



Government of **Western Australia**
Department of **Training**
and **Workforce Development**

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VET (WA) MINISTERIAL CORPORATION

PURCHASE OF TRAINING SERVICES

BUSINESS RULES

JULY 2016 (Version 1.0)

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1 ALL PROGRAMS

1.1 INTRODUCTION

These Business Rules describe the operational requirements and processes for the purchase of Training Services under the Department of Training and Workforce Development (the Corporation).

These Business Rules are part of the Contract and should be read in conjunction with the remainder of the Contract, including the:

- a) Letter;
 - b) Offer (the Service Provider's Response);
 - c) Request, Process Terms and Conditions, July 2016 and any Addenda;
 - d) General Provisions (Conditions of Contract) July 2016 Version 1.0; and
- Other important documents relating to these Business Rules include:
- e) Contract Manager List;
 - f) Text File Specifications;
 - g) *Resource Allocation Program for Training (RAPT) Guide;*
 - h) *Western Australian VET Enrolment Data Standard.*

These documents can be found on the Future Skills WA website:

<http://www.futureskillswa.wa.gov.au/trainingproviders/Pages/private-providers.aspx>

The definitions and interpretations detailed in the General Provisions (Conditions of Contract - July 2016) apply to these Business Rules.

These Business Rules may be amended, replaced and/or added to at the absolute discretion of the Corporation.

1.2 BUSINESS SYSTEMS

The Corporation's business systems operate within a Microsoft/Windows environment. Service Providers will need to be able to access Microsoft Internet Explorer and the Microsoft Office Suite for the purposes of the implementation of the Contract.

1.3 CONTRACT VARIATIONS

Service Providers have the opportunity to request a variation to their existing Panel arrangements and/or to seek placement to be on a new panel.

Note: Initial allocations for all Programs for existing Service Providers are documented within the Corporation's Letter of Offer.

The initial allocation for a new Service Providers is as per the Request.

1.3.1 Variations to Existing Panel Arrangements

Service Providers may make **ONLY** one request for variation per calendar month with an ability to make adjustments prior to the closing date.

The program specific requirements for variations are provided later in this document, in the section relating to each program.

Variation requests must be made on the Corporation's Variation Form. The Form can be downloaded at:

<http://www.futureskills.wa.gov.au/trainingproviders/Pages/private-providers.aspx>

Variations will not be considered where the Service Provider has:

- a) not submitted a valid lodgement against all Contracted Programs of Study (CPS) with active students within the last 60 days; and/or
- b) not met all the Service Standards to the satisfaction of the Corporation; and/or
- c) not reported against at least 75% of the existing training places; and/or
- d) has been deemed non-compliant by the Regulator and such non-compliances have been deemed by the Corporation as placing the training at risk; and/or
- e) has received formal notice from the Corporation as per Clause 28 of the General Provisions.

Variations may be rejected or adjusted where:

- f) an oversupply in a qualification for a target group and/or region is identified; and/or
- g) the Corporation deems the volume of UoCs currently reported as in-training (Outcome Code 5) is a risk. ¹

Note: Variations that are incorrect, incomplete, invalid or submitted on the wrong Variation Form will not be considered and will be returned to the Service Provider.

Variation approvals are at the Corporations' sole discretion.

1.3.2 Variation Processing

- a) Variation rounds close on the last day of the month and will be responded to by the 8th of the following month (or the next business day if the 8th is a weekend or public holiday).
- b) The first Variation round closes 31 January 2017.
- c) The final round of variations closes on 31 November 2017 unless otherwise notified by the Corporation.

¹ Commencement of large volumes of UoCs is a risk to the Corporation and the Student. Students can become overwhelmed by the workload and then disengage from training. This also places a financial risk to the Corporation, as 70% of the cost of training is paid up front.

Approved variations will be published on RAPT and can be accessed by the Service Provider under the RTONet 'Contracts' tab and clicking on 'My Contracts'. The Service Provider will be advised in writing of any variation requests not approved.

1.3.3 Requesting Appointment to a New Panel

Entitlement Program

Any Service Provider on an existing Panel will have the opportunity to apply to be placed on an Entitlement Program Panel (apprenticeships / traineeships / PIT).

To make application for Entitlement Panels, Service Providers must complete the Request on RTONet/Contracts/Call for Applications and address relevant program criteria.

