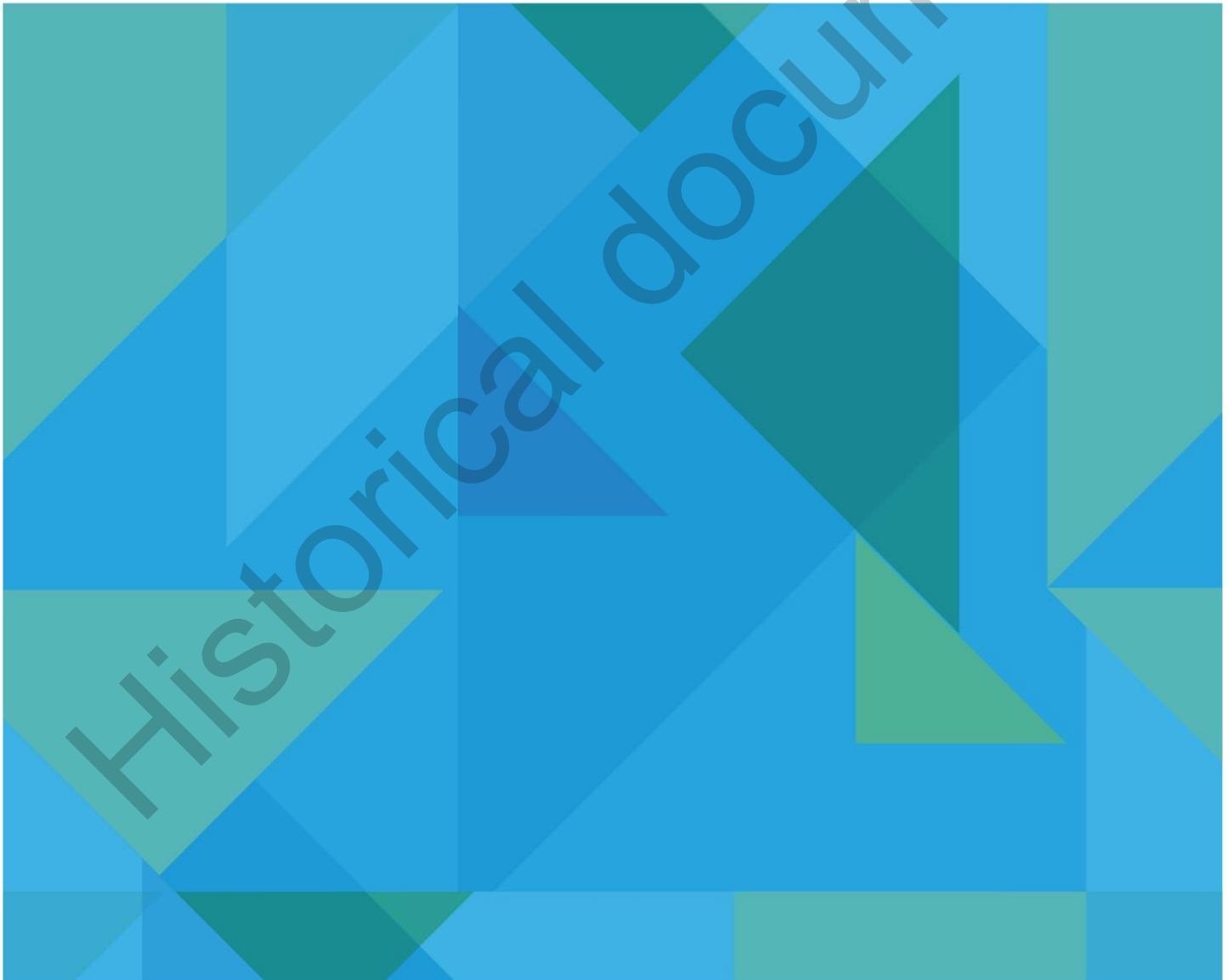




Pre-qualified Supplier Compliance Audit Evidence Guide

(User Choice 2016–17)

(Effective 6 February 2017)



Historical document

Historical document

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PQS Compliance Audit

Evidence Guide (User Choice 2016–17)for the *Further Education and Training Act 2014*

Your guide to compliance

This *Evidence Guide for Pre-qualified Suppliers 2016–17* has been developed by the Queensland Department of Education and Training (DET) to provide specific detail to Pre-qualified Suppliers (PQS) on the level of supporting documentation required for PQS to evidence the adequate completion of tasks as required by the *Vocational Education and Training (VET) Pre-qualified Supplier (PQS) Agreement* and relevant policies which underpin the *2016–7 Annual VET Investment Plan* from July 2016. It also helps explain the linkages between:

- the *Further Education and Training Act 2014* (FET Act)
- the *Further Education and Training Regulation 2014*
- apprenticeship / traineeship policy and procedures which support the FET Act
- the *Vocational Education and Training Pre-qualified Suppliers (VET PQS) Agreement*
- the *User Choice 2016–17 Policy*
- the *User Choice Pre-qualified Supplier 2016–17 Policy*.

When implemented correctly, the evidence guide will help your organisation work more effectively within Queensland's funded training program environment, assist in maintaining compliance and mitigate much of the stress that can be associated with compliance audits. Your Contract Manager is your first point of contact to clarify any requirements not addressed here.

The evidence guide follows the structure of the *Pre-qualified Supplier Policy 2016–17* and provides general advice on the types of evidence necessary to prove compliance with the *VET PQS Agreement*, the *User Choice 2016–17 Policy* and the FET Act, and should be read in conjunction with each of these documents to provide a clear overview of the roles and responsibilities of suppliers.

How to read and interpret this evidence guide:

COMPLIANCE FOCUS

[FET Act 2014 / Regulation](#)

[Apprenticeship / Traineeship Operational Policy and Procedures](#)

[VET PQS Agreement](#)

[User Choice 2016–17 Policy](#)

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EMPLOYMENT ARRANGEMENTS

FET Act 2014 references	<p>s. 17(5)(f)(ii) Registering training contracts (page 22)</p> <p>s. 56 – Employer to provide supervision, facilities and training (page 49)</p> <p>s. 67 – Availability of facilities (Page 55-56)</p> <p>s. 68 – Supervising registered training organisation to ensure delivery of training (page 56)</p> <p>s. 74 – Signing of training plan (page 58)</p>
Departmental policy / procedures	<p>Adequate training arrangements</p> <p>Declaration of Apprenticeships and Traineeships - Policy</p> <p>Transfer of Registered Training Contracts - Permanent or Temporary</p> <p>Guide to completing an Employer Resource Assessment</p>
VET PQS Agreement	<p>Clause 3.2(b) provide Training and Assessment and other VET services with due skill, care and diligence to a high professional standard</p>
User Choice 2016–17 Policy	<p>Clause 1.2 Employment arrangements</p>

EMPLOYER RESOURCE ASSESSMENT – ERA

Employer Resource Assessment ([ERA](#)) – changes to requirements in 2016

If the supplier identifies the employer is unable to provide the facilities, range of work, supervision and / or training necessary to achieve the outcomes of the training plan, the supplier should not commit to the training plan and **must** advise the employer, the Australian Apprenticeship Support Network ([AASN](#)) provider and the department immediately.

From **1 October 2016**, the department *will not, in all instances, require the completion of a new separate Employer Resource Assessment (ERA) for each new apprentice / trainee*. When there is more than one apprentice / trainee in a workplace in the same qualification it is recognised it is not always practical to produce a separate hard copy ERA for each apprentice / trainee. As a result, the supplier will now be able to create and maintain one or more ERAs in the following situations:

- for a workplace with one apprentice / trainee – the supplier **must** conduct and retain evidence of the ERA process and have a system in place to update the existing ERA to include the details of other apprentices / trainees commence in the same workplace in the same qualification as the existing apprentice / trainee.
- for a workplace with multiple apprentice / trainees in the same qualification – the supplier **must** conduct and retain evidence of the one ERA process and have a system in place to update the existing ERA to include the details of other apprentices / trainees who commence in the same workplace in the same qualification as the existing apprentices / trainees.

EMPLOYER RESOURCE ASSESSMENT – ERA

Employer Resource Assessment (ERA) – changes to requirements in 2016 (Continued)

- For a workplace with multiple apprentices or trainees in different qualifications – the supplier **must** conduct an ERA process for each of the qualifications being undertaken in the workplace, or each cohort of apprentices / trainees, and have a system in place to update the ERAs to include the details of other apprentices / trainees who commence in the same workplace in the same qualification as any of the existing apprentices / trainees.

In all cases where an apprentice or trainee starts in a workplace in which an ERA is current for a different qualification/s to the commencing apprentice or trainee a new ERA **must** be undertaken.

To assist suppliers in retaining sufficient evidence to substantiate the ERA has been conducted and to determine the legitimacy of workplace arrangements, the department

- provides a range of templates to assist suppliers in complying with this requirement.
- provides the above guide to clarify the department's expectations of what evidence the supplier retains to ensure compliance with their obligations under the [FET Act](#). These templates can be located: at [Apprenticeships Info](#) (Ref - P44 of this Guide)

Skilling Queenslanders for Work (SQW) – The requirement for a Pre-qualified Supplier to conduct an ERA is rendered for participants engaged in a Skilling Queenslanders for Work – Work Skills Traineeship.

REQUIREMENTS

ACCEPTABLE EVIDENCE

A supplier **must** provide evidence it has sourced or developed an ERA document which addresses the employment and training arrangements required under the FET Act for each apprenticeship / traineeship qualification within the workplace.

The supplier **must** retain evidence for either of the following:

- Implementation of the department's ERA template current at the time apprentice / trainee was enrolled; or
- Documentation of the process used by the supplier which captures all of the required information reflective of the department's ERA template current at the time apprentice / trainee was enrolled, including the sufficiency of range of work, facilities and equipment and supervisory arrangements.

Please note:

- Should the supplier wish to develop its own version of the ERA, it must ensure all information contained within the department's templates is captured as a minimum. The absence and / or incompleteness of information from an ERA will be identified as non-compliance and recovery of funds may occur.*

This documented process may be contained within one document or a collection of documents.

EMPLOYER RESOURCE ASSESSMENT – ERA

REQUIREMENTS	ACCEPTABLE EVIDENCE
<p>The supplier must, prior to negotiating the training plan for the apprentice / trainee, capture and retain evidence it has assessed the employer's ability to provide the apprentice / trainee the following requirements as stated within the FET Act:</p>	<p>The supplier must retain a fully complete ERA document, in accordance with the above scenarios, which accurately captures evidence the supplier has assessed the workplace arrangements for each apprentice / trainee and the employer is able to provide adequate facilities, range of work, supervision and the on-the-job training required by the FET Act.</p> <p>NOTE:</p> <ul style="list-style-type: none"> <i>In the majority of cases the ERA is completed through a visit to the workplace where the apprentice will be located. This is not always possible depending on the location of the workplace and / or where the workplace is not static.</i> <i>In cases where remoteness or accessibility is an issue, the supplier may choose to conduct the ERA via other methods, most commonly through the use of phone and or email conversations with the employer. The supplier must be satisfied it has obtained sufficient information to make a determination regarding legitimacy of workplace arrangements as well as identifying any gaps in the range of work and facilities available, and the supervision complies with the qualification requirements. The supplier must retain information as to how the ERA was conducted if it was not done via a workplace visit.</i> <i>The supplier must ensure information is captured on the ERA which is also reflected on the apprentice's / trainee's training plan in every instance, if the employer does not provide the workplace based tasks aligned to a unit of competency it is therefore unable to provide all necessary on-the-job training.</i>
<p>Range of work & Workplace facilities and equipment</p>	<p>The supplier must identify the units for which the employer cannot provide aligned workplace tasks and provide details of how the training related to these units will be delivered and assessed.</p> <p>Please note:</p> <p><i>Overarching statements regarding the sufficiency of the range of work in accordance with the training plan or training package, or similar, will not be accepted.</i></p>

