

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 46 – October 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

QUEENSLAND TRAINING OMBUDSMAN ⁽¹⁾ **NEW**

The Queensland Government is investing \$5 million over three years to establish an independent Training Ombudsman as part of its commitment to providing quality training and reinvigorating Queensland's VET sector.

The Training Ombudsman is an independent office that provides free and impartial advice to individuals about their rights and responsibilities within the VET system.

This role will also review and assist in resolving complaints from apprentices, trainees, students, employers and other relevant parties about the quality of training in Queensland.

The Training Ombudsman also plays an advocacy role for the sector by reporting on systemic issues and advising the State Government on ways to improve the vocational education and training system.

As the Training Ombudsman role is subject to the passage of legislation, an interim Training Ombudsman has been appointed.

For advice or to register a concern, go to www.trainingombudsman.qld.gov.au or call 1800 773 048.



GUIDE TO PROVIDING INDUSTRY SUPPORT ⁽²⁾

The Pre-qualified Supplier Fact Sheet – Guide to providing industry support for variation requests has recently been updated. Please take the time to review the updated Fact Sheet which can be found at <http://www.training.qld.gov.au/resources/training-organisations/pdf/pqs-guideline-industry-support.pdf>

The most significant changes to the variation process are:-

- The requirement to obtain industry support from the relevant industry advisory body;
- Original letters are now required to be submitted, and
- The original letters of support, both industry and employer must be no more than 6 months old and must be sent to the department.

Scanned versions of the letters of support are to be supplied when lodging the variation request online through Variations on Line (VOL), however variations will not be processed until the **original letters** have been received and reviewed.

Any new variations submitted on or after 17 September, 2015 must comply with these new requirements.

Please remember that you must not commence training in a new qualification until such time as it has been approved. Any training that commences prior to the approval will not receive payment.

SKILLING QUEENSLANDERS FOR WORK ⁽³⁾

On Thursday 10 September 2015, the Minister for Training and Skills announced the approval of 200 projects under Skilling Queenslanders for Work programs across the State. In total around \$26.7 million is being invested to assist over 8,000 unemployed people in Queensland in this first round of projects.

A second round for Skilling Queenslanders for Work applications is now open and will be closing on 12 November 2015, for projects to commence from February 2016 onwards. Eligible organisations are encouraged to apply for funding in the upcoming round.

For more information about the Skilling Queenslanders for Work visit <http://www.training.qld.gov.au/community-organisations/funded-programs/sqw>

NOTIFICATION OF CHANGE TO PQS LEGAL ENTITY ⁽⁴⁾

You may have noticed this information has been included in the Contract Connector Newsletter repeatedly over the past few months – we encourage

you to consider your legal obligations in relation to your Agreement with the department as a priority.

All PQS approved by the department to deliver publicly funded training and assessment services within Queensland must obtain written consent from the department prior to any change in legal entity and control of the PQS.

This approval includes changes to key personnel of the PQS. Key personnel can include, but is not limited to, the Chief Executive Officer (CEO), the Managing Director, Director, Manager or shareholders.

Notification of a Change to a Pre-qualified Supplier's Legal Entity Fact sheet is now available to assist PQS to provide all paperwork pertaining to a change in legal entity and control. The link is available from <http://training.qld.gov.au/resources/training-organisations/pdf/pqs-change-legal-entity-fact-sheet.pdf>

Failure to notify the department of your intention WILL result in funds being withheld until the department provides consent or otherwise to the change in legal entity and control.

PQS need to submit the required information by email to Contract Management and Performance at supplier.management@dete.qld.gov.au

TERMINATION OF PRE-QUALIFIED SUPPLIER AGREEMENTS ⁽⁵⁾ NEW

The department is committed to the ongoing monitoring of its Agreements with Pre-qualified Suppliers. Events of Default in relation to any Agreements with the Department is treated seriously.

As a result of this monitoring the department has terminated the User Choice agreement of a large PQS this month.