Note: RTONet can be accessed from <https://stars.dtwd.wa.gov.au/>. A login account is required. Service Providers can access the form to request a login account from the same website.

Participation - Equity Program

Only Service Providers from the Participation - Equity Panel will have the opportunity to apply to be placed on an additional target group panel.

To make an application for an additional target group Panel, the Service Provider will be required to submit a new Delivery and Support Services (DASS) Form that includes responses to the "Capacity to Deliver" tab in the form.

New Panel Applications

Applications can be made at any time up until 31 August of the contracted year unless otherwise notified by the Corporation.

All applications received within a given month will be assessed at the end of the month.

Service Providers can expect a decision by the end of the following month.

Applications will not be considered if the Service Provider has not submitted a valid lodgement (against all contracted programs of study (CPS) with active students) within the last 60 days.

Successful applications will result in the Service Provider being placed on the Panel. The contract commencement date listed for any approved CPS resulting from the application will be the approved date of the application. This will appear as the 'student commencing start date' in the CPS.

1.4 STUDENTS

1.4.1 Student Eligibility (General)

Training will **only** be funded where it meets the criteria in the Contract.

Unless otherwise specified, the following enrolment categories will **not** be funded:

- a) Persons whose primary place of residence is not in Western Australia, with the exception of Apprentices who have:

- a training contract registered in Western Australia; and
 - a Western Australian workplace address; and
 - the training is undertaken in Western Australia, if available.
- b) Residents of Christmas Island or Cocos Island;
- c) Persons who are neither Australian citizens nor permanent residents of Australia unless they are holders of approved temporary visa subclasses, or spouses or dependents that accompany 457 visa holders.²
- d) Prisoners;
- e) Secondary school students;
- f) Persons under 15 years of age;
- g) Persons under 18 years of age in the year of enrolment unless under a DoE Notice of Arrangement (NoA) (Full Time) or exempted from the School Education Act 1999. This does not include students undertaking a school based program such as an Apprenticeship, Traineeship, Pre-apprenticeship or Aboriginal School Based Training (ASBT) students.³
- h) Enrolments in training programs that are not accredited or which fall outside of the Service Provider's scope of registration;
- i) Enrolments in units of competence (UoCs) for which the payment for the reported outcome is shown in Table 1, Service Payment as 0%;
- j) Students who do not meet the eligibility criteria for the target group(s) specified in these Business Rules;
- k) Students that do not have a valid USI;
- l) Students who do not commence Training within the student commencing start and end dates as defined in the CPS; and
- m) Individuals recruited by a third party on behalf of the Service Provider for a fee.

Note: Refer to the section relating to each Program for any additional student eligibility requirements.

1.4.2 Managing Notices of Arrangement/Exemptions

The process for Notice of Arrangement (NOA)/Exemptions is as follows:

1. The NOA/Exemption application is forwarded to the Department of Education (DoE) Participation Unit;
2. The DoE Participation Unit provides the Service Provider a confirmation email;
3. The Service Provider acknowledges the DoE Participation Units confirmation email;

² Information relating to Visa Subclasses can be found on the following website: <http://www.futureskillswa.wa.gov.au/about/Pages/guarantee.aspx>

³ See Section 1.4.2 for further information regarding NOAs.

4. The Service Provider sends the completed summary Spread-sheet to training.markets@dtwd.wa.gov.au (if the approval is for an Exemption, please include the Certificate of Approval or signed Exemption form);
5. The Corporation responds to the Service Provider to confirm that the NOA/Exemption has been accepted for funding purposes.

Service Providers must ensure the above process has been finalised prior to the student commencing training.

Note: Service Providers can request a copy of the Summary Spreadsheet by emailing training.markets@dtwd.wa.gov.au

*Section 24 forms are **not** to be used for school students intending to enrol in these programs.*

For information about NOAs or Exemptions visit the DoE website or contact the Participation Unit, Department of Education:

Telephone: 1800 245 485 (country callers)

(08) 9264 8167 (metropolitan callers)

Email: participation.CO@education.wa.edu.au.

Website: <http://det.wa.edu.au/participation/detcms/portal/>

For all funding enquiries, please contact your Contract Manager or email training.markets@dtwd.wa.gov.au.

1.5 QUALIFICATIONS

Service Providers can only apply to deliver qualifications that are within their current scope and listed on the relevant payment table for the calendar year.