EMPLOYER RESOURCE ASSESSMENT – ERA

REQUIREMENTS	ACCEPTABLE EVIDENCE
<p>Supervisory arrangements</p> <p>Please note:</p> <p>Adequate supervision of apprentices and trainees cannot solely be provided from an offsite location by electronic means. Electronic means include, but are not limited to, telephones, radios and webcams.</p>	<p>Information regarding the name of the nominated “qualified person” and details regarding any industry specific qualifications currently held must be captured within the ERA.</p> <p>Please note:</p> <p>The supplier must ensure the qualified person/s responsible for supervising the apprentice / trainee</p> <ul style="list-style-type: none"> • is permanently engaged at the same workplace as the apprentice or trainee and • be predominantly employed and available during the same working hours as the apprentice or trainee. • Is signing the on-the-job verification against individual units of competency • is someone who has been acknowledged as being a “qualified person” and who has been listed within the ERA. <p>For a qualification which leads to a licenced outcome, the supplier must sight the licence, or look up online where possible, and keep a copy of the licence or the online print out attached to the ERA.</p> <ul style="list-style-type: none"> • requirements for a qualified person is defined in the departments ERA as referenced in “Declaration of Apprenticeships and Traineeships in Queensland” – Section 16.1& 16.2, page 15 Declaration of Apprenticeships and Traineeships in Queensland (Ref - P44 of this Guide) • reference to the number of years within an industry (e.g. 25 years) or a generic position title (e.g. Manager) will not be accepted. The supervisor knowledge must be current as well as working in the specialist area for which the apprentice / trainee under their guidance is studying. • for a qualification which does not lead to a licenced outcome, whilst not mandatory, retaining copies of the relevant qualifications and licenses for the qualified person or persons nominated within the ERA will be seen as best practice.
<p>The supplier must ensure the ERA is signed by the employer, apprentice / trainee and Supervising Registered Training Organisation (SRTO) representative to confirm information contained within the ERA is a true and accurate reflection of current workplace arrangements.</p>	<p>The ERA has been signed by all parties (employer, apprentice / trainee and SRTO)</p> <p>When the ERA is updated for a new apprentice / trainee the signature of the new apprentice / trainee is required. Similarly, if there is a change of employer representative the new representative will need to sign the ERA.</p>

EMPLOYER RESOURCE ASSESSMENT – ERA

REQUIREMENTS	ACCEPTABLE EVIDENCE
<p>The supplier is required to determine an appropriate ratio of apprentices / trainees to qualified persons (supervisor). Where the supplier determines a supervisor (as the qualified person) is able to act as the supervisor for more than one apprentice or trainee, the supplier must justify this decision and record all details within the ERA.</p> <p>The supplier must also review the Queensland Training Information Services (QTIS) database to determine whether the specific qualification the apprentice / trainee is enrolling in includes any industry specific requirements regarding the supervision requirements for apprentices / trainees.</p> <p>Please note:</p> <p><i>While there is no set ratio required for the number of supervisors to apprentices / trainees it is generally accepted for apprenticeships there is one supervisor to each apprentice.</i></p> <p><i>This may be relaxed as an apprentice gains skills and experience or where an apprentice commences with existing skills and experience.</i></p>	<p>The supplier must capture information regarding the number of apprentices / trainees employed and the number of qualified persons identified as addressing supervisory requirements.</p> <p>Where the supplier determines a ratio of more than 1:1 has been identified, the supplier must retain a documented rationale supporting these arrangements. Factors which may support the supplier in its determination of an appropriate ratio include:</p> <ul style="list-style-type: none"> • the age and life experience of the apprentice / trainee in the workplace • whether the apprentice / trainee is new or an existing worker • the level of competence and experience of the apprentice / trainee in a particular task / skill • the risk associated with the work environment and the tasks to be completed by the apprentice / trainee • the proximity of qualified persons and apprentices / trainees within the workplace. • industry regulations / requirements.
<p>In situations where the training contract is transferred to another employer, whether it is a permanent transfer or on a temporary basis, the supplier must conduct a new ERA on the new employer, and record and retain all evidence of this process as outlined above. In the case of a temporary transfer, the ERA would only need to consider the period of the temporary transfer and the relevant training plan requirements for that time.</p>	<p>The fully developed ERA as per above requirements.</p>

EMPLOYER RESOURCE ASSESSMENT – ERA

REQUIREMENTS	ACCEPTABLE EVIDENCE
<p>The supplier must monitor the ongoing adequacy and legitimacy of workplace training arrangements to ensure the necessary facilities, range of work and supervision remain in place for the term of the training contract.</p> <p>Please note:</p> <p><i>If the supplier identifies the employer is no longer able to provide or arrange to provide the facilities, range of work, supervision, and / or training under the training plan, the supplier must notify the department.</i></p>	<p>The ERA is now a workplace based document which is designed to be updated when there are changes within the workplace, such as a new apprentice commencement or a change in apprentice supervisor. Consequently, the supplier must review each ERA at intervals of no greater than three (3) months which aligns with the legislative requirement to review a training record.</p> <p>This evidence could include, but not limited to:</p> <ul style="list-style-type: none"> • A documented workplace visit form signed and dated by the employer and supplier confirming the ERA has been reviewed and, if necessary, updated to reflect any changes to the workplace regarding facilities, range of work, supervision, and / or training under the training plan. • details captured within appendix 1 of the ERA form confirming the ERA has been reviewed and, if necessary, updated to reflect any changes to the workplace regarding facilities, range of work, supervision, and / or training under the training plan.

ENROLMENT

FET Act 2014 references	<p>Schedule 1 – Dictionary</p> <p>s. 56 – Employer to provide supervision, facilities and training (Page 49)</p> <p>s. 67 – Availability of facilities (Page 55)</p> <p>s. 68 – Supervising registered training organisation to ensure delivery of training (Page 56)</p> <p>s. 69 – Supervising registered training organisation to notify chief executive if progress not made under training plan (Page 56)</p> <p>s. 71 – Training plan for apprentice or trainee (Page 57)</p> <p>s. 72 – Parties to training plan (Page 57)</p> <p>s. 73 – Training plan to be negotiated by parties (Page 58)</p> <p>s. 74 – Signing of training plan (Page 58)</p> <p>s. 75 – Copies of signed training plan for apprentice or trainee (Page 58)</p> <p>s. 77 – Training plan ends on replacement of supervising registered training organisation (Page 59)</p> <p>s. 79 – Training plan ends if registered training contract transferred (Page 60)</p> <p>s. 80 – Changing training plan for an apprentice or trainee (Page 60)</p> <p>s. 81 – Signing changed training plan for apprentice or trainee (Page 60)</p> <p>s. 82 – Supervising registered training organisation may make minor change to training plan (Page 60)</p>
FET Regulation 2014	Part 2.4 – Training Records (Page 4)
Departmental policy / procedures and supporting documents	<p>Guide to Training Plans and Training Records (Ref - P44 of this Guide)</p> <p>Transfer of Registered Training Contracts – Permanent or Temporary (Ref - P44 of this Guide)</p>
VET PQS Agreement 2016–17	Clause 3.2(b) provide training and assessment and other VET Services with due skill, care and diligence to a high professional standard (Page 5)
User Choice 2016–17 Policy	N/A

ENROLMENT

SKILLING QUEENSLANDERS FOR WORK

Skilling Queenslanders for Work – Work Skills Traineeships are a unique model that combines the elements of a government funded works project with the benefits of a traineeship model. Projects are full-time and lengths vary between 16-26 weeks, determined on the work activities being undertaken. The PQS is to develop a training plan in partnership with the funded organisation. Under the Work Skills Traineeships model, the community-based organisation acts as the employer. The training plan must allow sufficient time to complete the proposed work on the community, public works or environmental project and also the competencies for the qualification.

As defined on the Queensland Training Information Service (QTIS), these unique traineeships are focussed on developing vocational **and** employability skills for long-term unemployed and disadvantaged job-seekers. Skills and confidence will be developed on the job, with any off-the-job training reserved for times when trainees are unable to undertake normal work activities (i.e. Bad weather, waiting on materials or trade work to be completed). This should translate within the training plan, detailing an employment-based delivery method.

TRAINING PLANS

REQUIREMENTS

An apprentice / trainee must have a **training plan** (in the approved format) that outlines the training the supplier and the employer will provide and the qualification that will be issued at the completion of the apprenticeship / traineeship.

ACCEPTABLE EVIDENCE

On 11 September 2014, the department recognised the national [training plan template](#) as the approved document. The department's national training plan template is available at: Training.gov.au/apprentices/srto

It is acceptable for suppliers to develop their own training plan template to meet their individual requirements provided it contains all the information and functionality contained within the national training plan template.

TRAINING PLANS

REQUIREMENTS	ACCEPTABLE EVIDENCE
<p>The supplier must ensure a training plan has been developed for each apprentice / trainee. It must be negotiated and agreed to by all the parties (which include; apprentice / trainee, employer and supplier). When all parties have agreed to the terms and conditions of the training plan they must sign to validate the document.</p>	<p>The training plan must be fully completed and signed by all three parties. The approved document must include:</p> <ul style="list-style-type: none"> • the training (on-the-job / workplace tasks) to be delivered to the apprentice / trainee by the apprentice / trainee's employer • the training to be delivered to the apprentice / trainee by the supplier • the maximum duration of the training to be delivered by the supplier during the apprenticeship / traineeship • the qualification to be issued to the apprentice / trainee on completion of training • an indication that the nominated workplace for the apprentice / trainee has the necessary range of work, facilities and supervision required to ensure the apprentice / trainee is able to undertake the workplace training to the required standard • the response provided by the supplier regarding whether the nominated workplace for the apprentice / trainee has the necessary range of work, resources and facilities needed to undertake the workplace training.
<p>In developing the initial training plan for an apprentice / trainee, the supplier must ensure this process is completed within three months of the start of the apprenticeship or traineeship.</p>	<p>The supplier must retain evidence to support the initial training plan has been negotiated, completed and signed by the parties within three months of the start of the apprenticeship / traineeship.</p> <p>However, it is acknowledged the supplier is often not involved in the signing up of an apprentice / trainee and is reliant on notification from an Australian Apprenticeship Support Network (AASN) to confirm the commencement of a new apprentice / trainee.</p> <p>If the supplier receives notice from an AASN which would not allow adequate time to develop the initial training plan before the three month period has expired, the supplier must retain evidence when the supplier receives notification from the AASN. In addition, supplier must retain documented correspondence with the apprentice / trainee and employer scheduling the induction / sign-up meeting during which time the training plan would be negotiated and developed. The supplier must endeavour to facilitate the completion of the training plan within a timely manner.</p> <p>Further, it is strongly recommended the supplier provides written notice to the department regarding delays incurred as a result of late notification from an AASN.</p>

TRAINING PLANS

REQUIREMENTS	ACCEPTABLE EVIDENCE
<p>If the parties to the training contract have decided to replace the supplier, the new supplier must ensure the new training plan is negotiated, developed and signed by all parties within 28 days of becoming the supplier.</p>	<p>Evidence (e.g. email or written communication confirming date of actioning), to support the replacement training plan has been negotiated, completed and signed by all parties within 28 days from receipt of AASN notification that the supplier has been nominated as the replacement SRTO.</p>
<p>The supplier must ensure a copy of the signed training plan is provided to the apprentice / trainee and the employer, within 14 days of being signed by the parties.</p>	<p>Documented evidence to support when the original and any subsequent training plan/s were issued to the employer and apprentice / trainee within 14 days of the training plan being signed.</p> <p>e.g.</p> <ul style="list-style-type: none"> • induction checklist signed by the apprentice / trainee and employer referencing receipt of a signed copy of the training plan • letter or email correspondence to apprentice / trainee and employer referencing attached signed copy of training plan).
<p>Where parties have agreed to amend the original training plan, the supplier must provide a copy of the signed amended training plan to the apprentice / trainee and the employer within 14 days of it being signed by all parties in all instances where amendments result in changes to the:</p> <ul style="list-style-type: none"> • how (method of training delivery or assessment) • when (timeframes for training delivery and assessment, e.g. unit start and end dates) • where (location of training delivery or assessment) • what (changes to qualifications or units of competency being trained and assessed) • who (party responsible for training delivering or assessment). 	<p>Documented evidence to support when the original and any subsequent training plan/s were issued to the employer and apprentice / trainee within 14 days of the training plan being signed.</p> <p>e.g.</p> <ul style="list-style-type: none"> • induction checklist signed by the apprentice / trainee and employer referencing receipt of a signed copy of the training plan • letter or email correspondence to apprentice / trainee and employer referencing attached signed copy of training plan).

