

# Newsletter

Please ensure that this newsletter is distributed to all members of your staff – it provides a valued source of information to assist you in managing your obligations under the PQS Agreement.

## Contract Connector

Issue 42 – June 2015

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11. Declarations
12. Notification of Change of Qualification Form (ATF-028) – Apprentices and Trainees –

**NOTE:** Throughout the Newsletter Pre-qualified Suppliers (PQS) are able to access website information through the inclusion of hyperlinks.

Should a link not work when clicked – copy and paste that portion of the link that has “broken” and sits on the next line of the article – place this into the browser. Check that the full pathway has been copied across – then activate the hyperlink as normal. It should work.

## GENERAL

### **FINALISING 2014-2015 FINANCIAL YEAR DATA <sup>(1)</sup>**

The Department's payment database manages data flow for a number of funded programs by recognising training activity for each financial year. Agreements are then completed in line with the policy guiding each program.

In order to maximise payment made against training delivered, PQS must ensure that all data is submitted error free within the required timeframe specified. For PQS delivering training for:

#### **2010 -2016 User Choice Program**

PQS have 90 days (until 30 September 2015) to submit error free data. Where errors relate to a student's Training Contract such as cancellations and amendments etc, PQS need to follow up with Apprenticeships Info on 1800 210 210.

#### **2014-2016 Queensland VET Investment**

PQS have 30 days (until 31 July 2015) to submit error free data, which meets the AVETMIS Standard and all program rules as well as departmental validations for delivery and payment.

### **COMMON ISSUES OF NON-COMPLIANCE FOUND AT AUDIT <sup>(2)</sup>**

#### **Assessment evidence**

During the conduct of PQS audits, Market Quality often finds suppliers failing to retain sufficient evidence of compliance, particularly concerning assessment. The failures include not retaining copies of all completed assessments for each unit of competency, providing assessments which are unmarked, unsigned and/or unverified and assessments with little or no information on which the unit has been assessed and when.

Clause 9 of the PQS agreement is clear on what must be retained by the PQS and provided at audit.

For User Choice activity it states:-

## 9. Records

9.1 The PQS must keep the following information and material for **6 years** from the end of the Term:

- (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 before the supplier claims payment of public funding in relation to the Unit of Competency;
  - (iii) evidence supporting the accuracy and validity of data included in reports provided by the PQS to the department, including Clause 5 including evidence supporting the start and end dates for each student for each Unit of Competency;.....
- (b) For each Unit of Competency, for each student:
  - (i) the assessor's completed marking guide, criteria and observation checklists for the Unit of Competency; and
  - (ii) **the completed assessment items for the Unit of Competency.**

As a PQS it is your responsibility to ensure the retention of sufficient records of assessment and their provision at audit.

Key to understanding your obligations in this and other compliance matters are the program specific Evidence Guides produced by Market Quality. The types of evidence you are required to retain are clearly identified in these documents.

For example, the Evidence Guide (User Choice 2010-2015) states:

*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.*

The guides have been developed for your use and are designed to assist you in maintaining compliance and remove much of the stress that can be associated with compliance audits.

For more detailed information please refer to the relevant evidence guide:

- For User Choice:  
<http://training.qld.gov.au/resources/training-organisations/pdf/srto-evidence-guide.pdf>
- For Queensland VET Investment:  
<http://training.qld.gov.au/resources/training-organisations/pdf/pqs-evidence-guide.pdf>

These evidence guides must be read in conjunction with the relevant policy documents, which are available online at: <http://training.qld.gov.au/training-organisations/pre-qualified-suppliers/pqs-contract-management/index.html>

### LEGISLATION INTRODUCED TO REPEAL THE QUEENSLAND TRAINING ASSETS MANAGEMENT AUTHORITY <sup>(3)</sup>

A Bill recently introduced into the Queensland Parliament will see the Queensland Training Assets Management Authority (QTAMA) dissolved and state-owned training assets returned to the Department of Education and Training (DET).

The new arrangements for the ownership and management of state training assets will support the Government's objective to put the state's training assets to best use and ensure that facilities are available where they are needed.

DET will lead the development of a 10 year asset plan for the future use and management of training assets, and stakeholders will have the opportunity to provide input. DET will also undertake an audit of all training assets to assess their physical condition, as well as their use.