Unless otherwise stated in the Contract, where:

- a) a new or revised Training Package has been endorsed for public funding in Western Australia; and
- b) the Training Package covers one or more of the Qualifications listed in the Contract;

the Service Provider must enrol new students in Qualifications from the new or revised Training Package as soon as possible or within 12 months of the Training Package release date at the latest as noted on the training.gov.au (TGA) website.

Note: New qualifications will only become available to deliver once they are listed on the relevant payment table(s).

Where a replacement qualification is added to the payment table, the old qualification is removed.

1.5.1 Payment Tables

Payment Tables are generated based on the Funded Training List and details the total hourly rate (Government subsidy and student fee) that will be paid to the Service Provider for the qualification.

Payment Tables for the various programs can be accessed from <http://www.futureskillswa.wa.gov.au/trainingproviders/Pages/private-providers.aspx>

Where a new or revised training package qualification is established or an existing qualification is replaced the Corporation undertakes a review of these qualifications to determine whether they will be publicly funded. A determination is also made as to whether the qualification will be linked to an apprenticeship or traineeship. The time taken to complete this process varies and could be up to 6 months.

Note: Until the new or revised training package is approved for funding and is listed in the payment table, the Corporation can only contract the Service Provider for the old qualification.

1.5.2 Transitioning Students

Students, who transition from one qualification to another, must be evaluated in order to determine the reporting requirements for their transition. The Corporation has a Transitioning Form, which assists Service Providers with this process. Service Providers must contact their Contract Manager in order to discuss their transitioning needs and request the form.

Note: A list of the Contract Managers contact details is available from the Future Skills WA website:

<http://www.futureskillswa.wa.gov.au/trainingproviders/Pages/private-providers.aspx>

1.5.3 Foundation Skills

Service Providers may add the Course in Applied Vocation Study Skills (CAVSS) or Course in Underpinning Skills for Industry Qualifications (USIQ) to be delivered with an awarded training program.

The addition of CAVSS or USIQ to a training program can only be requested if and when the training program has been approved for funding.

Note: neither CAVSS nor USIQ attract a 40% equity loading as described in the Participation Equity program.

No tuition fees are charged to students in relation to the SCH relating to CAVSS.

Note: Payment rates for CAVSS or USIQ are located on Future Skills WA <http://www.futureskillswa.wa.gov.au/trainingproviders/Pages/private-providers.aspx>.

Course in Applied Vocation Study Skills (CAVSS)

The Course in Applied Vocational Study Skills (CAVSS) is an accredited course that provides:

- a) delivery modes and strategies to support groups of students in vocational education and training (VET) training programs; and
- b) a means for this kind of support to be funded.

The Service Provider must have RTO scope to deliver CAVSS.

CAVSS is non-assessable and does not appear on the academic record of students.

Service Providers are required to produce Program Outcomes Report to provide evidence that the delivery of CAVSS improved student outcomes for the vocational course. The report must be made available to the Corporation on request.

Applying for CAVSS funding

The Respondent must apply for CAVSS separately for each training program for which it is required.

Respondents must address the specific literacy and numeracy requirements of the linked training program. The CAVSS course request form is located on Future Skills WA:

<http://www.futureskillswa.wa.gov.au/trainingproviders/Pages/private-providers.aspx>

The Director Training Resource Allocation will make the final determination on whether a CAVSS schedule will be awarded for each requested training program.

A separate CAVSS schedule will be issued for each recommended training program.

Note: Private Training Providers expressing an interest in delivering CAVSS must first apply for scope in writing to gain permission from the Corporation.

If approved, Service Providers must then register this course as part of their scope with TAC, VRQA or ASQA.

More Information on CAVSS

The business rules for CAVSS can be downloaded from:

<http://www.dtwd.wa.gov.au/trainingproviders/vet/literacy-numeracy/course-accreditation/Pages/default.aspx>

Further Information about CAVSS as a training strategy is available from the Senior Program Officer – Foundation Skills:

Phone: (08) 6212 9715 or (08) 6212 9716

Email: literacy@dtwd.wa.gov.au

Underpinning Skills for Industry Qualifications (USIQ)

The Course in Underpinning Skills for Industry Qualifications (USIQ) was developed by the Corporation specifically to assist learners who have additional educational support needs. These needs can be related to linguistic or cultural factors; occur as a result of life events or choices; be connected to a disability, a mental illness or an acquired injury; or be a result of a person's lack of familiarity with learning and employment norms in a complex, technological Western society. In many instances, these factors are inter-related.