TRAINING PLANS

REQUIREMENTS	ACCEPTABLE EVIDENCE
<p>The supplier must ensure the selection of units of competency within the training plan aligns with the training packaging rules for the qualification, taking into consideration any requirements for pre and / or co-requisite units of competency and qualification entry requirements.</p>	<p>The training plan listing the units of competency which align with the relevant qualification packaging rules in relation to the selection and the sequencing of units of competency (where applicable).</p>
<p>Transition</p> <p>A supplier must maintain a current scope of registration by ensuring it transitions from a superseded qualification to its nationally recognised equivalent.</p> <p>The supplier must transition the apprentice or trainee to the replacement qualification within 12 months of its publication / release date as it appears on Training.gov.au</p> <p>Where a bulk transition has occurred, the supplier must retain evidence that:</p> <ul style="list-style-type: none"> • the employer and apprentice / trainee have been consulted of the changes • the training plan has been updated to reflect the changes • if the transition from a superseded qualification results in changes to the how, where and / or when the training will be delivered or who is delivering the training, the supplier must arrange for the parties to sign a new training plan and retain evidence that a signed copy of the plan has been provided to all parties within 14 days. 	<p>The supplier must retain evidence to validate that:</p> <ul style="list-style-type: none"> • the employer and apprentice / trainee has been consulted and all parties have agreed to the change • the training plan has been updated to reflect the changes • in Instances where the transition to the current training package qualification has resulted in changes to the how, where and / or when the training will be delivered or who is delivering the training, the supplier must retain evidence supporting the parties have signed the new training plan the training plan has been signed by all parties • a copy of the amended signed training plan has been provided to the employer and apprentice / trainee within 14 days of being signed by all parties.

TRAINING PLANS

REQUIREMENTS	ACCEPTABLE EVIDENCE
<p>Simulated arrangements</p> <p>In situations where the employer does not have the necessary range of work or facilities relating to any specific unit/s of competency, it is acceptable for all assessment requirements (including the on-the-job verification) for those unit/s of competency to occur in the supplier's training and assessment classroom environment.</p> <p>Where this strategy is identified as the most suitable method of ensuring demonstration of knowledge and skills in accordance with training package requirements, the supplier must ensure details of these arrangements are documented within the development of the initial training plan.</p>	<p>The supplier must document the following information sections on the training plan to identify and acknowledge any unit/s of competency completed through simulated arrangements:</p> <ul style="list-style-type: none"> • Section 3 – detailing whether the nominated workplace for the apprentice / trainee has the necessary range of work, resources and facilities needed to undertake the workplace training. • Section 4 – details of the unit/s of competency where the responsibility for training, both on and off-the-job, is with the supplier <p>Please note:</p> <p><i>The supplier is reminded in instances where the employer is unable to provide range of work and / or facilities which support how training and assessment will be conducted for the unit/s of competency the details must be documented in the ERA.</i></p>

TRAINING RECORDS

This document evidences provision of the training required, (both on-the-job and off-the-job) to satisfy completion all competencies for the selected qualification. There is no set format for a training record which can be produced in a way the supplier considers appropriate to satisfy the mandatory requirements. For example, the training record may be kept in booklet or electronic format.

As the name suggests, a training record evidences the apprentice / trainee's training and the date it was completed. The training record must always remain in the possession of the apprentice / trainee to be made available upon request from departmental officers.

NOTE: Suppliers are reminded that training records are not assessment tools and will not be accepted as evidence of formal assessment at audit.

The training record usually only provides the workplace supervisor an 'abbreviated' version of some of the training package requirements, often a list of the elements and performance criteria from the training package units of competency. As best practice, the training record should include details regarding observable workplace tasks relevant to each individual unit of competency to allow the employer / workplace supervisor an understanding of the expectations.

TRAINING RECORDS

REQUIREMENTS	ACCEPTABLE EVIDENCE
<p>The supplier must provide the appropriate training record to the apprentice / trainee, to be kept for the duration of the apprenticeship or traineeship, within 14 days of the training plan being signed.</p>	<p>Documents including:</p> <ul style="list-style-type: none"> • induction checklist signed by the apprentice / trainee referencing receipt of the training record and / or • letter or email to the apprentice / trainee referencing: <ul style="list-style-type: none"> ○ attached training record or ○ provision of login details enabling viewing and / or updating of electronic training record.
<p>The supplier and the employer must, at intervals of not more than three months, ensure the apprentice / trainee produce the training record to confirm the particulars of completed training has been recorded.</p>	<p>Evidence the apprentice / trainee has been requested to present their training record for the purpose of having the details of training entered e.g.:</p> <ul style="list-style-type: none"> • documented workplace visit signed and dated by the apprentice / trainee, employer and supplier confirming the training record has been reviewed and updated to reflect the details of training and the progression of unit/s of competency • a copy of the signed and dated page from the training record relating to unit/s of competency trained and / or completed during the three month interval.
<p>The contribution of the employer / supervisor to confirm appropriate performance (and thereby acknowledging the progression of the apprentice / trainee as evidenced in the training plan) requiring suppliers to engage with the workplace in the development, delivery and monitoring of training and assessment.</p>	<p>This evidence could include, but not limited to:</p> <ul style="list-style-type: none"> • documented workplace visit signed and dated by the apprentice / trainee, employer and supplier confirming the training record has been reviewed and updated to reflect the details of training and the progression of units of competency • a copy of the signed and dated page from the training record relating to unit/s of competency trained and / or completed during the three month interval.

TRAINING RECORDS

REQUIREMENTS	ACCEPTABLE EVIDENCE
<p>Simulated arrangements</p> <p>In situations where the employer does not have the necessary range of work or facilities relating to any specific unit/s of competency, it may be acceptable for all assessment requirements (including the on-the-job verification) for those units of competency to occur in the supplier's training and assessment classroom environment.</p> <p>The supplier must ensure this is an acceptable method ensuring demonstration of essential knowledge and skills in accordance with training package requirements.</p>	<p>As the employer will not be responsible for providing any on-the-job verification, the training record for any unit/s of competency completed via simulated training and assessment arrangements e.g.:</p> <ul style="list-style-type: none"> • documented workplace visit signed and dated by the apprentice / trainee and supplier confirming the training record has been reviewed and updated to reflect the details of training and the progression of units of competency • a copy of the page from the training record signed and dated by the apprentice / trainee, and supplier relating to unit/s of competency trained and / or completed during the three month interval. • In whichever document is retained by the supplier, it must state that the signature from the employer was not required as the unit/s of competency was completed through simulated arrangements.

TRAINING

FET Act 2014 references	s. 68 – Supervising registered training organisation to ensure delivery of training (Page 56)
Departmental policy / procedures	N/A
VET PQS Agreement	Clause 9.1(a)(i) (Page 7)
User Choice 2016–17 Policy	

FACE TO FACE WITHIN SUPPLIER PREMISES OR WORKPLACE

REQUIREMENTS

Where [AVETMISS](#) Delivery mode identifier '10' or '30' has been reported to the department, full and complete records supporting participation in training for each apprentice / trainee for each unit of competency / module from commencement to completion.

Please note:

To streamline the requirements for suppliers to evidence training participation, the department will accept the apprentice / trainee signature on the initial record of training participation for each individual unit of competency. Subsequent records of training participation will only require the apprentice / trainee name and the signature of the trainer to validate attendance. This evidence will be sufficient to substantiate any AVETMISS data relating to withdrawn claims for payment.

ACCEPTABLE EVIDENCE

Evidence can be captured in any combination of the following types of records:

- Class rolls
- Workplace visit sheets
- Attendance records.

These documents **must** capture the following information:

- Name of the apprentice / trainee/s
- Unit of competency / module code and name
- The date/s of training
- Location
- Trainer's signature and date signed and
- Signature of the apprentice / trainee.

ELECTRONIC DELIVERY / ONLINE

REQUIREMENTS	ACCEPTABLE EVIDENCE
<p>Where AVETMISS Delivery mode identifier '20' has been reported to the department, full and complete records supporting participation in training for each apprentice / trainee for each unit of competency / module from commencement to completion.</p> <p>Please note:</p> <p><i>Situations where the apprentice / trainee is attending the supplier's classroom environment for the purpose of completing online learning activities will be considered as AVETMISS Delivery identifier '20' – Electronic based delivery / Online.</i></p>	<p>Provision of student activity logs from the suppliers Learning Management System which supports the program delivery.</p> <p>This activity log must capture the following information:</p> <ul style="list-style-type: none"> • Name of the apprentice / trainee/s • Unit of competency / module code and name • The date/s and duration of training

OTHER DELIVERY (E.G. CORRESPONDENCE / DISTANCE DELIVERY)

REQUIREMENTS	ACCEPTABLE EVIDENCE
<p>Where AVETMISS Delivery mode identifier '40' has been reported to the department, full and complete records supporting participation in training for each apprentice / trainee for each unit of competency / module from commencement to completion.</p> <p>AVETMISS Delivery mode identifier '40' is used where the predominant method of learning is not covered by the options provided.</p> <p>Please note:</p> <p><i>The issuance of training materials or resources to the apprentice / trainee does not constitute training has been conducted or the apprentice / trainee has been engaged in learning.</i></p>	<p>Correspondence (e.g. emails) between the apprentice / trainee and the supplier confirming the commencement and / or progression through nominated unit/s of competency to show engagement in the learning activities.</p> <p>This correspondence must capture the following information:</p> <ul style="list-style-type: none"> • Name of the apprentice / trainee/s • Unit of competency / module code and name • The date/s of training • Location • Trainer's signature and date signed and • Signature of employer / workplace supervisor. <p>Record of training, which captures all of the above information, maintained by the apprentice / trainee to record withdrawal to undertake workbooks / training resources.</p>

ASSESSMENT

FET Act 2014 references	s. 68 – Supervising registered training organisation to ensure delivery of training (Page 56)
Departmental policy / procedures	N/A
VET PQS Agreement	Clause 9.1(a)(ii) (Page 7) Clause 9.1(b) (Page 7)
User Choice 2016–17 Policy	Clause 2.4 Payment and Reporting (Page 10) Clause 2.4 Payment and Reporting (Table 3) (Page 12-13)

Specifically within the User Choice funding program, the following evidence **must** be retained prior to the submission of claims for payment for any unit of competency:

- 1) formal assessment (of the knowledge and skills, and their practical application) for each individual unit of competency has been conducted in accordance with training package requirements, has been determined as satisfactory.
- 2) on-the-job verification has been conducted to confirm the apprentice / trainee has received on-the-job training and achieved an appropriate level of workplace performance to industry standard.

Competency is achieved when an apprentice / trainee can demonstrate required knowledge and skills, and their practical application. The decision of competency remains that of the supplier and therefore **must** be based on the retention of a sufficient range of assessment evidence. This responsibility cannot be assigned to the employer / workplace supervisor.

The following section must be read in conjunction with the requirements and acceptable evidence outlined within the 'AVETMISS' section.

