

Contract Notification

| | | | |
|-----------------|---|--------------|------------------|
| CN No. | 2020-04 | Date: | 10 February 2020 |
| To: | Chief Executive Officer or equivalent | | |
| Purpose: | General Information and information about a Contract requirement | | |
| Scope: | All 2018-19 (extended to 31 Dec 2020) VET Funding Contracts | | |
| Subject: | Templates, factsheets and other information for the 2020 calendar year Prescribed online service standards | | |

For all Training Provider staff

Purpose

This Contract Notification is to:

- provide a summary of templates, factsheets and other information available in SVTS to support understanding of the VET Funding Contract (the Contract).
- issue the prescribed online service standards for 2020.

Main Points

Templates to support specific Contract requirements

The Department provides example templates to help training providers understand the level of information required in some of the documentation requirements in the Contract.

This Contract Notification also prescribes the items to be included in online service standards.

This table describes the available templates and where to find the current versions of templates in the 'Documents' section of SVTS.

| Description | Document title in SVTS | Date published in SVTS |
|--|--|------------------------|
| <p>Register of Trainer and Assessors – example template</p> <p>Training providers must establish and maintain an up to date Register of Trainers and Assessors, detailing the qualifications and experience of each individual <i>Skills First</i> Teacher, as set out at Clause 12.8 of Schedule 1.</p> <p>The Department has provided an example template for training providers that includes all required information.</p> <p>It is not mandatory to use this template, however if you use a different format, or keep the information in multiple places, you must be able to provide the information readily to the Department or an auditor or reviewer on request.</p> <p>Note: you do not have to submit your completed Register to the Department or provide updates of staff changes, unless you are specifically requested to do so.</p> | '2020 Register of Trainers and Assessors – example template' | 10 Feb 2020 |
| <p>Pre-Training Review – example template</p> <p>Training providers must conduct a Pre-Training Review, as part of enrolment, or prior to the commencement of training, to ascertain a suitable, and the most suitable, course for each individual student to enrol in. Clause 5.1 of Schedule 1 lists the specific items that must be addressed in the Pre-Training Review.</p> | 'Skills First Pre-Training Review – Sample Template 2019' | 1 May 2019 |

| Description | Document title in SVTS | Date published in SVTS |
|---|---------------------------------|------------------------|
| <p>The Department has provided an example template for recording the outcomes of a Pre-Training Review, and the version published in 2019 remains current.</p> <p>It is not mandatory to use this template, however you are encouraged to consider using it, or a similar template approach, to draw together the inputs that feed into the Pre-Training Review process, and document clearly how you decided that a course or qualification was suitable for each student.</p> | | |
| <p>Online service standards</p> <p>Where any training and/or assessment is delivered online, training providers must publish 'online service standards' in a prominent place on their websites (Clause 1.4 (d) of Schedule 1).</p> <p>The online service standards are a tool to help students make an informed choice of which delivery mode and training provider will suit their individual needs and best help them achieve the outcomes they seek from training.</p> <p>The items required in the online service standards for 2020 are prescribed by the issuing of this Contract Notification. The items required are the same as previous years, however the document has been re-formatted.</p> <p>The Department has also provided a sample of completed online service standards for reference.</p> | '2020 online service standards' | 10 Feb 2020 |

Factsheets and other guidance

The Department has published fact sheets and other information to help training providers understand specific Contract requirements and the Department's approach to managing the Contract.

The Department has reviewed and improved some existing documents and is also pleased to provide information on new topics.

You are encouraged to refer to these documents for information and to continue to monitor SVTS for new or updated guidance throughout 2020.

You are welcome to provide feedback on these factsheets for continuous improvement purposes and to suggest topics you would like to receive additional guidance about in future, via lodging an enquiry on SVTS.