Important

Please ensure that you have a sound understanding of the Pre-qualified Supplier Policy, Program Policies, related Fact Sheets, as well as your obligations under the VET Pre-qualified Supplier Agreement that you hold with the department.

SUSPENSION OF PRE-QUALIFIED SUPPLIER AGREEMENTS ⁽⁶⁾ NEW

If there is an Event of Default the department may by written notice to the Supplier:

- Suspend funding for the suspension period; or
- Remove the Program in relation to which the Event of Default occurred from the agreement,

This month the department has suspended the Queensland VET Investment agreement of a large PQS.

BREACH NOTICES FOR PQS AGREEMENTS ⁽⁷⁾

Breach Notices are being issued to PQS when there is evidence that the terms of the VET Pre-qualified Supplier Agreement, are not being adhered to.

Breach Notices are issued for a variety of reasons including, but not limited to:

- Third party advertising
- Advertising free training
- False and misleading advertising; and
- Offering inducements

This month the Department has issued three (3) Breach Notices

QUEENSLAND CERTIFICATE OF EDUCATION (QCE'S) ⁽⁸⁾

The end of year issue of Queensland Certificates of Education (QCEs) is approaching and the Data Management Team would like to remind Suppliers that the cut-off date for reporting data relating to school students for inclusion on the QCE is **26 November 2015**.

Please contact the Data Management Team via stac@dete.qld.gov.au or (07) 3513 6899 for further information.

VET INVESTMENT PLAN PROGRAMS – OPEN FOR FUNDING APPLICATIONS ⁽⁹⁾

Trade Skills Assessment and Gap Training ^(a)

As part of the [Queensland Government's 2015–16 Annual VET Investment Plan](#), User Choice Pre-qualified Suppliers can now apply for funding under the [Trade Skills Assessment and Gap Training program](#).

Funding offered through the Trade Skills Assessment and Gap Training program is open to eligible RTOs to help people gain their trade qualification by having their existing trade-related skills and experience recognised. Applications may be submitted at any time between 1 July 2015 and 5pm 31 March 2016.

Funding applications are now also open under the [Industry Pre-apprenticeship Program](#) which enables industry organisations and other eligible organisations to invest in innovative pre-apprenticeship training, with an aim to minimise current and potential trade skills shortages and support individual career advancement.

Building and construction apprenticeship opportunities increased ^(b)

Recent changes to the [Queensland Government Building and Construction Training Policy](#) will boost skills and create more job opportunities for apprentices and trainees on Queensland Government building and construction projects.

From 1 July 2015, the policy was extended to include public private partnerships for building projects over \$500,000 and civil construction projects over \$3 million, as well as projects over \$20 million undertaken by government-owned corporations.

For full details, visit www.training.qld.gov.au/trainingpolicy

NATIONAL REPORTING CUT-OFF FOR 2015 ⁽¹⁰⁾ NEW

Early in 2016 the department will be submitting nationally recognised training activity data for 2015 to NCVET for inclusion in the 2015 Total VET Activity collection. Please be aware that any errors in your data may prevent the Data Management Team from including data for your organisation in this submission.

The Data Management Team requests that PQS review and address all categories of error as early as possible. A cut-off date for 2015 reporting will be communicated late in 2015.

For assistance or further information please contact the Data Management Team via stac@dete.qld.gov.au or (07) 3513 6899.

SUBMITTING AVETMISS DATA FOR PAYMENT ⁽¹¹⁾ NEW

To make a claim for payment a PQS must submit AVETMISS compliant data **on or before** the last working day of the month.

To avoid the high traffic submission on the last day of the month PQS are encouraged to submit data regularly throughout the month. This means that there will be more opportunity to ensure data submissions are as "error free" as possible – prior to extraction for payment. For more information please contact your contract manager



2015-16 QUEENSLAND VET INVESTMENT PLAN

PERFORMANCE MONITORING AND EVALUATION (12)

You are encouraged to work with all members of your organisation to highlight awareness of clause 4 – Performance monitoring and evaluation in the PQS Policy which states that:

“Should the department terminate the PQS Agreement as a result of an Event of Default (as defined in the PQS Agreement), the department may impose an exclusion period of up to two years on the RTO.