ASSESSMENT RETENTION REQUIREMENTS

Please note:

The intent of this section is to validate the submission of various AVETMISS Outcome identifiers ensuring that the assessment evidence references and includes, documentation retained in either a hard copy (paper-based) or electronic (digital / scanned) form

AVETMISS OUTCOME IDENTIFIERS

REQUIREMENTS

AVETMISS Outcome identifier '20' – Competency Achieved

Formal assessment conducted by the supplier **must** involve the evaluation and retention of a sufficient range of assessment evidence to enable a decision to be made regarding competence and **must** comply with the assessment guidelines and other requirements stated in the nationally endorsed training package.

Where evidence from the workplace is to be used to contribute to the assessment process (as supplementary assessment evidence), the supplier **must** interpret competency standards and translate the requirements of the unit of competency into workplace tasks meaningful to the employer and which are able to be observed in the normal course of work carried out by the apprentice / trainee.

Please note:

- *Assessments requiring a written response **must** be the student's own work. Responses to written assessments should not be identical or too similar from one student to another, except in cases where there is only one correct answer. For example, identical answers would be appropriate if the question required the student to identify the appropriate "Act of Parliament" which covers activity in a particular industry.*
- *Where a student provides a verbal response, as part of an oral assessment instrument or where reasonable adjustment has been taken in relation to the completion of written theory questions, this **must** be recorded verbatim.*

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ACCEPTABLE EVIDENCE

All completed assessment instruments, and associated assessment tools, used by the assessor to form a determination of competence for each unit of competency. Assessment instruments retained by the supplier to validate claims for payment **must** contain sufficient evidence to verify that a qualified assessor has reviewed and assessed the adequacy of apprentice / trainee responses against the requirements of the unit of competency.

Acceptable evidence to validate an AVETMISS Outcome identifier '20' claim for payment **must** include, for each unit of competency:

- full and complete assessment instruments in accordance with:
 - methods of assessment nominated within the individual apprentice / trainee training plan
 - package requirements (e.g. range of assessment and number of assessments)
 - supplier's marking guides
- assessment instruments have been assessed (marked), signed and dated by the responsible assessor
- assessment instruments have been signed and dated by the apprentice / trainee acknowledging the outcome of the assessment process.

For example, if the full range of assessment instruments used for a unit of competency comprise of short answer questions and an observation, the supplier must retain evidence of the completed written assessment (short answer questions) and the observation checklist / benchmark criteria the assessor used to make a judgement on competence (observation assessment). It is acknowledged in some instances it is impractical to retain the actual completed product of an assessment item (e.g. ladder or cake), however in these instances the supplier is required to retain the completed checklist the assessor used to make a judgement on competence for each trainee / apprentice.

Assessment evidence for practical skills observation **must** include a record of the skills the assessor observed the student demonstrating relevant to the unit of competency to substantiate the judgement of competence. The use of checklists with pre-populated lists of observable behaviours relevant to the unit is acceptable if the assessor has included details of the activity observed and an indication of the behaviours demonstrated by the student by writing notes and circling the relevant variables from the pre-populated lists. Further, if the supplier intends to retain photographic and / or video evidence to support a judgement of competence, the supplier **must** retain evidence of a mapping document which verifies the relationship between the photographic and / or video evidence and how it aligns to unit/s of competency.

AVETMISS OUTCOME IDENTIFIERS

REQUIREMENTS	ACCEPTABLE EVIDENCE
<ul style="list-style-type: none"> Assessment evidence will not be accepted where the assessor has only signed and dated the unit of competency coversheet but the actual assessment instrument includes no notations supporting the evidence has actually been assessed. An overview document identifying the unit of competency and containing only the signatures of the student and assessor to indicate a satisfactory result is not sufficient evidence of practical assessment under a funded program 	<p>Please note:</p> <ul style="list-style-type: none"> The training package contains other specifications besides the 'Elements' and 'Performance Criteria' that must be incorporated into the supplier's assessment tools and instruments. These additional assessment requirements are captured within the required knowledge and skills and the critical aspects and often relate to a specific number of times a task must be assessed, stipulate the use of specific equipment and / or demonstration of a specific technique or process. Suppliers are advised the employer's signing of the training record cannot be used as the sole evidence to confirm the practical application of skills.
<p>AVETMISS Outcome identifier '30' – Competency not achieved / fail</p> <p>The supplier must ensure sufficient evidence is retained to validate the supplier's decision to report an apprentice / trainee as not competent, or as not satisfying one or more of the requirements for the unit of competency / module.</p> <p>The supplier must also ensure sufficient evidence has been retained to support the apprentice / trainee has been given the number of re-assessment attempts outlined within the supplier's assessment policy.</p>	<p>Documented evidence that the apprentice / trainee has attempted <u>all</u> forms of assessment required for the unit of competency and has been determined as competency not achieved in at least one form of assessment.</p> <p><i>For example, this code would apply if a student attempted 10 of 10 required assessments and was assessed as not competent in one or more of the assessments. However, if a student had only attempted 9 of 10 assessments, this code would not be used as the student is required to attempt all of the assessments in order to receive a 'Competency not achieved / fail' outcome.</i></p>

AVETMISS OUTCOME IDENTIFIERS

REQUIREMENTS	ACCEPTABLE EVIDENCE
<p>AVETMISS Outcome identifier '65' – Transitional Gap Training</p> <p>AVETMISS Outcome identifier '65' must be used when transitioning an apprentice / trainee from a superseded qualification to the new qualification (often accompanied with the completion of a <i>Notice of change of qualification form</i>) or previously completed unit/s of competency have been superseded:</p> <ul style="list-style-type: none"> • An apprentice / trainee commencing in a qualification which is subsequently superseded and the apprentice / trainee is required to transition to new qualification. • An apprentice / trainee enrolls with the supplier into the current training package qualification and is able to present qualification or statement of attainment which lists the unit/s of competency previously attained under a superseded training package. 	<p>Where previously completed unit/s of competency are identified as not being equivalent to new unit/s, therefore necessitating additional delivery, the supplier must provide all necessary gap training <u>and</u> assessment to address the outcomes of the new unit.</p> <p>In each instance, the supplier must provide evidence of:</p> <ul style="list-style-type: none"> • a mapping process has been completed (i.e. training package mapping guide) to identify where the current unit of competency, which has been determined as not equivalent (does not fully map) to the unit previously completed by the apprentice / trainee. • gap training and gap assessment, including on-the-job verification from the employer, to support its claim/s for payment. <p>Please note:</p> <ul style="list-style-type: none"> • <i>Where direct mapping (equivalency) is identified, credit transfers must be awarded.</i> • <i>Where no mapping is possible, the supplier is required to deliver the entire unit of competency (including the on-the-job verification from the employer).</i> • <i>Where previously completed unit/s of competency are identified as not being equivalent to new unit/s, therefore necessitating additional delivery, the supplier must provide all necessary gap training <u>and</u> assessment to address the outcomes of the new unit.</i> • <i>No student co-contribution can be charged for this AVETMISS Outcome identifier.</i>

RECOGNITION OF PRIOR LEARNING – RPL

Recognition of prior learning (RPL) involves the assessment of the previously unrecognised skills and knowledge an individual has achieved outside the formal education and training system. RPL is an assessment process (rather than a training process) in which the individual's non-formal and informal learning is assessed. This assessment determines the extent to which the apprentice / trainee has achieved the required learning outcomes, competency outcomes, or standards for entry to, and / or partial or total completion of a program of study.

Please note:

For national reporting, RPL and RCC do not include any additional training at the unit of competency or module level: **they are assessment-only activities**. If a unit of competency or module has any training activity associated with it, then '51 — Recognition of prior learning granted' or '52 — Recognition of prior learning not granted' **must not be used**. These codes also include recognition of current competencies (RCC). RCC applies if a client has successfully completed the requirements for a unit of competency or module previously and is now required to be reassessed to ensure that the competence is being maintained.

Assessment instruments retained by the supplier to validate claims for payment **must** contain sufficient evidence to verify that a qualified assessor has reviewed and assessed the adequacy of students' responses against the requirements of the unit of competency. Evidence will not be accepted where the assessor has only signed and dated the unit of competency coversheet.

RECOGNITION OF PRIOR LEARNING – RPL

REQUIREMENTS

ACCEPTABLE EVIDENCE

AVETMISS Outcome identifier '51' (RPL)

The supplier **must** ensure sufficient evidence is retained to validate the supplier's decision to award RPL. Evidence retained by the supplier **must** incorporate all of the assessments undertaken for the RPL process along with any other supporting documentation, such as originals or certified copies of formal / informal course certificates, references or testimonials from employers, volunteer organisations, clubs and associations etc. that contributed to the judgement of apprentice / trainee competence.

RPL must be conducted with the same rigour as any other form of assessment. Where assessment is completed via RPL it must comply with the packaging rules of the relevant training package qualification; and be conducted in accordance with the *Principles of Assessment and the Rules of Evidence* (refer to Standards for RTOs: 2015).

A Training and Assessment Strategy (TAS) customised to the relevant industry and the specific skills of each student including:

- RPL assessment policies and procedures
- an outline of how the PQS will come to its decision to recognise the student's proficiency against each unit of competency required for the qualification
- assessment mapping document
- assessment validation schedule
- assessment validation report
- industry consultation report
- third parties to be consulted
- essential points to discuss with the candidate / student
- essential points to discuss with previous employers.

RECOGNITION OF PRIOR LEARNING – RPL

EQUIREMENTS	ACCEPTABLE EVIDENCE
<p>Please note:</p> <p>User Choice funding will not be paid where RPL has been reported for any unit of competency within Sport and Recreation qualifications for school-based apprentices / trainees.</p> <p>The supplier will be challenged at audit in cases where RPL has been claimed for a school-based apprentice / trainee in regards to how the supplier's RPL process has been based on previously unrecognised skills and knowledge achieved outside of the apprenticeship / traineeship.</p>	<p>A mapping document:</p> <ul style="list-style-type: none"> A document which maps key requirements of the qualification / unit of competency which includes identification of critical aspects of evidence and required skills and knowledge for each unit claimed. The document must also list each piece of assessment evidence which was considered in the decision to grant RPL for the candidate and links it to the relevant unit requirements. <p>Proof of competence:</p> <p>This must include:</p> <ul style="list-style-type: none"> Documented “<i>Competency Conversation</i>” with the student and at least one previous employer against each unit requirements. (Actual questions and responses must be recorded and retained). <i>Note: Questions asked by the trainer as well as the expected responses should be selected from a benchmark document developed by the PQS to ensure consistency and reliability of the assessment process when used across multiple candidates.</i> Documented student self-appraisal (signed by the student) of formal and informal knowledge and skills against tasks relevant to the units making up the qualification. Record of experience relevant to the intended qualification. Evidence will include but is not limited to a resume or consecutive list of recent employment (covering at least the previous two years) which includes dates in which employment occurred; a short description of work undertaken and contact details of employer or supervisor. Evidence the PQS’ assessor has contacted the RPL candidates previous employer / supervisor to confirm claims made by the candidate which includes a record of the main points of the conversation. Challenge test/s (including practical and knowledge tests) addressing the elements and performance criteria of the unit and the skills required as a minimum in the relevant industry. <p>Note: A table pre-populated with possible response/s with only ticked boxes and a student signature would not provide sufficient evidence for the purposes of RPL claims under these programs.</p>

RECOGNITION OF PRIOR LEARNING – RPL

REQUIREMENTS	ACCEPTABLE EVIDENCE
	<p>Supporting letters and testimonials:</p> <ul style="list-style-type: none"> • Documented student self-appraisal (signed by the student) of formal and informal knowledge and skills against tasks relevant to the units making up the qualification. • Record of experience relevant to the intended qualification. Evidence will include but is not limited to a resume or consecutive list of recent employment (covering at least the previous two years) which includes dates in which employment occurred; a short description of work undertaken and contact details of employer or supervisor. <p>Please note:</p> <p><i>The PQS must retain evidence their assessor has verified the authenticity of the client's previous employment and detailed the industry experience of, and qualifications held by, the letters' authors.</i></p> <p><i>All supporting evidence from previous employers, volunteer organisations, clubs and associations must be on official letterhead.</i></p>
<p>Where assessment is completed via RPL it must comply with the packaging rules of the relevant training package; and be conducted in accordance with the <i>Principles of Assessment and the Rules of Evidence</i> (refer to Standards for RTOs: 2015).</p> <p>Please note:</p> <ul style="list-style-type: none"> • <i>The supplier will be challenged at audit in cases where the sequence of training and assessment and RPL are not in accordance with training package requirements. If applicable, RPL should not be granted for competencies where the PQS then provides training and assessment for the underpinning pre-requisite(s)</i> • <i>The PQS must retain evidence the assessor has verified the authenticity of the employment and detailed the industry experience of, and qualifications held by, the letters' authors.</i> 	<p>A strategy customised to the relevant industry and the specific skills of and each student; containing the following information:</p> <ul style="list-style-type: none"> • RPL assessment policies and procedures • An outline of how the PQS will come to its decision to recognise the student's proficiency against each unit of competency required for the qualification • Assessment validation schedule • Assessment validation report • Industry consultation report • Third parties to be consulted • Essential points to discuss with the candidate / student • Essential points to discuss with previous employers.