These reforms are part of the Government's broader election commitment to restore TAFE as the premier public provider of VET in Queensland. In line with this commitment, TAFE Queensland will receive priority access to state training assets at a subsidies rate. Find out more at: [www.training.qld.gov.au/documents-data/policies-procedures/qtama/index.html](http://www.training.qld.gov.au/documents-data/policies-procedures/qtama/index.html)

### NOTIFICATION OF CHANGE TO PQS LEGAL ENTITY <sup>(4)</sup>

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

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

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

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

PQS need to submit the required information by email to Contract Management and Performance at [supplier.management@dete.qld.gov.au](mailto:supplier.management@dete.qld.gov.au)

### **CONTRACT MANAGEMENT AND PERFORMANCE UNIT CONTACT <sup>(5)</sup>**

Your relationship with your Contract Manager is key to understanding your obligations under all Agreements you hold with the Department.

Before seeking advice or information from your Contract Manager, you are encouraged to review relevant documents, including associated guidelines and fact sheets. These documents include but are not limited to the following:

- User Choice Pre-qualified Supplier 2010-2016 Policy
- User Choice 2010-2015 Policy
- SRTO Evidence Guide (User Choice 2010-2015)
- Certificate 3 Guarantee Program Policy 2015-2016
- Pre-qualified Supplier Policy 2015- 2016 for Queensland VET Investment
- Evidence Guide for Pre-qualified Supplier for Queensland VET Investment
- Higher Level Skills Policy
- Vocational Education Training in Schools (VETiS) Fact Sheet

If you are unable to locate the information you need, then email the Unit's general email account on: [supplier.management@dete.qld.gov.au](mailto:supplier.management@dete.qld.gov.au).

Wherever possible, your enquiry will be forwarded to your Contract Manager, however, if they happen to be away or working on another project, we will ensure your enquiry is responded to.

When sending emails to the supplier management inbox please ensure that either your agreement number or organisation's trading name form part of the subject heading for easier identification.

**Emails sent to a specific officer who may be away or working elsewhere in the Department would delay a**

**response until the officer returns. Emailing the general account will ensure that your email is addressed promptly.**

**General enquiries:** 3328 6892

### **BREACH NOTICES FOR PQS AGREEMENTS <sup>(6)</sup>**

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

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

- third party advertising
- advertising free training
- false and misleading advertising; and
- offering inducements.

This month the Department has issued 5 Breach Notices to PQS and is currently waiting for PQS responses on how concerns will be addressed

### **ERROR OF THE MONTH – Reminder <sup>(7)</sup>**

**Error Fact Sheet No: 33014**  
**Error Description - Multiple Claim – This Module/Unit of Competency has been claimed previously**

#### **Explanation:**

The Module or Unit of Competency being claimed for this Participant has been claimed previously. This error can be caused by the following:

1. The Unit of Competency has already been claimed by another SRTO.
2. The Unit of Competency has already been claimed by the Provider.
3. The Provider has changed the Agreement Number, Training Schedule Line Number, the enrolment start and/or end date (User Choice only). When data is changed our system sees the Unit of Competency as being claimed twice until such time as the original payment is reversed. This is known as a 'false multiple'.

#### **Rectification Action:**

The Provider should recognise Statements of Attainment issued by another RTO and report the Unit of Competency as a credit transfer (60).

The Provider should ensure that the Unit of Competency has not been reported twice. If the Provider has identified that data has been changed please contact your Contract Manager to rectify the error. Please note

that if the Unit of Competency was claimed previously in a closed financial year the original payment cannot be reversed and the error cannot be rectified. The Provider should remove the duplicate Unit of Competency from their AVETMISS data.

**NOTE:** The Provider must ensure that they identify Units of Competency already completed by the Participant at the time of sign up. Credit transfers (60 outcomes) can then be reported for these units.

This information is also available at:  
<http://www.training.qld.gov.au/resources/training-organisations/pdf/error-fact-sheet-33014.pdf>



## 2014-15 QUEENSLAND VET INVESTMENT PLAN

### QUEENSLAND TRAINING SUBSIDIES LIST <sup>(8)</sup>

The current version of the Queensland Training Subsidies List is Version 8. The list is effective from 18 May 2015 and will remain in place until 30 June 2015.

From 1 July 2015, the 2015-2016 Queensland Vet Investment Subsidies List will come into effect.