The Service Provider must have the scope to deliver USIQ.

USIQ is non-assessable and does not appear on the academic record of students.

RTOs are required to produce a Program Outcomes Report to provide evidence that the delivery of USIQ improved student outcomes for the vocational course. The report must be made available to the Corporation on request.

Note: Private training providers expressing an interest in delivering USIQ must first apply for scope in writing to gain permission from the Corporation.

If approved, Service Providers must then register this course as part of their scope with TAC, VRQA or ASQA.

Applying for USIQ Funding

In requesting to deliver USIQ, the Respondent must apply separately for each training program for which it is required.

Responses must address the requirements of the linked training program. The USIQ course request form is located on Future Skills WA:

<http://www.futureskillswa.wa.gov.au/trainingproviders/Pages/private-providers.aspx>

The Director Training Resource Allocation will make the final determination on whether a USIQ schedule will be awarded for each requested training program.

A separate USIQ schedule will be issued for each recommended training program.

More Information on USIQ

The Business Rules for USIQ can be downloaded from:

<http://www.dtwd.wa.gov.au/trainingproviders/vet/literacy-numeracy/course-accreditation/Pages/default.aspx>

Further Information about USIQ as a training strategy is available from the Senior Program Officer – Foundation Skills:

Phone: (08) 6212 9715 or (08) 6212 9716

Email: literacy@dtwd.wa.gov.au

1.6 PAYMENTS

1.6.1 Funding Schedules

The specific details of individual CPS and their payment rates are described in the Funding Schedules available on RTONet within the Contracts Tab, under the menu item titled My Contracts.

- a) Where a CPS allows delivery of training in all regions (traineeships only), the Training Services Schedule shows the payment rate (\$/SCH) as the “Contracted Perth Price per Hour” and the maximum price per place as the “Max Perth Price per Place”.
- b) Where a CPS is for delivery in one region, the Training Services Schedule shows the rate (\$/SCH) payable for delivery in that region as the “Contracted Price per Hour”.

1.6.2 Eligibility for Payment

- a) Service Providers must not commence training new students unless there are places available on their existing CPS or within the traineeship trade category allocation under which the training will be conducted.
- b) Students must be reported against at least one unit of competency within a lodgement accepted by RAPT, no later than one month after the relevant Student Commencing End Date. Where the relevant Student Commencing End Date is 31 December, payment will not be made for any student commencement and/or completion not reported by the next 31 January. Training activity that appears in errors within the Service Providers lodgement will not be accepted.

1.6.3 Calculation of Payments

The percentage payments shown in the Payment Ratio (Table 1 on page 16) apply to the delivery for each CPS listed in the Contract unless otherwise specified.

- a) Payment is calculated on the amount of Student Curriculum Hours (SCH) reported against each Unit of Competency (UoC) up to, where applicable, the maximum amount payable.
- b) The payment will be based on the proportion of the \$/SCH rate payable for the Outcome Code achieved (specified in Table 1) for each UoC for each Student included in the Lodgement less the required tuition fees as nominated in the Corporation's VET Fees and Charges Policy.
- c) The payment amount will be calculated by the Corporation's online Reporting system using the % payment for the Outcome Code achieved for each UoC as shown in Table 1, unless otherwise specified in the Request. The relevant tuition fee is deducted for each UoC before these calculations occur.

1.6.4 Adjustment to Payments

The Corporation may adjust the amount payable where:

- a) only part of the Service has been provided; or
- b) approval has been granted for the Service Provider to utilise additional sources of funding; or
- c) components of the training is occurring outside of the funded region; or
- d) more than 25% of all students' UOCs within a CPS are reported as Withdrawn (Outcome Codes 10 and/or 11).

Note: The Corporation may, at its discretion, limit payment for SCH reported as outcome 7 (RPL – not granted) to 20% of the combined SCH reported as outcome 6 (RPL-granted) and outcome 7 (RPL – not granted), aggregated across all CPS in the Contract.