RECOGNITION OF PRIOR LEARNING – RPL

REQUIREMENTS	ACCEPTABLE EVIDENCE
<p>The supplier must be able to demonstrate that the decision to award RPL is based on evidence provided by the apprentice / trainee regarding previously obtained skills and knowledge achieved outside of the formal education and training system of their apprenticeship or traineeship</p> <p>Please note:</p> <ul style="list-style-type: none"> <i>RPL cannot be claimed for experience, skills or knowledge gained since commencing the current apprenticeship or traineeship.</i> <i>The supplier will be challenged at audit in cases where the RPL process has commenced more than three (3) months after the training plan has been signed by the parties. The client is required to substantiate its RPL process has been based on previously unrecognised skills and knowledge achieved outside of the apprenticeship / traineeship.</i> 	<p>Evidence which substantiates that the RPL process has been based on the assessment of the previously unrecognised skills and knowledge an individual has achieved outside the formal education and training system and which pre-dates the commencement of the apprenticeship / traineeship including:</p> <ul style="list-style-type: none"> Email or other documented evidence the supplier has contacted the previous employer / supervisor to confirm claims made by the apprentice / trainee which includes a record of the main points of the conversation Work samples demonstrating the apprentice / trainee performance within the workplace prior to the commencement of the apprenticeship / traineeship.

ON-THE-JOB VERIFICATION

REQUIREMENTS	ACCEPTABLE EVIDENCE
<p>The supplier must retain evidence the “on-the-job verification” has been achieved for each unit of competency / module for each apprentice / trainee prior to submission of claims for payment.</p> <p>Suppliers must ensure employers, particularly direct supervisors, are involved in the monitoring of progress towards competence. This can be best achieved through:</p> <ul style="list-style-type: none"> regular communication between the supplier and the apprentice or trainee’s workplace supervisor being vital to ensure apprentice / trainees are making appropriate progress in their journey towards completing their apprenticeship / traineeship discussions about the level of performance and the range of skills required by apprentice / trainees should be in the language of the workplace (task-based industry terms), rather than the language of training packages. <p>At all times the supplier must ensure the apprentice / trainees progress towards a qualification is being measured against the requirements of the training package, without placing additional performance requirements on apprentice / trainees resulting from employer expectations.</p>	<p>The supplier is able to evidence this requirement by retaining one of the following:</p> <ul style="list-style-type: none"> A copy of the training record related to the nominated unit of competency, which includes the employer / supervisor’s signature. A third party report signed and dated by the employer / supervisor would be sufficient evidence to substantiate on-the-job verification has been provided by the employer / supervisor . <p>Please note:</p> <ul style="list-style-type: none"> <i>To assist the employer in providing feedback, either captured within the training record or third party report, which substantiates their satisfaction with the apprentice / trainee’s on-the-job performances, the supplier must communicate to the employer / workplace supervisors, in terminology appropriate to the workplace, the expectations of the range of tasks and the performance level expected.</i> <i>It is not acceptable to require employers, apprentices / trainees to ‘unpack’ or interpret training package components in order to determine workplace performance requirements. Specifically, the training record or third party report should not be a ‘cut and paste’ from the relevant training package unit of competency.</i> <i>In addition, the employer or supervisor responsible for providing the on-the-job verification must be a person who has been acknowledged as being a “qualified person” and is listed within the respective employer resource assessment.</i> <i>As the training record must always remain in the possession of the apprentice / trainee, the supplier must implement a process to ensure this evidence is captured and retained prior to the submission of claims for payment.</i> <i>Overarching disclaimer statements within a unit of competency coversheet or similar document such as ““I agree that the candidate has demonstrated competency in this module” in relation to the apprentice / trainee’s progress for the purpose of evidencing on-the-job verification <u>will not</u> be accepted as evidence.</i> <i>File notes retained by the supplier documenting a telephone or in-person conversation with the employer regarding the apprentice / trainee’s progress for the purpose of evidencing on-the-job verification will not be accepted as evidence.</i>

ON-THE-JOB VERIFICATION

EXCEPTION:

*In relation to first aid related units of competency, on-the-job verification from the employer will not be required to substantiate a claim for payment as it has been determined an apprentice / trainee would likely not have the opportunity to demonstrate the required skills and knowledge within the workplace. Further, it will not be necessary for the details regarding the "institutional" delivery of training and assessment of a first aid unit of competency to be documented within the Employer Resource Assessment. However, the supplier **must** ensure the training plan accurately reflects the responsibility for training is solely that of the supplier. Similarly, evidence of the on-the-job verification will not be required where the ERA and the training plan identify the workplace is unable to provide the facilities, range of work, supervision and / or training necessary to achieve the outcomes of the training plan, and all necessary training and assessment has been undertaken within a simulated environment.. .*

Skilling Queenslanders for Work (SQW) – In the instance of trainees enrolled through a Work Skills Traineeship, the requirement for the employer or supervisor representative to be a person who has been acknowledged as a 'qualified person' on the respective Employer Resource Assessment is not required. This is supported by the exemption for PQS to complete an ERA in the instance of a trainee enrolled under a Skilling Queenslanders for Work - Work Skills Traineeship.

Work Skills Traineeships are aligned to Certificate I AQF outcomes, providing the trainee with an introduction to the specified industry, its culture, occupations, job roles and expectations. These are entry-level qualifications with a limited amount of technical skills.

PQS **must** still obtain on-the-job verification from the employer in the format outlined within 'acceptable evidence'.

MARKING GUIDES

REQUIREMENTS	ACCEPTABLE EVIDENCE
<p>The supplier must retain, for each unit of competency for each student, the assessor's completed marking guide/s, criteria and observation checklists.</p>	<p>The supplier must have a full and complete marking guide (<i>Benchmark Answers</i>) for each unit of competency aligning to each method of assessment as nominated in the suppliers Training and Assessment Strategy.</p> <p>Please note:</p> <p><i>If the marking guide is updated or changed the supplier is required to retain copies relating to these students trained and assessed under the User Choice funding program for six years from the end of the term (refer to 'Record retention' section on Page 46).</i></p>

STUDENT CO-CONTRIBUTION (STUDENT) FEES

FET Act 2014 references	N/A
Departmental policy / procedures	N/A
VET PQS Agreement	N/A
User Choice 2016–17 Policy	Clause 2.3 Government Contribution (Page 8) Clause 2.6 Fees and Charges (Page 17)

INDUCTION INFORMATION

REQUIREMENTS	ACCEPTABLE EVIDENCE
<p>The supplier must provide the apprentice / trainee with enrolment information addressing the following information as stated within the <i>User Choice 2016–17 Policy</i> in addition to providing the apprentice / trainee access to its written policy.</p> <p>A supplier must provide information to each apprentice / trainee prior to enrolment that aligns with the department's fees and charges requirements.</p> <p><i>Note: The fees and charges information provided to Queensland State Government funded apprentice / trainees must acknowledge:</i></p> <ul style="list-style-type: none"> the correct student contribution fee rate exemption fee categories and refund requirements as per <i>User Choice 2016–17 Policy</i> arrangements. 	<p>Evidence the apprentice / trainee has been provided with a copy of the supplier's 'Student Handbook' as referenced within an induction checklist signed by the apprentice / trainee</p> <p>Evidence the apprentice / trainee has been directed to the supplier's website which contains all Queensland User Choice specific information regarding student contribution fees including:</p> <ul style="list-style-type: none"> full costs associated with the qualification method and timing of collection refunds exemptions available.

COLLECTION OF CO-CONTRIBUTION (STUDENT) FEES

The User Choice 2016–17 Policy requires suppliers to collect GST exempt fees as the apprentice / trainee's contribution to the cost.

REQUIREMENTS	ACCEPTABLE EVIDENCE
<p>The supplier must provide evidence it has charged, collected and applied any relevant exemptions. The rate of student contribution fees is reviewed annually and any increase is often implemented from 1 January each year.</p> <p>The supplier must retain evidence it has charged and collect a student contribution fee from each apprentice / trainee unless explicitly stipulated under this <i>User Choice 2016–17 Policy</i>.</p> <p>The supplier must have a process in place to ensure student contribution fees are charged and collected for all apprentice / trainees who convert from school-based to either full-time or part-time training delivery and are not undertaking a high priority qualification. In relation to this situation, the supplier must only charge and collect the student contribution fees for any unit of competency not yet commenced at time of transition.</p> <p>The supplier must ensure the student contribution fee is calculated against the correct fee rate as at the commencement of training for each respective unit of competency.</p> <p>Suppliers must only charge apprentice / trainees the student contribution fee as outlined within the <i>User Choice 2016–17 Policy</i> irrespective of whether a third party pays the fee on the apprentice / trainee's behalf.</p>	<ul style="list-style-type: none"> • Invoice issued to the apprentice / trainee, his / her employer or a third party (whoever paid the student contribution fee) which lists the following information: <ul style="list-style-type: none"> ○ name/s of apprentices / trainees ○ date of invoice ○ qualification or specific units of competency depending if the supplier issues multiple invoices over the term of the qualification ○ rate of student contribution fee in accordance with current User Choice policy as at the date of invoice ○ no GST amount has been included ○ total amount of student contribution fees. • receipt of student contribution fees collected which captures the following information: <ul style="list-style-type: none"> ○ name/s of apprentices / trainees ○ date of receipt generated ○ invoice number against which payment has been reconciled. <p>Please note: A compliance audit may request access to the supplier's accounting software to sight verifiable evidence to support the receipt of student contribution fees.</p> <p>Invoice issued to the apprentice / trainee, his / her employer or a third party (whoever paid the student contribution fee) which lists the following information:</p> <ul style="list-style-type: none"> • name/s of apprentices / trainees • date of invoice • qualification or specific units of competency depending if the supplier issues multiple invoices over the term of the qualification • rate of student contribution fee in accordance with current User Choice policy as at the date of invoice • no GST amount has been included • total amount of student contribution fees.

COLLECTION OF CO-CONTRIBUTION (STUDENT) FEES

REQUIREMENTS	ACCEPTABLE EVIDENCE
<p>The supplier is not permitted to charge any other fee associated with the apprenticeship / traineeship including, but not limited to, the following:</p> <ul style="list-style-type: none"> • enrolment fee • administration fee • credit card processing fee • account keeping and / or processing fees charged by external fee collection agencies. <p>In addition, the supplier must not charge an apprentice / trainee for any of the following:</p> <ul style="list-style-type: none"> • the provision of materials essential to achieving competence • the development and supply of a training plan • the development and supply of the initial training record. 	