The exclusion period may also extend to any individuals or organisations associated with the RTO including anyone who has served as a director, executive, manager or shareholder of the RTO or the RTO’s shareholders (“associated individual or organisation”). This means an associated individual or organisation cannot be associated with another RTO entity seeking PQS status until the exclusion period has expired.”

QUEENSLAND TRAINING SUBSIDIES LIST (13)

The 2015 – 2016 version of the Queensland Training Subsidies List is Version 4 and is effective from 18 September 2015.

Restrictions on Qualifications:

It is the responsibility of the PQS to ensure it adheres to the qualification restrictions stipulated under the Queensland Training Subsidies List. For example:

MTM40211 – Certificate IV in Meat Processing (Meat Safety) students must be an existing worker in the Meat Processing industry.

CHC40512 – Certificate IV in Mental Health

Students must be existing workers in the Community Services industry

FPI40111 – Certificate IV in Forest Operations students must be an existing worker in the Forestry industry

- Evidence of student eligibility will be required by audit.

Evidence of student eligibility will be monitored by Contract Management and Performance as part of its compliance activity.

TRAINING AND EMPLOYMENT SURVEY (14)

Training completed or discontinued from 1 April to 30 June 2015 should have been reported on **14 October 2015**.

- If your organisation has not provided a response for the reporting period please provide one as a matter of priority.
- Should your organisation have no activity to report, a NIL response confirming this must be submitted to the department. Survey templates should be emailed to supplier.management@dete.qld.gov.au
- Please make sure that your **agreement number and the due date of 14 October** is in the subject heading for easier identification.

The Training and Employment Survey template can be accessed from the Certificate 3 Guarantee page on the department’s website.

Upcoming 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 2015	1 October to 31 December 2015	14 January 2016
1 October to 31 December 2015	1 January to 31 March 2016	14 April 2016
1 January to 31 March 2016	1 April to 30 June 2016	14 July 2016
1 April to 30 June 2015	1 July to 30 September 2016	14 October 2016

WYNN WIZARD SOFTWARE IS NOW AVAILABLE FROM SKILLS DISABILITY SUPPORT ⁽¹⁵⁾ **NEW**

WYNN Wizard is a software program designed to assist individuals with reading, writing and comprehension difficulties. It may be of particular benefit for learners with dyslexia, auditory or visual processing difficulties, or attention deficit hyperactive disorder (ADHD).

Wynn Wizard highlights text as it is read aloud in clear, natural sounding speech to assist comprehension. Other features include: a built in talking dictionary and thesaurus; a masking feature which can dim everything on the screen except for the selected text to assist focus; dictation or voice notes to support writing and note taking; and a user interface that can be customised to suit the user.

The software can read word processed documents, PDF documents, text files, and the internet and includes support for maths and science formulas. It also has optical character recognition (OCR) to scan printed pages and convert them into electronic text which can then be read aloud.

Contact SkillsDisabilitySupport@dete.qld.gov.au to loan Wynn Wizard software for your eligible learners. For more information on Skills Disability Support visit www.training.qld.gov.au/sds.

CERTIFICATE 3 GUARANTEE - ELIGIBILITY CLARIFIED FOR STUDENTS WHO HOLD QUALIFICATIONS THAT ARE NOT AUSTRALIAN QUALIFICATIONS FRAMEWORK (AQF) ⁽¹⁶⁾ **NEW**

Students who hold a Certificate level I to Advanced Diploma qualification issued prior to the introduction of the Australian Qualification Framework in 1995 **are eligible** to access training under Certificate 3 Guarantee.