1.6.5 Processing of Payments

- a) Payment will be made within thirty (30) days of a valid lodgement being received.
- b) Payments will be made through Recipient Created Tax Invoices (RCTI) generated through the Corporation's online reporting system. The RCTI will identify the amount payable and any applicable GST component.
- c) The Service Provider agrees not to issue a tax invoice for services for which a RCTI has been issued.
- d) The Corporation will pay electronic funds transfer to the account with a financial institution nominated by the Service Provider.

Note: The Service Provider may change the nominated financial institution by completing the EFT form located on the website below:

<http://www.futureskillswa.wa.gov.au/trainingproviders/Pages/private-providers.aspx>

1.6.6 Table 1: Payment Ratios

The payment ratio relating to each assessed outcome code is listed in the table below.

OUTCOME CODE	DESCRIPTION	% PAYMENT
1	Competent*	100%
2	Not competent*	100%
3	Non-assessable enrolment – withdrawn or not satisfactorily completed.	70%
4	Non-assessable enrolment - satisfactorily completed	100%
5	In training – with evidence	70%
55	In training – without evidence	0%
6	Recognition of Prior Learning (RPL) granted*	50%
7	Recognition of Prior Learning (RPL) not granted*	50%
9	Credit transfer	0%
10	Withdrawn formally after some participation	70%
11	Discontinued – no formal withdrawal after some participation	70%
100	Never commenced - no participation	0%
105	Not yet commenced	0%

*Note: * Formal assessment has been undertaken and the outcome is deemed final.*

Non-assessable enrolments are only reported as Outcome 3 or Outcome 4 where the CPS is a “Course in Applied Vocational Study Skills (CAVSS), Underpinning Skills for Industry Qualifications (USIQ) or workplace activity in Pre-Apprenticeships”;

The payment rate (\$/SCH) for delivery outside the Perth region for traineeships will be calculated automatically by the Corporation’s online Reporting System using the Perth rate for the CPS as shown in the Contract multiplied by the relevant Regional Loading % from table 2 below.

1.6.7 Table 2: Regional Loadings

The table below outlines loadings applied to various regions with the effect of increasing the hourly payment rate by the listed percentage.

Region	% Loading against the Perth Price
Perth	0
Interstate ⁴	0
Peel	10
South West	10
Wheatbelt	30
Mid West	30
Great Southern	30
Goldfields-Esperance	50
Gascoyne	70
Pilbara	105
Kimberley	115

1.7 PAYMENT RATE FOR ONLINE OR OTHER REMOTE MODE OF DELIVERY

- a) Where the majority of a training program is delivered online or through other remote modes of delivery and the \$/SCH rate for the CPS takes into consideration a Regional Loading, delivery will be funded at the \$/SCH rate applicable to the location of the Service Provider and not the rate applicable to the region in which the Student is training.
- b) Delivery with an online component may be paid at the regional rate if it can be demonstrated that at least 50% of the nominal hours of the qualification is delivered face-to-face in that region.

1.8 LODGEMENTS

The Manual for Payments and Reporting for Publicly Funded Registered Training Organisation provides a guide on making Lodgements. The current version of the manual can be downloaded from the Corporation's website at:

<http://www.futureskillswa.wa.gov.au/trainingproviders/Pages/private-providers.aspx>

⁴ For apprenticeships only.

1.9 MEASURING PERFORMANCE

1.9.1 Student Surveys

- a) The Corporation may conduct surveys (whether directly or indirectly) of Students and, where applicable, employers of Students.
- b) The Corporation is not required to inform the Service Provider of any survey of its students that it conducts.
- c) At the Corporation's request, the Service Provider must:
 - i. provide the information necessary to effectively conduct a Student survey; and/or
 - ii. actively promote and inform the Students of any surveys that may be undertaken.

The Corporation may publish the results of surveys, provided the information disclosed does not identify individual Students, employers or Service Providers.

1.9.2 Performance Criteria

As specified in the Request, the Corporation in its review of the Service Provider's performance will assess the Service Provider's performance against key performance indicators (KPIs). These KPIs shall include and not be limited to the following:

