

For all Training Provider staff

Contract Notification

CN No.	2019-13	Date:	21 June 2019
To:	Chief Executive Officer or equivalent		
Purpose:	General Information		
Scope:	All 2018-19 VET Funding Contracts		
Subject:	Training Market Services' commitment to engaging with training providers.		

Purpose

- This Contract Notification is to provide training providers with a document that summarises Training Market Services' (TMS) commitment to actively engage with training providers and some specific details about the timeliness of our day-to-day work.
- The document is now available in the 'Documents' section of SVTS.

Background

- Every day, staff across TMS have contact with training providers that deliver government-subsidised *Skills First* training to students. This gives TMS an opportunity to hear about their work and support them in meeting their VET funding contract obligations.
- Across the past year TMS has been focused on developing relationships with training providers, including directing resources to engagement activities.

Main Points

- Through more formalised TMS training provider engagement work and activities, we want to:
 - build strong professional relationships, including through visits and SVTS enquiries
 - provide clear contract guidance materials, such as fact sheets and templates
 - facilitate direct engagement opportunities, such as workshops, visits and meetings
 - share common themes and insights about the VET system
 - celebrate VET leading practice and success
 - find new and innovative ways to engage
 - continually improve our work by listening to training provider experience and feedback.
- The document sets out six principles of engagement that are adopted by TMS when working with training providers.
- The document also details how TMS is committed to the timeliness of our day-to-day work, including responding to SVTS enquiries and contract requests.

Resources

- The document is published in the 'Documents' section of SVTS.
- It will also be published on the Department of Education and Training's website.
- A copy can be provided to training providers during meetings with TMS staff, and upon request.

Greg Norton

Executive Director

Training Market Services

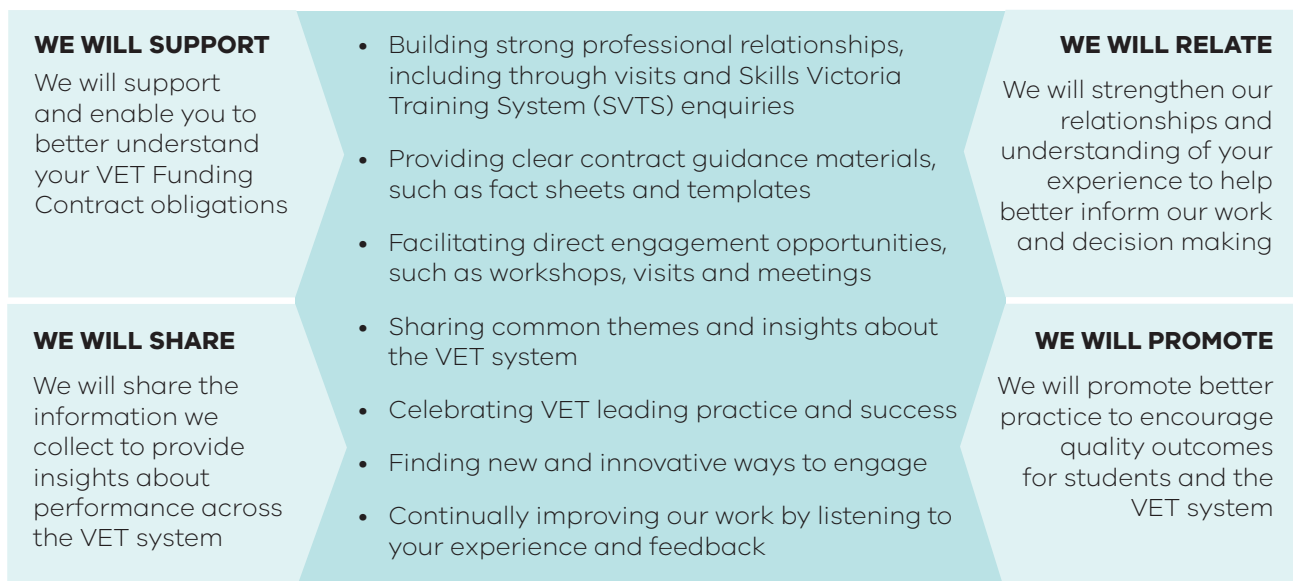


A COMMITMENT TO ENGAGING WITH TRAINING PROVIDERS

We are Training Market Services, the division of the Department of Education and Training that administers the government-subsidised VET market in Victoria. Every day, our staff have contact with training providers that deliver *Skills First* training to VET students.

This document details our commitment to actively engage with training providers. It also includes some specific commitments about the timeliness of our day-to-day work.

OUR ENGAGEMENT FOCUS



OUR PRINCIPLES OF ENGAGEMENT

PLANNED AND PURPOSEFUL ENGAGEMENT

Through our purposeful engagement we aim to build meaningful and trusting relationships. We plan our engagement taking into account what we understand to be your needs. We have clear goals of what we want to achieve.

TRUSTING AND RESPECTFUL RELATIONSHIPS

We respect the expertise and perspectives you have in delivering VET. We will listen, learn and respond to your experience. We will ask how and when you want to engage, based on your particular circumstances. We will foster a culture of sharing ideas.

INCLUSIVE AND TAILORED APPROACH

We recognise that training providers represent a diverse body of organisations, with different characteristics, complexities and resources. They are located across metropolitan and regional Victoria. We will tailor our engagement and communications work to make it easy for all types of training providers to engage with us.

CLEAR AND SIMPLE COMMUNICATION

We will ensure a simple and convenient experience when you interact with us. We will write clearly and concisely. We will use innovative visual and design elements to make our communications more accessible and easily understood.



ACCOUNTABLE DECISION-MAKING

We will take into account your relevant views and make reasonable enquiries before arriving at a decision. In making decisions we will act without bias, within our authority and in good faith. We will ensure that the reasons for our decisions are clearly communicated.

COMMITTED TO CONTINUAL IMPROVEMENT

We recognise that you are well placed to identify opportunities for improvement in our work. We value your feedback. It enables us to take action to raise the standard of our work. We will nurture a culture of innovation and improvement.

WHAT YOU CAN EXPECT FROM OUR DAILY WORK

ENQUIRIES

We will respond to SVTS enquiries within three business days. If we think the matter will take longer, we will tell you.

AUDITS AND REVIEWS

Our auditors follow Department of Education and Training standards and values when carrying out audit and assurance activities.

We aim to give you the outcome of our audit and assurance activities within six weeks from the date of the auditor's final report.

REQUESTS

We aim to determine your requests for additions to Funded Scope, increases to Commencement Allocations, and the subcontracting of training and assessment within three weeks of receiving all the required information from you.

PAYMENTS

We will publish payment dates at the start of each year. When you make a valid claim you will receive payments against those dates.

WHAT WE EXPECT FROM YOU

We expect you to:

- be familiar with your obligations under the VET Funding Contract
- use our resources as a first step to answer your queries
- work actively and openly with us on compliance issues
- ensure correct and timely reporting
- follow the principles set out in the *Skills First* Quality Charter when delivering training to students
- have a professional and respectful relationship with us.

HELP US WITH YOUR FEEDBACK

We welcome your honest feedback to help us continually improve our work.

Contact us through SVTS. Engage with us through any surveys we send you.

www.education.vic.gov.au/svts

www.education.vic.gov.au/training/providers/funding