

# COMPLIANCE EXPECTATIONS UNDER THE VET FUNDING CONTRACT

The Department of Education and Training (the Department) has a public duty to ensure government funds are used appropriately when training providers deliver *Skills First* training to students. To help achieve this, you must meet your obligations under the *Skills First* VET Funding Contract (the Contract). Our work supports and enables you to meet these obligations.

This document details how we help you to comply with the Contract, and how we respond when concerns and issues arise. Our compliance approach is set out on page 2

Through *Skills First*, the Department and training providers have worked together to restore public confidence in our TAFE and training system. Our work is changing to reflect this.

We want to achieve the right balance between checking that you meet your Contract obligations and supporting your understanding of the Contract.

We aim to:

- clearly explain any potential compliance concern or issue
- clearly explain our process
- seek more information from you
- give you time to respond to our enquiries
- clearly communicate the reasons for our decisions
- help you avoid future compliance issues.

## WHAT YOU CAN EXPECT FROM US

### We help you understand the Contract

We aim to be clear and practical in the ways we do this, by providing:

- direct engagement opportunities, through workshops, visits, meetings and surveys
- clear contract guidance materials, such as fact sheets, templates and forms
- Department-funded training sessions through the VET Development Centre to help you with compliance and quality
- useful information on the SVTS
- timely answers to your SVTS enquiries.

### We respond fairly and proportionately to a compliance concern

When a concern arises, we are clear and open with you about our shared Contract obligations. Where an obligation isn't met, we will respond based on the nature and seriousness of the issue.

We respect your expertise and seek your views. We listen to your experience and act fairly and reasonably in our interactions with you.

## WHAT WE EXPECT FROM YOU

We expect you to:

- understand your obligations under the Contract
- use our resources as the first step to answering your queries
- work actively, openly and professionally with us on compliance issues
- be responsive to our questions
- ensure accurate and timely reporting
- follow the principles in the *Skills First* Quality Charter when delivering training to students.

If you are unclear about your obligations, please use our resources or contact us with an SVTS enquiry.

## HELP US WITH YOUR FEEDBACK

We welcome your feedback so we can continually improve our work. You are welcome to contact us through SVTS.

[www.education.vic.gov.au/svts](http://www.education.vic.gov.au/svts)

[www.education.vic.gov.au/training/providers/funding](http://www.education.vic.gov.au/training/providers/funding)

## OUR COMPLIANCE APPROACH

The Department must ensure that training providers are appropriately and efficiently investing taxpayer funds to deliver quality *Skills First* training. Accordingly, we're focused on supporting you to understand your obligations. But we also monitor training delivery and have a compliance role when concerns arise.

Almost all training providers do their best to comply with the Contract. Many compliance issues are often an accidental mistake or the unintended result of a business practice. When we take compliance action under the terms of the Contract, it will be proportionate to the risk and impact of the issue and based on a range of potential steps. These are outlined in the table below.

### Our role in supporting compliance



#### Set standards

- Develop provider selection criteria
- Develop and maintain Contract and Guidelines



#### Support

- Build strong professional relationships, including through visits and SVTS enquiries
- Provide clear Contract guidance materials, such as fact sheets and templates
- Provide direct engagement opportunities, such as workshops, visits and meetings
- Department-funded training sessions through the VET Development Centre
- Share common themes and insights about the VET system
- Find new and innovative ways to engage with you



#### Monitor

- Identify trends and anomalies in training activity data
- Analyse funding claims
- Analyse student and employer satisfaction surveys
- Scan the VET environment, including media
- Consider information from others, including complaints



#### Audit and review\*

- Business Process Audit (BPA)
- Transactional Compliance Audit (TCA)
- Evidence audits – Evidence of Participation, Evidence of Eligibility, Evidence of Concession, Evidence of Fees
- Quality Review
- Pre-Training Review audit
- Rectification Review
- Student and teacher interviews

\* For more details see the *Skills First Program Audit and Review Strategy*

### Our response to a compliance issue

Our role	Our response
<b>Advise</b>	<ul style="list-style-type: none"> <li>• Clearly explain the issue</li> <li>• Seek more information</li> <li>• Help avoid future issues</li> <li>• Potentially recoup funds</li> <li>• Consider any further action</li> </ul>
<b>Investigate</b>	<ul style="list-style-type: none"> <li>• Seek further information and hold meetings</li> <li>• Conduct student interviews</li> <li>• Conduct more detailed and targeted audits or reviews</li> <li>• Undertake forensic investigation</li> <li>• Potentially recoup funds</li> <li>• Consider any further action</li> </ul>
<b>Enforce</b>	<ul style="list-style-type: none"> <li>• Withhold or recoup funds</li> <li>• Make a change to funded scope</li> <li>• Suspend or terminate a Contract</li> <li>• Refer to a regulator or government department</li> <li>• Refer to a law enforcement agency or legal body</li> <li>• Start legal proceedings</li> </ul>