- a) **Quality of Training**, which may include:
 - i. outcomes achieved, measured against relevant training delivery outcome benchmarks established by the Corporation and the Regulator;
 - ii. results of monitoring visits;
 - iii. results of audits undertaken by the Corporation, TAC, VRQA or ASQA;
 - iv. feedback from Student surveys;
 - v. compliance with the AQTF or NVR requirements;
 - vi. compliance with the relevant policies issued by the Corporation including and not limited to the current VET Fees and Charges Policy;
 - vii. complaints received from other parties including the Apprenticeship Office, employers, State and Federal organisations.
- b) **Achievement of Training Outcomes** against benchmarks including standards set by the Corporation and the Regulator. This may include the proportion of Students:
 - i. that successfully complete each Qualification or Course as specified in the Contract;
 - ii. that successfully complete each UoC of a Qualification or Course as specified in the Contract; and
 - iii. progressing to further studies or employment.

c) **Timeliness, accuracy and integrity of data reporting**, this may include the proportion of:

- i. student data that contains demographic responses (where applicable);
- ii. student eligibility issues identified;
- iii. claims for payment with errors identified;
- iv. Invalid Enrolments identified;
- v. records reported without a valid Unique Student Identifier (USI); and
- vi. instances where the Service Provider has failed to remove data at the Corporations request.

d) **Compliance with this Contract.**

Note: The Corporation will from time to time review the performance benchmarks, including the introduction of new benchmarks in line with national reform directions.

1.10 INSURANCES

Unless otherwise specified by the Corporation, the Service Provider must take out and maintain the following insurances:

1.10.1 Public Liability Insurance

Public Liability Insurance covering the legal liability of the Service Provider and the Service Provider's Personnel arising out of the Services for an amount of not less than \$20 million for any one occurrence and unlimited in the aggregate.

1.10.2 Workers Compensation Insurance

Workers Compensation Insurance under the *Workers' Compensation and Injury Management Act 1981 (WA)*, including cover for common law liability for an amount of not less than \$50 million for any one occurrence in respect of workers of the Service Provider. The insurance policy must be extended to cover any claims and liability that may arise with an indemnity under section 175(2) of the *Workers' Compensation and Injury Management Act 1981*.

1.10.3 Professional Indemnity Insurance

Professional Indemnity Insurance covering the legal liability of the Service Provider and Associates arising out of any act, negligence, error or omission made or done by or on behalf of the Service Provider, or any subcontractor in connection with the Contract for a sum of \$5 million for any one claim and in the annual aggregate, with a provision of one automatic reinstatement of the full sum insured in any one period of insurance.

Professional indemnity insurance must be extended to include:

- a) fraud, dishonesty, defamation, breach of confidentiality, infringement of patent, copyright, design, trade mark or circuit layout rights;
- b) loss of or damage to documents and data; and
- c) breach of Chapters 2 and 3 of the Australian Consumer Law and the Australian Consumer Law (WA).

Note: Any policy of insurance taken out by the Service Provider must be with a reputable and solvent insurer acceptable to the Corporation and which carries on insurance business in Australia and is authorised in Australia to operate as an insurance company.

1.11 EVIDENCE OF PARTICIPATION

- a) Upon the Corporation's request, the Service Provider must provide Evidence of Participation to prove Student participation in any Unit of Competency (UoC) for which funding has been claimed.
- b) The service provider must retain both evidence of commencement and evidence of final assessment in any unit of Competency (UoC) for which funding has been claimed, for a period of five (5) years after the End.
- c) Proof of Student participation must meet the standards contained in the current version of the Western Australian VET Enrolment Data Standards which is located at:

<http://www.futureskillswa.wa.gov.au/trainingproviders/Pages/private-providers.aspx>

1.12 INVALID ENROLMENT

- a) The Service Provider must return any funds received for any UoC deemed by the Corporation to be an Invalid Enrolment.
- b) The Corporation may take action against the Service Provider where the Service Provider cannot provide acceptable evidence of Student participation. These actions may include:
 - i. non-consideration for future contract variations or tender processes;
 - ii. reduction to the amount paid on commencements of UoCs;
 - iii. claim back any payments that have been made where contractual obligations have not been met;
 - iv. suspension of payments; and/or
 - v. the Contract being terminated.
- c) Where Invalid Enrolments are identified, the Corporation reserves the right to undertake a further assessment of more records to achieve a statistically valid record sample. Where this statistically valid sample results in an Invalid Enrolment rate greater than 10%, then the funding entitlement for all training reported for that Program will be reduced by that part of the percentage over

and above 10% (i.e. the excess will be a debt owing from the Service Provider to the Corporation).

