, 60% completed the training and 55% reported an improved employment status.

Of note is that there was a low response rate in Business Administration, Home and Community Care, Disability, Children's Services, Retail Operations and Hospitality. These same sectors, with the addition of Business and Aged Care also reported low completion rates. Additionally, low employment outcomes were reported in Business, Business Administration, Disability and Retail Operations.

The department has also identified that in some instances, PQS's have understated the survey group by not considering all students who have completed or

discontinued their training during the reporting period. This means that PQS's may not be surveying the full number of eligible reportable participants for the period, and in turn may be under reporting outcomes achieved. Alternatively, it may also mean that PQS's are incorrectly reporting completion rates, as the base number they are reporting against will be different to what is captured in the department's systems as completing a qualification.

A key element of the recently released 2014-15 Annual VET Investment Plan is that government investment is focused on training for jobs that are in demand in Queensland's critical industries. As a part of ongoing efforts to ensure this, the department will monitor the outcomes of the survey responses as they relate to both the Certificate 3 Guarantee and the new Higher Level Skills program. With performance standards for PQS's in 2014-15 requiring the achievement of minimum outcomes for students including a qualification completion rate of 65 per cent of all enrolled students, and an achievement of 55 per cent of all students gaining an employment benefit, it is imperative that surveys are conducted in a timely manner and responses reported with integrity and diligence.

The department will continue to regularly provide PQS's with a summary of student employment surveys results through the Contract Connector, and is initiating a process to write to those PQS's with performance below satisfactory levels under 2013-14 Agreements and in the future, under 2014-15 Agreements. The student employment survey process is critical to the ongoing management of the skills market in Queensland, and will be used to identify qualifications that are not supporting adequate outcomes for students, which may lead to a withdrawal or reduction of subsidies, and also PQS's that are not meeting benchmark levels of performance, which may lead to suspensions or cancellations at the qualification, program or agreement level.

To climb steep hills requires a slow pace at first

Shakespeare



**Queensland
Government**



Appendix 1 Key Performance Indicators Training Satisfaction and Employment Outcomes

To be used by PQS to report Participant responses to the Training and Employment Survey at a qualification level. (2013 -2014 Template)

Qualification Code	Qualification Description	Participant Numbers Enrolled	Question 1				Question 2				Question 3		Question 4						
			To help me find a job	To support my current career and improve my chances for promotion	To help me change careers	General interest	Very satisfied with the overall quality of the training	Somewhat satisfied with the overall quality of the training	Somewhat dissatisfied with the overall quality of the training	Very dissatisfied with the overall quality of the training	Yes	No	Not employed before training, employed after training	Not employed before training, not employed after training	Underemployed/employed before training, improved job outcome after training	Underemployed/employed before training, no improvement in job outcome after training			