PARTIAL STUDENT CONTRIBUTION FEE EXEMPTIONS

REQUIREMENTS	ACCEPTABLE EVIDENCE
<p>Where partial exemptions have been applied to the student contribution fee, irrespective of who pays on behalf of the apprentice / trainee, evidence must be retained to verify the exemption.</p> <p>This requirement may be evidenced by the following (depending on the exemption category):</p>	
<p>Where the apprentice / trainee was or will be aged under 17 at the end of February in the year in which the supplier provides training, and the apprentice / trainee has not completed year 12.</p>	<p>Either a copy of the apprentice / trainee's birth certificate or current passport.</p>

PARTIAL STUDENT CONTRIBUTION FEE EXEMPTIONS

REQUIREMENTS	ACCEPTABLE EVIDENCE
Evidence the apprentice / trainee holds a Health Care Card or Pensioner Concession Card issued under Commonwealth law, or is the partner or a dependant of a person who holds a Health Care Card or Pensioner Concession Card, and is named on that card.	Either a photocopy of the current concession card which has the apprentice / trainee's name listed and captures the cardholder's signature or image captured from Centrelink digital wallet application.
Evidence the apprentice / trainee holds an official form under Commonwealth law stating the apprentice / trainee, his or her partner or the person of whom the apprentice / trainee is a dependant, is entitled to concessions under a Health Care Card or Pensioner Concession Card.	A copy of correspondence from Centrelink or Federal Department of Human Services outlining entitlement to Health Care Card or Pensioner Concession Card and has the apprentice / trainee's name listed.
Evidence the apprentice / trainee is an Aboriginal or Torres Strait Islander person, through self-declaration on AVETMISS compliant enrolment form.	The completion of an AVETMISS compliant enrolment form which captures information regarding the apprentice / trainees Indigenous status.

FULL STUDENT CONTRIBUTION FEE EXEMPTIONS

REQUIREMENTS	ACCEPTABLE EVIDENCE
<p>A full exemption of student contribution fees for the entire qualification is appropriate where evidence indicates payment of the student contribution fee would cause the apprentice / trainee extreme financial hardship.</p> <p>The supplier must have a process in place to manage any application from an apprentice / trainee regarding possible financial hardship and his / her inability to pay a student contribution fee owing to an inverse impact of his / her standard of living.</p>	<p>This evidence could include, but not limited to:</p> <ul style="list-style-type: none"> • Simple budget outlining expenses versus income. <p>However, suppliers should also investigate other options available, such as allowing a payment plan which would also lessen the impact on the apprentice / trainee if required to pay the entire student contribution fee in one lump sum but still allow them to provide some contribution towards their qualification, or the apprentices / trainees eligibility for.</p>

FULL STUDENT CONTRIBUTION FEE EXEMPTIONS

REQUIREMENTS	ACCEPTABLE EVIDENCE
<p>Applications by the apprentice / trainee should be approved by the supplier if the apprentice / trainee is able to provide sufficient evidence supporting the suggestion payment of student contribution fees would adversely affect their ability to cover cost of living expenses. The supplier must retain information regarding what evidence the apprentice / trainee provided to substantiate an application for financial hardship.</p> <p>The supplier must ensure it has a process in place to efficiently manage any appeals lodged by the apprentice / trainee should their application for financial hardship be refused.</p>	<p>Please note:</p> <ul style="list-style-type: none"> • A generic form completed by apprentices / trainees without the retention of supporting documentation will not be accepted. • Applications for financial hardships and supporting documentation must be gathered and assessed on an individual basis. • Instances where the supplier is granting a full fee exemption based on financial hardship for a large cohort of students, without supporting evidence being retained against each individual apprentice / trainee will be viewed as the supplier circumventing the User Choice requirement to charge and collect fees.
<p>A full exemption of student contribution fees for the entire qualification must be granted for the following student cohorts:</p> <p>The apprentice / trainee is a school-based apprentice or trainee.</p>	<p>Evidence the apprentice / trainee is reported on "DETConnect" as being enrolled within a school-based apprenticeship or traineeship and fund source codes 'T21' or 'SAT' have been submitted within AVETMISS data reported by the supplier.</p>
<p>A student is undertaking a Skilling Queenslanders for Work – Work Skills Traineeship.</p>	<p>Evidence the apprentice / trainee is reported on "DETConnect" as being enrolled within a Work Skills Traineeship, limited to those listed on the department's website:</p> <p>Workskill Traineeships (Ref - P44 of this Guide)</p>
<p>An apprentice / trainee commences an apprenticeship / traineeship in a high priority qualification within 12 months of graduating Year 12.</p>	<p>Evidence the apprentice / trainee had graduated from Year 12 in Queensland within 12 months before commencing a high priority qualification or had converted from a school-based apprenticeship / traineeship to either a full-time or part-time apprenticeship / traineeship within a high priority qualification.</p>

FULL STUDENT CONTRIBUTION FEE EXEMPTIONS

REQUIREMENTS	ACCEPTABLE EVIDENCE
<p>A school-based apprentice / trainee who has graduated Year 12 and has converted to either a full-time or part-time apprenticeship / traineeship within a high priority qualification.</p> <p>Please note: A high priority qualification is one listed on the following departmental website: Training.gov.au</p>	<p>Evidence the apprentice / trainee had converted from a school-based apprenticeship / traineeship to either a full-time or part-time apprenticeship / traineeship within a high priority qualification which must include a copy of the Senior Statement issued by the Queensland Curriculum and Assessment Authority (QCAA), or equivalent certification.</p>
<p>A full exemption of student contribution fees for individual units of competency must be granted for the following instances:</p> <p>The supplier has reported AVETMISS Outcome identifier '60' – Credit transfer for unit/s of competency previously achieved.</p>	<p>Evidence of either a qualification and / or statement of attainment demonstrating competency has been previously achieved within the unit of competency (or its equivalent).</p>
<p>The supplier has reported AVETMISS Outcome identifier '65' – Transitional gap training for unit/s of competency where the training package deems the unit not equivalent as a result of the qualification being superseded.</p> <p>Please note:</p> <p>The supplier will be directed to issue a refund of student contribution fees in instances identified at audit where the supplier has charged and collected a student contribution fee for any unit/s of competency where:</p> <ul style="list-style-type: none"> • Credit transfer has been, or should have been acknowledged, and reported at AVETMISS Outcome identifier '60' • Transitional gap training has been, or should have been conducted, and has been reported as AVETMISS Outcome identifier '65'. 	<p>Evidence of either a qualification and / or statement of attainment demonstrating competency has been previously achieved within the unit of competency (or its equivalent).</p>

EMPLOYER CONTRIBUTION FEE

REQUIREMENTS	ACCEPTABLE EVIDENCE
<p>If the supplier elects to collect an employer contribution fee, the supplier must be able to evidence how the employer contribution fee has been negotiated and agreed upfront, prior to the apprentice / trainee's enrolment.</p>	<ul style="list-style-type: none"> • a formal agreement between the supplier and employer whereby the employer has agreed to pay a contribution fee • the fee amount the employer has committed to pay • when and how the employer contribution fee will be collected • refund arrangements.

REFUNDS

REQUIREMENTS	ACCEPTABLE EVIDENCE
<p>In the event an apprentice / trainee either cancels their training contract or nominates to change to another SRTO, the supplier must retain evidence that student contribution fees paid have been reimbursed to the apprentice / trainee where the apprentice / trainee has not undertaken the training, or a proportionate refund where they have withdrawn from a unit of competency / module.</p> <p>Please note:</p> <ul style="list-style-type: none"> • Cancellation of enrolment relates to the following instances: <ul style="list-style-type: none"> ○ Cancellation of training contract ending apprenticeship / traineeship ○ Replacement of SRTO ○ Change of elective unit of competency. <p>Further, the User Choice funding policy does not require an apprentice / trainee to apply for a refund should any of the above situations occur. The supplier must have a system in place to identify and automatically process a refund of any student contribution fees which have been collected against individual units of competency.</p>	<p>Where a student contribution fee has been charged and collected, the supplier must retain evidence to support a full refund has been issued for each individual unit of competency where no participation in training has been undertaken at the time of cancellation of enrolment.</p> <p>This evidence could include, but not limited to:</p> <p>receipt of payment from the supplier to whoever paid the student contribution fee which lists the following information:</p> <ul style="list-style-type: none"> • name/s of apprentice / trainee • date of refund • specific unit/s of competency • amount refunded. <p>Please note:</p> <p>The User Choice funding policy does not stipulate what percentage of an employer contribution fee must be refunded should the apprentice / trainee cancel before the completion of his / her apprenticeship / traineeship. However, the employer contribution fee relates to the achievement of the qualification as a whole and not against individual units of competency. Consequently, the supplier must provide a proportionate refund and being able to justify how the refund has been calculated in relation to the apprentices / trainees progression through the qualification prior to cancellation. Further, the inclusion of any "Administration processes fee" must be reasonable.</p>

REFUNDS

REQUIREMENTS	ACCEPTABLE EVIDENCE
<p>To meet the requirements of the <i>User Choice 2016–17 Policy</i>, a supplier must include the following in its refund policy:</p> <p>Provision for full refunds to apprentice / trainees for student contribution fees charged for training delivery that has not commenced at the time of the cancellation of enrolment.</p>	<p>Where a student contribution fee has been charged and collected, the supplier must retain evidence to support a full refund has been issued for each individual unit of competency where no participation in training has been undertaken at the time of cancellation of enrolment.</p> <p>This evidence could include, but not limited to:</p> <ul style="list-style-type: none"> • receipt of payment from the supplier to whoever paid the student contribution fee which lists the following information: <ul style="list-style-type: none"> ○ name/s of apprentice / trainee ○ date of refund ○ specific unit/s of competency ○ amount refunded.
<p>Provision for proportionate refunds where the apprentice / trainees has withdrawn from the unit of competency / module. Suppliers should consider outlining how they will determine the proportionate rate of fees to be refunded for any unit of competency commenced but not completed.</p>	<p>Where a student contribution fee has been charged and collected, the supplier must retain evidence to support a proportionate refund has been issued for each individual unit of competency where participation in training has been undertaken but the apprentice / trainee has withdrawn from the unit of competency.</p> <p>This evidence could include, but not limited to:</p> <ul style="list-style-type: none"> • receipt of payment from the supplier to whoever paid the student contribution fee which lists the following information: <ul style="list-style-type: none"> ○ name/s of apprentice / trainee ○ date of refund ○ specific unit/s of competency ○ amount refunded.

REFUNDS

REQUIREMENTS	ACCEPTABLE EVIDENCE
<p>Provision for refunds to employers / industry for additional charges paid beyond the apprentice / trainees and government contributions.</p>	<p>Where an employer contribution fee has been charged and collected, the supplier must retain evidence to support a full refund has been issued for each individual unit of competency where no participation in training has been undertaken at the time of cancellation of enrolment.</p> <p>This evidence could include, but not limited to:</p> <ul style="list-style-type: none"> • receipt of payment from the supplier to whoever paid the student contribution fee which lists the following information: <ul style="list-style-type: none"> ○ name/s of apprentice / trainee ○ date of refund ○ specific unit/s of competency ○ amount refunded.

AVETMISS

FET Act 2014 references	N/A
Departmental policy / procedures	N/A
VET PQS Agreement	Clause 9 Records (Page 7)
User Choice 2016–17 Policy	<p>Clause 2.4 Payment and reporting (Page 10)</p> <p>Clause 2.4.3 AVETMISS reporting requirements (Page 10)</p> <p>Table 3 Payment codes (Page 12)</p> <p>Clause 2.4.7 Administration payments (Page 14)</p> <p>Table 5 Service provision not funded (Page 15)</p>

AVETMISS DATA

REQUIREMENTS	ACCEPTABLE EVIDENCE
In relation to each apprentice / trainee, the supplier must submit electronic AVETMISS data that contains full and correct information against all relevant fields in AVETMISS and in accordance with section 2.4.3 AVETMISS Reporting requirements of the current User Choice policy.	The supplier is required to submit AVETMISS data which is error free and meets the standard departmental validations for User Choice delivery and payment.