- d) The Service Provider will be required to change the Outcome Codes for all those UoCs assessed as an Invalid Enrolment and report this change in the following month's RAPT Lodgement. The Service Provider may be required to prepare a transition report as directed by the Corporation.⁵

1.13 ACQUITTAL OF CPS

- a) The Service Provider is required to provide the Corporation with a Notice of Acquittal for any CPS where:
 - i) the Service Provider received from the Corporation the full amount payable for the CPS or the outstanding amount payable is less than ten dollars; and
 - ii) both parties have otherwise met all of the terms of the Contract and have acted in good faith.
- b) The Service Provider must provide a Notice of Acquittal for a CPS within four weeks of the completion of training for all reported students or four weeks of the "Training Activity End Date" as shown for the CPS in the Funding Schedule in the Contract.
- c) Where the Service Provider has CPS under a Program that requires the provision of a Post Course Report clause (b) above does not apply. The Notice of Acquittal must be provided once the Service Provider has submitted its final Post Course Report for all students reported under the CPS.
- d) Where a CPS is due for acquittal, the Corporation may identify the CPS in the CPS Acquittal Report within RAPT, against the Service Providers RAPT Lodgement. If within four weeks of that lodgement, the Service Provider does not advise the Corporation of any ongoing training activity on that CPS, the Corporation reserves the right to complete (close) the CPS.
- e) The Corporation reserves the right to complete (close) a CPS where no activity whatsoever has been reported against that CPS one month after the relevant "Student Commencing End Date" as shown for the CPS in the Contract.
- f) Where, instead of providing a written Notice of Acquittal, the Service Provider lodges a notice claiming that the terms of Contract have not been met; the two parties will seek to resolve the dispute using all reasonable efforts.

Note: Service Providers can request acquittals on the Corporation's Variation Form, available at:

<http://www.futureskillswa.wa.gov.au/trainingproviders/Pages/private-providers.aspx>

⁵ Any overpayment will be dealt with in accordance with section 12.3 of the General Provisions.

2 SERVICE STANDARDS

The Contracted Services include:

- a) Recruitment, training, assessment and related educational/support services for eligible students within the contracted regions;
- b) Collection of student fees; and
- c) Implementation/administration of the contracted arrangements to the level expected of an experienced training provider.

Service Providers must not allow a third party to deliver any part of the Contracted Services on their behalf, except where the third party (subcontracting) arrangement is approved in writing by the Corporation. Third Party arrangements do not include a contract of employment between a Service Provider and its employee, student counselling, mediation or ICT services. Service Providers seeking approval for a third party arrangement must contact their Contract Manager to discuss the process for seeking approval.

The Service Provider must not source additional funding from other sources to support the Contracted Services, except where the arrangement is approved by the Corporation.

The intent of the Contract is for the Service Provider to engage eligible students in training under the relevant Program. Where the Service Provider does not recruit and report an eligible student against a Program, the Corporation may remove the Service Provider from the Panel/Program.

The standards required of Service Providers are outlined below.

2.1 SERVICE PROVIDER STAFF

- a) The operational requirements of the contract and each of the relevant programs are understood, and implemented.
- b) Contractual information is communicated to all relevant staff and integrated into operational policy where appropriate.
- c) Staffs are skilled to the level required to carry out their role in relation to the contract.
- d) Written work instructions inform staff how to carry out any duties, required to meet their obligations under the contract.
- e) Staffs whose roles relate to the implementation of the funding contract have their own login account to access RTONet, which includes access to RAPT.

2.2 STUDENT RECRUITMENT AND SELECTION

- a) Student recruitment is the result of a genuine training need.
- b) Students are selected in a way that shows fair access to training to the level required within the:
 - i) WA Equal Opportunity Act 1984; and
 - ii) Disability Services Act 1993, including implementing to the extent possible, the Corporation's Disability Access and Inclusion Plan (DAIP).