#### Restrictions on Qualifications:

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

**UEE40411** – Certificate IV Electrical – Instrumentation - students must hold an electrical trade qualification (Certificate III)

**NWP40107** - Certificate IV in Water Operations - students must be an existing worker in the Water industry.

**Evidence of student eligibility will be required by audit.**

### LATEST VERSION OF DRAGON NATURALLY SPEAKING SOFTWARE NOW AVAILABLE FROM SKILLS DISABILITY SUPPORT <sup>(9)</sup>

Dragon Naturally Speaking ([Dragon](#)) is a powerful speech recognition program that can help learners with disability develop greater independence. It allows users to undertake a variety of tasks such as dictate and edit documents, search the internet, send emails, and control their computer, all with the use of their voice. Trainers can also use it as a live captioning tool. The latest version (version 13) includes:

- faster performance
- improvements in voice recognition accuracy
- easier set up
- enhanced training resources and user interface
- improved web searching and;
- support for microphones built into many laptops, so a headset is not required.

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

## TRAINING AND EMPLOYMENT SURVEY 2014-15 <sup>(10)</sup>

### Training and Employment Survey Report due 14 July 2015

Training completed or discontinued from 1 January to 31 March 2015 is due to be reported on **14 July 2015**. Responses need to be emailed to the Supplier Management inbox address at [supplier.management@dete.qld.gov.au](mailto:supplier.management@dete.qld.gov.au).

Please make sure that your agreement number and the due date of 14 July is in the subject heading for easier identification.

The Training and Employment Survey template for 2014-15 can be accessed via the link below: <http://training.qld.gov.au/resources/training-organisations/doc/student-survey-template.doc>.

#### Training and Employment Survey Reporting Periods:



Quarter to be reported on (completions/ Cancellations)	Timeframe after completing training to survey participants	Date survey to be submitted to Department:
1 January to 31 March 2015	1 April to 30 June 2015	14 July 2015
1 April to 30 June 2015	1 July to 30 September 2015	14 October 2015

**There was a big improvement in survey responses for the April 2015 period as compared to previous survey periods. Thank you for your attention to this matter and the Department looks forward to receiving your next report due 14 July 2015 by the due date.**

## USER CHOICE

### DECLARATIONS <sup>(11)</sup>

The following qualifications have been approved for User Choice funding:

#### ICP – Printing and Graphic Arts Training Package

Qualification	Code	Priority
Certificate II in Printing and Graphic Arts (Desktop Publishing)	ICP20115	3
Certificate III in Printing and Graphic Arts (Printing)	ICP30515	1
Certificate III in Printing and Graphic Arts (Screen Printing)	ICP30615	1
Certificate III in Printing and Graphic Arts (Print Finishing)	ICP30715	1

#### ICT – Information and Communication Technology Training Package

Qualification	Code	Priority
Certificate II in Information, Digital Media and Technology	ICT20115	3
Certificate III in Information, Digital Media and Technology	ICT30115	3
Certificate IV in Information Technology Support	ICT40215	3
Certificate IV in Information Technology Networking	ICT40415	3
Certificate IV in Digital Media Technologies	ICT40815	3

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

**Remember:** You must have scope of registration before applying for the addition of any qualification to your Delivery Schedule/Schedule A. Only when scope has been approved can you then apply for the qualification to be added to your Delivery Schedule/Schedule A through Variations on Line using your Purchasing on Line (POL) account. Qualifications are not automatically added to your Agreement. Failure to do this will result in no payment.

## NOTIFICATION OF CHANGE OF QUALIFICATION FORM (ATF-028) – APPRENTICES AND TRAINEES <sup>(12)</sup>

As you are aware, the Notification of Change of Qualification Form is available for use when one or multiple apprentices and/or trainees need to be transitioned due to a qualification being superseded. Where the change of qualification is for only one apprentice or trainee, an SRTO can facilitate this process. To alleviate any confusion in this regard, the form has had the following information added for clarity:

“An SRTO seeking to make a change of qualification for only one apprentice or trainee should complete SECTIONS 1, 2 and 4.”

### FEEDBACK ON USEFULNESS OF CONTRACT CONNECTOR

Contract Management and Performance Unit is seeking feedback on the usefulness of Contract Connector.

- extremely useful
- very useful
- somewhat useful
- not useful

Please send your responses to the supplier management inbox at [supplier.management@dete.qld.gov.au](mailto:supplier.management@dete.qld.gov.au)

We would love to hear from you.