AVETMISS DELIVERY MODE IDENTIFIERS

The *User Choice 2016–17 Policy* requires suppliers to submit full and correct information that accurately reflects the delivery and outcomes for individual units of competency per apprentice / trainee. The reporting **must** be completed in accordance with the most current national AVETMISS reporting requirements (including standards, guidelines, rules and descriptors).

AVETMISS DELIVERY MODE IDENTIFIERS

REQUIREMENTS	ACCEPTABLE EVIDENCE
<p>In relation to each apprentice / trainee, the supplier must submit electronic AVETMISS data that contains full and correct information against all relevant fields in AVETMISS including:</p> <ul style="list-style-type: none"> Delivery mode identifier specified in AVETMISS for the relevant mode of delivery. 	<p>Training and Assessment Strategy capturing the information below.</p> <ul style="list-style-type: none"> In instances where more than one method of training is used by a supplier (for example, a combination of face-to-face instruction and correspondence), the supplier must have documented evidence to support which method is predominant per unit of competency to ensure the predominate delivery type is the code reported. To support the accurate reporting of the AVETMISS Delivery mode identifier, the supplier must identify the planned release pattern (based on its strategy and experience of the 'average' apprentice / trainee) for the purposes of undertaking formal training (e.g. face-to-face instruction: 5 hrs, online resources: 10 hrs) to identify the predominant delivery mode (in this example, online resources are the predominant delivery mode and AVETMISS Delivery mode identifier '20' would be reported).

AVETMISS OUTCOME IDENTIFIERS

REQUIREMENTS	ACCEPTABLE EVIDENCE
<p>AVETMISS Outcome identifier '20' – Competency achieved / pass</p> <p>The supplier must retain evidence of all the assessment instruments completed by each student for each unit of competency / module.</p> <p>(i.e. sufficient evidence has been gathered that competency has been met / completed, as expressed by the relevant endorsed industry / enterprise competency standards of a training package or learning outcomes of an accredited course).</p>	<p>Suppliers must have evidence to support the accurate reporting of AVETMISS Outcome identifier data. Assessment must be marked by the assessor in addition to clear evidence supporting the assessment outcome. The supplier must retain 100% of assessment evidence for 100% of units of competency for 100% of apprentices and trainees.</p>

AVETMISS OUTCOME IDENTIFIERS

REQUIREMENTS	ACCEPTABLE EVIDENCE
<p>AVETMISS Outcome identifier '30' – Competency not achieved / fail</p>	<p>Suppliers must have evidence to support the accurate reporting of AVETMISS Outcome identifier data. Assessment must be marked by the assessor in addition to clear evidence supporting the assessment outcome. The supplier must retain 100% of assessment evidence for 100% of units of competency for 100% of apprentices and trainees.</p>
<p>AVETMISS Outcome identifier '40' – Withdrawn / discontinued</p> <p>The supplier may submit a withdrawn claim for payment where evidence has been retained to validate the apprentice / trainee's participation in training for each unit of competency where a withdrawn claim is being submitted. In addition, withdrawn claims for payment will only be validated where the department acknowledges (recorded in the <i>Departmental Apprenticeship / Training Database DELTA</i>) the apprentice / trainee has either cancelled the training contract or training has ceased as a result of a change of supplier.</p> <p>As part of AVETMISS data submission for withdrawn claims for payment, the supplier must ensure accurate information regarding the actual hours of training participation is also submitted to the department. The absence of actual hours may result in the supplier not receiving funding against each individual unit of competency.</p>	<p>The supplier must retain evidence of an apprentices / trainees participation in training, in accordance with information contained within the Training section above, to substantiate the submission of AVETMISS Outcome identifier '40' claims for payment.</p> <p>In addition, the User Choice policy outlines, where an AVETMISS Outcome identifier '40' claim for payment is to be submitted, the supplier must also report the number of actual hours of participation in training had been undertaken by the apprentice / trainee.</p> <p>Please note:</p> <p><i>A withdrawn claim for payment under the User Choice funding program will only be validated where the apprentices / trainees training contract has been cancelled or withdrawn, or a change of SRTO, and this change of status has been recorded within DELTA.</i></p>

AVETMISS OUTCOME IDENTIFIERS

REQUIREMENTS	ACCEPTABLE EVIDENCE
<p>AVETMISS Outcome identifier '51' – Recognition of Prior Learning</p> <p>As outlined within the <i>User Choice 2016–17 Policy</i>, the department will not fund the completion of a qualification where all units of competency have been granted through an RPL process.</p> <p>Similarly, the supplier will be challenged at audit in cases where:</p> <ul style="list-style-type: none"> the sequence of training and assessment and RPL are not in accordance with training package requirements. If applicable, RPL should not be granted for competencies where the supplier then provides training and assessment for the underpinning pre-requisite(s) the majority of units of competency have been successfully achieved through RPL, though training and assessment is provided for a small number of basic core units. <p>In these instances, non-compliance may result in the recovery of funds.</p>	<p>Evidence to support the accurate reporting of AVETMISS Outcome identifier data. Assessment must be marked by the assessor in addition to clear evidence supporting the assessment outcome. The supplier must retain 100% of assessment evidence for 100% of units of competency for 100% of apprentices and trainees.</p> <p>The supplier must retain evidence of the full RPL application and supporting evidence submitted by the apprentice / trainee as well as all documentation from the supplier outlining how the decision was made to either grant or not grant an RPL outcome for each unit of competency.</p>

AVETMISS OUTCOME IDENTIFIERS

REQUIREMENTS	ACCEPTABLE EVIDENCE
<p>AVETMISS Outcome identifier '60' – Credit Transfer</p> <p>The supplier must ensure all available credit transfers are acknowledged and are counted as part of the competency / points count in relation to the maximum number of units of competency / point's payable for the qualification. This requirement may be evidenced by a copy of the qualification or statement of attainment issued to the apprentice / trainee for each unit of competency being claimed for payment.</p> <p>If the qualification or statement of attainment presented by the apprentice / trainee is from a superseded qualification, the supplier must refer to the mapping guide within the relevant training package to determine where equivalency is identified and issue a credit transfer for all equivalent units of competency.</p>	<p>A copy of the qualification, record of results (which includes details of the issuing Registered Training Organisation (RTO) and the date issued) and / or a statement of attainment previously issued to the apprentice / trainee which lists the unit/s of competency previously attained.</p> <p><i>Please note: The supplier must ensure all units of competency available to be used as a credit transfer towards the completion of the apprentices / trainee's current enrolment must be acknowledged and reported as such to the department.</i></p>
<p>In circumstances where legislation, regulation or industry standards stipulate apprentice / trainees must undertake retraining and reassessment of units of competency to address licensing or industry specific requirements, the department will not provide funding in instances where evidence exists indicating the apprentice / trainee has previously completed the same or equivalent unit of competency.</p>	

AVETMISS OUTCOME IDENTIFIERS

REQUIREMENTS	ACCEPTABLE EVIDENCE
<p>AVETMISS Outcome identifier '65' – Transitional gap training</p> <p>The supplier must use this outcome when transitioning a student from a superseded qualification to the new qualification in accordance with the transition and teach-out directions prescribed by ASQA in each of the following situations:</p> <ul style="list-style-type: none"> • A student commencing in a qualification which is subsequently superseded and the student is required to transition to new qualification. • A student enrolls with the supplier into the current training package qualification and is able to present qualification or statement of attainment listing unit/s of competency previously attained under superseded training packages. qualification. <p>In each instance, the supplier must provide all necessary gap training and assessment to address the outcomes of the new unit.</p> <p>Please note:</p> <ul style="list-style-type: none"> • <i>Where direct mapping is identified credit transfers are to be awarded.</i> • <i>There is no payment for failure of gap training.</i> 	<p>Evidence to support the accurate reporting of AVETMISS Outcome identifier data. Assessment must be marked by the assessor in addition to clear evidence supporting the assessment outcome. The supplier must retain 100% of assessment evidence for 100% of units of competency for 100% of apprentices and trainees.</p> <ul style="list-style-type: none"> • The supplier must provide evidence a mapping process has been completed (i.e. training package mapping guide) for each transitioned student to identify where the current unit of competency is no longer equivalent (does not fully map) to the unit previously completed by the student. • The supplier must provide evidence a mapping process has been completed (i.e. training package mapping guide) identifying any previously completed units of competency which is determined as not equivalent within the current • The supplier must retain all evidence of gap training and gap assessment to support its claim/s for payment.

AVETMISS OUTCOME IDENTIFIERS

REQUIREMENTS	ACCEPTABLE EVIDENCE
<p>AVETMISS Outcome identifier '81' – Administration payments</p> <p><u>SRT01</u> – Prepare for training – The department will only pay an administration payment against unit of competency SRT01 in the following instances where an apprentice / trainee has either:</p> <ul style="list-style-type: none"> • had his / her Training Contract cancelled prior to any training provision commencing; or • withdrawn / discontinued within the probationary period prior to any training provision commencing; or • changed to another SRT0 prior to any training provision commencing. <p><u>SRT02</u> – Apprentice or trainee completion – The department will only pay an administration payment against unit/s of competency SRT02 in the following instances where an apprentice / trainee has either:</p> <ul style="list-style-type: none"> • achieved a qualification through an alternative pathway and has subsequently entered the corresponding apprenticeship / traineeship for that qualification, and only require a completion certificate to be issued for the apprenticeship / traineeship; or • received all training and assessment required from a different SRT0 under their previous Training Contract, then entered into a new Training Contract, and only require a completion certificate to be issued for the apprenticeship / traineeship; or • gained the entire qualification through RPL. 	<p>The supplier must retain evidence of the following:</p> <ul style="list-style-type: none"> • An induction checklist (or similar document) supporting the apprentice / trainee has been inducted into the apprenticeship / traineeship. • The training plan for the apprentice / trainee has been fully developed. <p>Please note: <i>Development of training plan means the supplier has retained evidence the training plan, which aligns to the requirements of the National training plan template, has been negotiated, developed and signed by all parties.</i></p> <p>The supplier must retain a copy of the certificate previously issued which indicates the successful completion of all necessary units of competency to address the training package requirement, and which corresponds to the same qualification as the apprenticeship / traineeship.</p> <p>Please note: <i>In relation to the situation where an apprentice / trainee may have gained the entire qualification via a Recognition of Prior Learning pathway, the supplier must first, prior to the supplier submitting any SRT02 claim for payment, confirm with a regional office departmental representative that the apprentice's / trainee's Training Contract will be approved by the department.</i></p>

AVETMISS OUTCOME IDENTIFIERS

REQUIREMENTS	ACCEPTABLE EVIDENCE
<p>Please note:</p> <p>Where the supplier has retained sufficient evidence to validate the submission of unit of competency SRT02, the User Choice funding policy allows the automatic submission of unit of competency SRT01 to allow payment of the total Administration Payment of \$500.00 to the supplier.</p>	

AVETMISS POSTCODES

REQUIREMENTS	ACCEPTABLE EVIDENCE
<p>Suppliers must report an AVETMISS postcode of where the apprentice / trainee undertakes the predominant amount of training and / or assessment. If this is at the supplier's premises, this would be the postcode reported.</p> <p>If the apprentice / trainee is predominantly undertaking training whereas the supplier's trainer attends the workplace (AVETMISS Delivery mode identifier '30'), the location of the workplace would be the postcode reported.</p> <p>In relation to each apprentice / trainee, the supplier must submit electronic AVETMISS data that contains full and correct information against all relevant fields in AVETMISS including 'location postcode' where the apprentice or trainee predominantly undertakes training and / or assessment (excluding online delivery), as specified in the User Choice Localities and Location Loadings document at:</p>	<ul style="list-style-type: none"> • Class roll signed by the apprentice / trainee and records the location / postcode of the training and / or assessment • workplace visit sheet or attendance record which have been signed by the apprentice / trainee and records the location/postcode of the training and / or assessment.

