EVIDENCE OF PARTICIPATION

This fact sheet is designed to help training providers meet the Department's expectations for documenting Evidence of Participation (EOP) under the *Skills First* program.

WHY EOP IS IMPORTANT

Your documenting of EOP enables us to reasonably judge whether a student has participated in training and assessment. You must maintain EOP at a subject level to substantiate your associated payment claims.

USE AN APPROVED FORM OF EOP

We only accept EOP in the following forms:

- Evidence of work submitted
- *Skills First* teacher notes
- Attendance roll
- Evidence of assessment
- Login and engagement evidence
- Flexible and distance learning records
- A Statutory Declaration (in exceptional circumstances).

Refer to Clause 9.7 (a) – (g) of Schedule 1 of the VET Funding Contract (the Contract) for specific requirements that must be met for each form of EOP.

GET THE BASICS RIGHT

Our Audit results show that a common issue is documents that don't record all the basic information required to show EOP at a subject level. Please be sure to double-check that all your EOP documents contain the:

- student's name or client ID
- subject ID
- full date (dd/mm/yy).

For clustered delivery of subjects, EOP needs to demonstrate which subjects were delivered and when.

BE CAREFUL WITH YOUR DATES AND DETAILS

Your EOP must occur and be dated between the Activity Start Date (ASD) and Activity End Date (AED) of your reported claims.

Make sure your EOP has enough detail to clearly show engagement in the subject.

Extra detail may be required in certain circumstances. For instance, if a student has withdrawn from training and you use an attendance roll as EOP, if the date on the roll is the same as the ASD, you will need to provide additional evidence to demonstrate the content covered in that class was not just an induction or information session.

KNOW HOW MANY EOP ITEMS YOU NEED

The amount of EOP you are required to keep depends on the reported Activity Start Date (ASD) and Activity End Date (AED) for each subject.

Subject duration	Collect and retain
30 days or fewer	1 point of EOP
More than 30 days	2 points of EOP, both in a *different form,* where: • the first is no later than 30 days after the ASD (and no earlier than it) • the second is no earlier than 30 days before the AED (and no later than it)

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Our Audit results show that issues can occur when:

- two points of EOP are required but only one is provided
- two *different forms* of EOP are required but only one form is provided. For example, if two attendance rolls are provided for a subject with a duration of three months this would not meet the EOP requirements.

EOP AND STUDENT ABSENCES

When a student chooses to withdraw from a subject or discontinue without notice, you must amend their Activity End Date to either the:

- formal withdrawal date (i.e. when the student confirmed their intent to withdraw, and as noted in the student file or on an internal Withdrawal Form); or
- last engagement date supported by EOP.

For further details, please refer to our fact sheet 'Withdrawn subject enrolments'.

RETAINING EOP RECORDS

It is good practice to check your recordkeeping obligations before destroying any documents associated with your Contract, including EOP.

Since 2017, the Contract has required training providers to retain Records until three years after a student has completed or withdrawn from the program.

For commencements before 2017, refer to the VET Funding Contract applicable at the time.

For further details, please refer to our fact sheet 'Recordkeeping requirements'.

MEETING EXPECTATIONS FOR DIFFERENT FORMS OF EOP

This section gives advice on how to satisfy the elements of different forms of EOP in different circumstances.

EOP for online and distance learning

All forms of EOP can be used for online and distance learning and kept electronically, provided they meet the requirements in the Contract for the form of EOP you are using.

Electronic attendance rolls

If you use an electronic attendance roll for an online class as EOP, it must be a recognised tool for recording attendance as part of your normal processes. You must ensure that all your *Skills First* Teachers understand how attendance at online classes must be consistently and accurately recorded.

Where available, you can use automated methods of tracking attendance within your online learning platform. You will need to have evidence that each student logged into the platform at the time the specific subject was delivered.

Remember that for electronic rolls, your EOP needs to have additional information to show how information is entered, updated and interpreted in the rolls.

Electronic attendance rolls must be signed by the *Skills First* Teacher. This can be in the form of an equivalent electronic action. For example, by showing that the *Skills First* teacher logs in to a secure administrative platform using a unique ID and password (**identity**). Having them complete a workflow step or 'tick box' process within the secure platform shows they've confirmed who attended the class and that they've endorsed the information (**consent** and **reliability**).

For further information, please read our fact sheet 'Using electronic signatures'.

Log-in and engagement evidence

A login record that indicates only that the student received training materials is not enough to be EOP. It must also show the student's online engagement with learning/assessment activity and that you've checked with them that they're continuing to engage across the subject.

Some examples of how you could satisfy the requirements of this form of EOP are to include a record or transcript of the student participating in an online discussion forum, a record of the student completing a self-paced activity within an online learning platform, or emails or another record of communication between the student and their *Skills First* Teacher.

Records of flexible or distance modes of learning

A *Skills First* teacher attempting to call a student and leaving a voicemail is not enough communication or engagement for the purposes of EOP. Evidence that the student has logged into an online platform just to download learning materials is also not sufficient evidence.

One way this form of EOP might be satisfied is through *Skills First* teacher notes that demonstrate a two-way phone or email communication that shows the student is working on the learning materials.

Evidence of assessment

Your evidence of assessment should be dated with the date when the item or action was actually assessed. An assessment cover sheet that just shows an overall assessment for the subject is not enough EOP – it also needs to show that the assessment outcome followed work being submitted or the observation of a task.

When using this form of EOP, you need to clearly show any key or legend that is used to indicate the outcome of the assessment. For example, 'S' = satisfactory or 'C = competency achieved.

Keep complete teacher notes

To be valid EOP, your teacher notes must show a two-way communication between the teacher and student that demonstrates a subject-based interaction.

A record that just says 'student was contacted' is not enough. A teacher note must give enough detail about the interaction and expectations of the student. For example:

'Contacted [student name or ID] on [full date] about their assignment for [subject ID] and clarified some of the requirements. Student feels confident to progress and will follow up with any further issues.'

This may include notes from personal interviews, telephone calls, emails or other communications that show engagement between the student and teacher.

Maintaining EOP for workplace-based training

When supervised training and assessment is over but you're waiting for employer sign-off of a student's competence, the second point of EOP must be no earlier than 30 days before (and no later than) the date that supervised training and/or assessment concluded. This is instead of using the Activity End Date (which will be reported when the employer's sign off is received). You must record in the student's file the date when all supervised training and assessment concluded.

It can be challenging to collect EOP when apprentices are undertaking workplace training blocks. Keep in mind that the *2021 Guidelines About Apprenticeship/Traineeship Training Delivery* requires you to make monthly contact with both the apprentice/trainee and supervisor by email or phone in order to monitor and document details of their progress. This communication could qualify as EOP in the form of '*Skills First* teacher notes.'

RESOURCES

- Fact sheet: Recordkeeping requirements
- Fact sheet: Using electronic signatures
- Fact Sheet: Withdrawn subject enrolments
- Internal Audit Checklist

FURTHER INFORMATION

Please submit an SVTS enquiry, using the category 'Contract Compliance Audit Program – General Enquiries'.

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