This table describes the available documents and where to find the current versions in the 'Documents' section of SVTS.

| Topic and description | Document title in SVTS | Date published in SVTS |
|--|--|------------------------|
| <p>Contract Notification CN 2020-03: Notice of Change in Control and other significant changes (NEW)</p> <p>Information to help training providers understand the requirements to give Notice of a Change in Control and Notice of significant changes to CEO, ownership or operations.</p> | 'CN 2020-03 Change in Control and other significant changes' | 7 Feb 2020 |
| <p>Electronic Signatures (NEW)</p> <p>Fact sheet about the Department's expectations for use of electronic signatures, common methods for obtaining electronic signatures and some practical example scenarios.</p> | 'Fact sheet: using electronic signatures' | 10 Feb 2020 |
| <p>Sighting and Retaining Evidence of Eligibility (NEW)</p> <p>Fact sheet about the forms of evidence of citizenship, permanent residence and age the Department accepts, and methods for sighting and retaining that evidence. Also includes answers to frequently asked questions.</p> | 'Fact sheet: sighting and retaining evidence of eligibility' | 10 Feb 2020 |
| <p>'Skills First Quality Charter' (UPDATED)</p> <p>Information about the Department's expectations of training providers in the provision of key aspects of Training Services.</p> <p>Updated to use plainer English, reduce minor duplications and to improve the format, but the content has otherwise not changed.</p> | 'Skills First Quality Charter' | 10 Feb 2020 |

| Topic and description | Document title in SVTS | Date published in SVTS |
|--|--|------------------------|
| <p>Online learning (UPDATED)</p> <p>Fact sheet summarising Contract requirements to promote quality in online learning. Updated to use plainer English, but the content has not changed.</p> | 'Fact sheet: quality in online learning' | 10 Feb 2020 |
| <p>Disallowed Persons (UPDATED)</p> <p>Fact sheet to help training providers understand the 'Disallowed Persons' requirements in the Contracts.</p> <p>Updated to use plainer English, but the content has not changed.</p> | 'Fact sheet: Disallowed Persons' | 10 Feb 2020 |
| <p>Student information and protection' (UPDATED)</p> <p>Fact sheet that consolidates all the various student information and protection provisions of the Contract. It summarises the rules training providers must follow as the student journeys from their prospective interest in a course, through to completing their training.</p> <p>Includes significant changes to the previous version – updated to use plainer English and to provide a more user-friendly explanation of requirements.</p> | 'Fact sheet: Student information and protection' | 10 Feb 2020 |
| <p>Record keeping (UPDATED)</p> <p>Fact sheet providing an overview of key recordkeeping requirements in the Contract.</p> <p>Includes significant changes to the previous version - updated to use plainer English, and to provide a more user-friendly explanation of requirements.</p> | 'Fact sheet: Recordkeeping requirements' | 10 Feb 2020 |
| <p>Skills First Program - Student Eligibility' (UPDATED)</p> <p>Fact sheet to help training providers understand and apply the <i>Skills First</i> eligibility requirements, limits on the amount of training and exemptions.</p> <p>Updated to reflect the change to the TAFE and Learn Local eligibility exemptions initiative (from 20% of commencements to 10% of commencements) and to include minor clarifications to the descriptions of the eligibility rules.</p> | 'Fact sheet: <i>Skills First</i> eligibility' | 10 Feb 2020 |
| <p>LN Consideration as part of a Pre-Training Review (UPDATED)</p> <p>Fact sheet providing information about how to consider literacy and numeracy as part of a Pre-Training Review.</p> <p>Updated into a new format, but the content has not changed.</p> | 'Fact sheet: Consideration of literacy and numeracy skills as part of the Pre-Training Review' | 10 Feb 2020 |
| <p>Skills First Program Audit and Review Strategy</p> <p>Describes the Department's approach to funding assurance and quality assurance.</p> | ' <i>Skills First</i> Program Audit and Review Strategy' | 2 May 2018 |
| <p>Leaflet: Engaging With Training Providers</p> <p>Describes the Department's approach to engaging with training providers.</p> | 'Training Market Services' commitment to engaging with training providers' | 21 June 2019 |
| <p>Audit and assurance findings and Department resources</p> <p>A visual snapshot of the 2018 audit and assurance program. It summarises the common issues reported back to us by auditors and the resources we have available to help you with compliance.</p> | '2018-19 audit and assurance findings and Department resources' | 17 December 2019 |

Resources

- Publications in the 'Documents' section of SVTS, as outlined in the Main Points section of this Contract Notification.

Greg Norton

Executive Director

Training Market Services



Education
and Training