AVETMISS POSTCODES

REQUIREMENTS	ACCEPTABLE EVIDENCE
<p>AVETMISS Postcodes – location loadings</p> <p>Please note:</p> <ul style="list-style-type: none"> If the apprentice / trainee is predominantly undertaking training whereas the supplier's trainer attends the workplace (AVETMISS Delivery mode identifier '30'), the location of the workplace would be the postcode reported. <p>However, if AVETMISS Delivery mode identifier '20' has been reported by the supplier to indicate training has been conducted via an electronic method of delivery (including online), the supplier must report the postcode where the training has been co-ordinated from, such as the supplier's National head office or Queensland state office location.</p>	

AVETMISS ACTIVITY START AND END DATES

REQUIREMENTS	ACCEPTABLE EVIDENCE
<p>In relation to each apprentice / trainee, the supplier must submit electronic AVETMISS data that contains full and correct information against all relevant fields in AVETMISS including accurate AVETMISS activity start and end dates for each apprentice / trainee for each unit of competency. To ensure this occurs, a supplier is encouraged to cross-reference a sample of its apprentice / trainee participation records against the AVETMISS start dates that have been reported.</p>	

AVETMISS ACTIVITY START AND END DATES

REQUIREMENTS	ACCEPTABLE EVIDENCE
<p>Suppliers must report an AVETMISS activity start date which accurately represents when <u>formal training commenced</u> in the unit of competency. To ensure this occurs, a supplier is encouraged to cross-reference a sample of its apprentice / trainee participation records against the AVETMISS start dates that have been reported.</p>	<p>This evidence could include, but not limited to: Class roll, workplace visit sheet or attendance record which have been signed by the apprentice / trainee and records the date participation in training commenced.</p>
<p>Suppliers must report an AVETMISS activity end date which accurately represents when the apprentice / trainee was <u>deemed competent</u> in the unit of competency.</p> <p>To ensure that this is occurring, the supplier is encouraged to cross-reference a sample of apprentice / trainee assessment evidence (<u>both</u> on-the-job, i.e. employer's verification and off-the-job / formal) against the AVETMISS end dates that have been reported.</p> <p>Please note:</p> <ul style="list-style-type: none"> <i>In relation to AVETMISS Outcome identifier '20' claims for payment, the AVETMISS activity end date submitted to the department must align with the date the apprentice / trainee has been deemed competent and must take into consideration both the formal assessment undertaken by the supplier <u>and</u> the on-the-job verification.</i> <i>No payment will be made for training and assessment not reported within 90 days after the date the training and assessment is delivered.</i> 	<p>This evidence could include, but not limited to: Class roll, workplace visit sheet or attendance record which have been signed by the apprentice / trainee and records the date participation in training commenced.</p>

ADMINISTRATION

FET Act 2014 references	N/A
Departmental policy / procedures	N/A
VET PQS Agreement	Clause 9 Records (Page 7) Clause 12 Conflicts of interest and inducements (Page 9)
User Choice 2016–17 Policy	

RECORD RETENTION**REQUIREMENTS**

The Supplier must retain for **6 years** from the end of the **Term** (See p 49 for definition) documents, records, and all information necessary to substantiate, to reasonable satisfaction of the Department, compliance with the terms and conditions of the agreement, including:

- a. Information and material necessary to provide a complete record of Training and Assessment including:
 - i. records of each student's participation in Training and Assessment for each Unit of Competency, including records of the commencement of educational content, attendance and progression;
 - ii. evidence that the on-the-job training component has been achieved for each Unit of Competency for each student prior to submission of claims for payment
 - iii. evidence to support the accuracy and validity of AVETMISS start and end dates for each participant in relation to each unit of competency / module undertaken
 - iv. copies of the Qualifications and Statements of Attainment issued to each student
- b. For each Unit of Competency for each student:
 - I. the assessor's completed marking guide, criteria and observation checklists for each Unit of Competency; and
 - II. the completed paper-based assessment items for each Unit of Competency. (scanned and validated copies of electronic documents will be accepted as evidence at audit)
- c. Information and material specified in the Evidence Guide for SRTOs published by the Department.
- d. Any other information and material reasonably requested by the Department.

Please note: The retention of assessment evidence to validate the submission of various AVETMISS Outcome identifiers is that assessment evidence references and includes documentation retained in either a hard copy (paper-based) or electronic (digital / scanned) form. Whilst not specifically references with the PQS Agreement, the department does accept the retention of assessment evidence within an electronic format.

CONFLICT OF INTEREST AND INDUCEMENTS

REQUIREMENTS	ACCEPTABLE EVIDENCE
<p>Conflict of interest</p> <p>The supplier warrants that as at the date it executes its PQS Agreement, it does not have a conflict of interest in the performance of its Agreement and that a conflict of interest is unlikely to arise.</p> <p>However, should a conflict or risk of conflict of interest arise during the term of the PQS Agreement, the supplier must immediately give notice of it to the department.</p> <p>Please note:</p> <p><i>A conflict of interest means, in the reasonable opinion of an independent observer, the interest of the supplier comes into conflict with, or opposition to, the objectives or standards within the PQS Agreement, the PQS Policy or the User Choice funding program policy.</i></p>	<p>Risk management process addressing potential conflicts of interest, including inducement, and evidence of monitoring of these activities.</p> <p>This evidence could include, but not limited to:</p> <ul style="list-style-type: none"> Letters or emails sent by the supplier to the department outlining the conflict or risk of conflict of interest and subsequent response from the department.
<p>Inducements</p> <p>The supplier must not give, or agree or offer to give, to another person any valuable consideration with a view to securing the enrolment with the supplier of an apprentice / trainee or prospective apprentice / trainee in relation to a qualification funded under the User Choice funding program.</p> <p>This restriction includes any person who refers or offers to refer a current or prospective apprentice / trainee to the supplier.</p> <p>Please note:</p> <p><i>An inducement means the offer of gifts or money to a person or business to entice or persuade that person or business.</i></p>	<p>Marketing, promotional and advertising materials and any other marketing activities which <u>does not</u> contain any reference to inducements or the offering of gifts in exchange for the apprentice / trainee selecting the supplier as their nominated supervising registered training organisation.</p>

GLOSSARY OF TERMS

TERM	DEFINITION	LINK (IF APPLICABLE)
AASN	Australian Apprenticeship Support Network	https://training.qld.gov.au/apprentices/aasn
AVETMISS	Australian Vocational Education and Training Management Information Statistical Standard	https://www.qld.gov.au/education/training-orgs/pages/vetdata.html
ERA	Employer Resource Assessment	http://apprenticeshipsinfo.qld.gov.au/employer-capacity/employer-resource-assessment-factsheet.html
DET	Department of Education and Training	https://det.qld.gov.au/
FET Act	Further Education and Training	https://www.legislation.qld.gov.au/LEGISLTN/CURRENT/F/FurtherEdTrngA14.pdf
GTO	Group Training Organisation	https://www.qld.gov.au/education/apprenticeships/for-trainers/pages/gto.html
PEO	Principal Employer Organisation	https://training.qld.gov.au/employers/peo/what
PQS	Pre-qualified Supplier	https://training.qld.gov.au/providers/pqs
QCAA	Queensland Curriculum and Assessment Authority	https://www.qcaa.qld.edu.au/
QTIS	Queensland Training Information Service	http://www.qtis.training.qld.gov.au/
RPL	Recognition of Prior Learning	https://www.qld.gov.au/education/career/pages/rpl.html
RTO	Registered Training Organisation	http://www.asqa.gov.au/about-vet/about-rtos/about-rtos.html
SRTO	Supervising Registered Training Organisation	https://training.qld.gov.au/site/apprentices/Documents/srto/srto-induction.pdf
SRTO1	Commencement of training form	https://training.qld.gov.au/apprenticeshipsinfo/information-resources/information-sheets/atis-027
SRTO2	Completion of Training Form	https://training.qld.gov.au/apprenticeshipsinfo/information-resources/forms#C
VET	Vocational Education and Training	http://www.asqa.gov.au/about/australias-vet-sector/australias-vet-sector.html

GLOSSARY OF TERMS

TERM

DEFINITION

Term of Agreement	<p><i>This Agreement starts on the date specified in the department's letter to the supplier advising of the supplier's success in obtaining 'Pre-qualified Supplier' status and will continue until the earlier of:</i></p> <ul style="list-style-type: none"> <i>a) the date this Agreement terminated in accordance with the terms of this Agreement;</i> <i>b) and the date that the last Funding Program ends.</i>
Duration of Agreement	<p><i>To be kept for the term of the agreement, (user choice contract) and for a period of 6 years from the date of expiration or termination of this agreement, unless otherwise specified in writing by the department.</i></p>

REFERENCES

Adequate Training Arrangements	http://ppr.det.qld.gov.au/training/apprentices/Pages/Adequate-Training-Arrangements.aspx
Apprenticeships Info	http://apprenticeshipsinfo.qld.gov.au/
Apprenticeship / Traineeship Operational Policy and Procedures	https://training.qld.gov.au/docs-data/policies/apprenticeship
Australian Government – Department of Education and Training	http://training.gov.au/
AVETMISS Postcodes – location loadings	https://training.qld.gov.au/providers/funded/userchoice/resources
Declaration of Apprenticeships and Traineeships – Policy	https://training.qld.gov.au/site/docs-data/Documents/policies/apprenticeship/declaration-policy.pdf
Declaration of Apprenticeships and Traineeships in Queensland	https://training.qld.gov.au/site/docs-data/Documents/policies/apprenticeship/declaration-policy.pdf
DETConnect	https://training.qld.gov.au/providers/detconnect
Employer Resource Assessment template	http://apprenticeshipsinfo.qld.gov.au/employer-capacity/index.html
FET Act 2014	https://www.legislation.qld.gov.au/LEGISLTN/CURRENT/F/FurtherEdTrngA14.pdf
FET Regulation 2014	https://www.legislation.qld.gov.au/LEGISLTN/CURRENT/F/FurtherEdTrngR14.pdf
Guide to completing an Employer Resource Assessment	http://apprenticeshipsinfo.qld.gov.au/employer-capacity/guide-to-complete-era.html
Guide to Training Plans and Training Records	https://training.qld.gov.au/site/apprentices/Documents/srto/guide-training-plan-record.pdf
High Priority Qualification	https://training.qld.gov.au/site/docs-data/Documents/strategies/vetinvest/high-priority-qualifications.pdf
PQS Compliance Audit Report (User Choice 2016–17)	https://training.qld.gov.au/site/providers/Documents/pqs/audits/audit-report-user-choice.pdf

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Training Plan Template	https://training.qld.gov.au/apprentices/srto
Training.gov.au	http://training.gov.au/Home/Tga
Transfer of Registered Training Contracts – Permanent or Temporary	http://ppr.det.qld.gov.au/training/apprentices/Pages/Transfer-of-Registered-Training-Contracts---Permanent-or-Temporary.aspx
User Choice 2016–17 Policy	https://training.qld.gov.au/site/providers/Documents/pqs/become/user-choice-policy-2016-17.pdf
VET PQS Agreement	https://training.qld.gov.au/site/providers/Documents/pqs/become/vet-pqs-agreement-user-choice-2016-17.pdf
Work Skills	https://training.qld.gov.au/community-orgs/funded/sqw/workskills

DOCUMENT CONTROL

Document	PQS Compliance Audit Evidence Guide (User Choice 2016–2017) for the <i>Further Education and Training Act 2014</i>
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Related documents:	<ol style="list-style-type: none"> 1. <i>Further Education and Training Act 2014</i> 2. <i>Further Education and Training Regulation 2014</i> 3. <i>Vocational Education and Training (VET) Pre-qualified Supplier (PQS) Agreement</i> 4. <i>User Choice Pre-qualified Supplier Policy (RTO)</i> 5. <i>User Choice 2016—2017 Policy</i> 6. <i>PQS Compliance Audit Report (User Choice 2016—2017)</i>
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All documents are available online at: www.training.qld.gov.au or www.legislation.qld.gov.au .	