Students who hold a bachelor degree or high level qualification awarded by a tertiary college or university in Australia **are not eligible** to access the Certificate 3 Guarantee as these qualification form part of, and are national recognised within, the Australian Qualifications Framework (AQF)

CERTIFICATE 3 GUARANTEE TRAINING DELIVERY WITHIN QUEENSLAND CORRECTIONAL CENTRES ⁽¹⁷⁾ **NEW**

To assist with the delivery of Certificate 3 Guarantee training within the Queensland Correctional Centres, certain administrative processes are in place and agreed to between the department of Education and Training (DET) and Queensland Corrective Services.

PQS delivering within a Correctional Centre need to be familiar with these processes, but importantly ensure that delivery occurs in line with the Certificate 3 Guarantee and PQS policy arrangements. If you are delivering within a Correctional Centre and have questions about the arrangements please contact your DET Contract Manager.



2010-16 USER CHOICE PROGRAM

COMMON ISSUES OF NON-COMPLIANCE ⁽¹⁸⁾ NEW

This is the fifth in a series of articles developed by Market Quality regarding issues of non-compliance commonly found at audit.

As you know, Pre-qualified Suppliers must reference the Evidence Guides developed by Market Quality to direct their PQS compliance activities. This article will run through the following amendments, currently being made to the PQS Compliance Audit Evidence Guide (User Choice 2010–2016):

- Facilities and resources (page 2 of the Guide) – Additional information has been added in line with details currently covered within the department’s Employer Resource Assessment (ERA) template. These relate to the:
 - required action if the employer is unable to provide facilities, range of work, supervision and/or training
 - ERA having to be signed by the employer and SRTO representative and
 - SRTO ensuring any ERA it creates addresses all information contained within the department’s template.
- Assessment retention (page 4) – Clarifies the assessment evidence must demonstrate how the assessor has made a judgement of competent or not competent through the review and assessment of the student’s work and that a signature on the unit of competency coversheet will not be accepted as evidence.
- Training plans (page 7) – Information regarding transition period for training plans from Apprenticeship and Traineeship Regulatory Guideline 10 to the National training plan template has been removed.
- On-the-job verification (page 12) – Clarifies that evidence of the on-the-job verification regarding demonstration of competent performance in workplace tasks must be signed off by a person who has been nominated within the ERA as a ‘qualified person’.
- Recognition of Prior Learning (page 13) – Provides clarification that RPL evidence must be based on previously obtained skills and knowledge achieved outside of the formal education and training system i.e. the student’s apprenticeship or traineeship.
- Credit transfers (page 14) – Clarifies the department will not fund units of competency previously achieved (either identical or equivalent) in instances where legislation or industry standards require periodical retraining and reassessment.

- AVETMISS postcode (page 14) – Clarification on the accurate submission of AVETMISS postcodes when training is predominantly delivered via an online methodology.

It is anticipated this version of the PQS Compliance Audit Evidence Guide (User Choice 2010–2016) will be published on the department’s website within a section dedicated to the department’s compliance audit processes by the end of October 2015.

ERROR OF THE MONTH ⁽¹⁹⁾ Reminder

Error Fact Sheet No: 32002

Error Description: The Module/Unit of Competency end date is not within the Agreement/Training Schedule start and end dates.

Explanation:

The enrolment activity end date for the reported claim (located within the NAT00120 file) is

- Outside the Agreement start and end dates
- Outside the qualification start and end dates as specified on the Delivery Schedule
- Outside the Training Schedule Line start and end dates as specified on the Schedule A

Rectification Action:

Check Delivery Schedule/Schedule A to ensure correct Agreement Number and Training Schedule Line Number (if applicable) is reported for the delivery time frames.

Check Delivery Schedule/Schedule A for approved start and end dates of qualifications/Training Schedule Line Numbers. (For variation purposes the approved start date of an added qualification will be from the process date of the variation by the department.)

Check your organisation’s files to ensure start and end dates reported are the actual start and end dates of training and assessment. These dates are auditable by the department.

This information is also available at:

<http://www.training.qld.gov.au/resources/training-organisations/pdf/error-fact-sheet-32002.pdf>