Note: Further information regarding the DAIP can be obtained from the following website:

<http://www.publicsector.wa.gov.au/publications-resources/psc-publications/disability-access-and-inclusion-plan-daip>

2.3 ADVERTISING AND MARKETING

- a) Service Providers take responsibility for their own marketing and recruitment of Students unless otherwise specified.
- b) All Future Skills WA marketing is ethical, clear, accurate and not misleading.
- c) Service Providers publish information relating to Future Skills WA funded courses on their website which includes:⁶
 - i) the indicative fee/s for all courses and qualifications; and
 - ii) the caveat “The Student tuition fees are indicative only and are subject to change given individual circumstances at enrolment. Additional fees may apply such as student service and resource fees”.
- d) Promotional material used by the Service Provider for government subsidised training offered under the Contract includes:
 - i) the Future Skills WA Word mark, in accordance with the most current issue of the Word Mark Guide located on RTONet;⁷
 - ii) the indicative fee/s for all courses and qualifications; and
 - iii) the caveat “The Student tuition fees are indicative only and are subject to change given individual circumstances at enrolment. Additional fees may apply such as student service and resource fees”.
- e) The Service Provider does not suggest, or allow there to be any misunderstanding, that the Subsidised Training is 'free of charge', discounted or subsidised by the Service Provider or any other third party.
- f) The Service Provider does not market, publicise or otherwise communicate information about the training or engage in any other conduct that may have the effect of encouraging students to choose a Provider based on price or other inducements (including any financial or other benefit).

Note: Where it is identified that the Service Provider has falsely advertised i.e. fee free course; the Service Provider will be required to issue a formal retraction in whatever medium(s) they posted the original advertisement. In addition, the Service Provider will inform the students of the error and record students' receipt of this notification.

⁶ This does not apply to Enterprise RTOs where students are employees of the Service Provider

⁷ Found at <https://stars.dtwd.wa.gov.au/rtonet/> under the Resources tab (RTONet login required)

2.4 TRAINING SERVICES

- a) Clear and accurate information is provided to students and stakeholders in relation to the program(s) being delivered and other contractual obligations.
- b) Services are sufficiently tailored to meet the needs of WA's diverse community; including persons from Aboriginal and ethnic minority communities.
- c) The Service Provider initiates timely support to assist the student to progress with the training.
- d) Facilities and equipment are maintained to a level that would reasonably be expected from an expert and experienced provider of Training Services.
- e) Evidence of a valid USI/or evidence of submission of an application for a USI is obtained before a student commences training.
- f) The Service Provider expends a level of effort on providing training that is proportionate to the funding provided.
- g) Units of competency reported as commenced are the result of an exchange of knowledge beyond an initial question and answer process.⁸
- h) Students not progressing satisfactorily are supported with a greater level of support until an outcome for the relevant unit(s) is obtained.

2.5 CONTRACT IMPLEMENTATION

The Service Provider must:

- a) retain evidence of the Students participation in training, including evidence of the Students' eligibility under the Contract;
- b) participates in mandatory workshops and meetings, as required by the Corporation;
- c) manage the Student expectations by informing students about the timeframes relating to requesting student places and panel membership;
- d) advise the Department of Education (DOE) if students under an Exemption or a Notice of Arrangement (NoA) complete, withdraw or disengage from the funded training program prior to turning 18 years of age.⁹
- e) respond to structural and quality reform changes, such as changes to the funding arrangements, regulatory framework or implementation of training packages.
- f) effectively manage the student places for each upcoming reporting period, including:

⁸ For example, where documents such as 'catch all' sets of questions are provided as the only evidence of participation for a subject. These sets of questions are typically completed on the first day of client attendance, covering all subjects within the cluster and the nature of the question is simple with limited educational use.

⁹ A NOA student would be considered disengaged where they have not engaged in training or contact with the Service Provider after a period of 3 months

- i) to match students that are scheduled to commence training in the coming months with existing CPS places;
- ii) to request variations in a timely manner; and
- iii) to report all training that commenced in the previous month within a valid RAPT lodgement.

Note: Student places are not considered to be effectively managed if a student cannot commence training because the Service Provider had delayed making a Request for Variation/Request for Panel Membership.

- g) provide required insurances' certificates of currency to the Corporation at the commencement of the contract and on each renewal of each policy.
- h) report all units of competency for each qualification that a student is undertaking (as determined within the training plan).
- i) remove all reported units of competence identified as ineligible for funding from the organisations future RAPT lodgements as directed by the Corporation.
- j) transition existing students enrolled in superseded qualifications to the new Qualification in accordance with the requirements/timeframes specified by the Regulator.¹⁰
- k) report student details to the Corporation in the Student File. The details must include contact phone numbers and/or an email address.
- l) raise any funding complaints with the contract manager.
- m) raise any complaints relating to other stakeholders with that stakeholder.
- n) review the CPS Training Activity End Dates regularly and to request any required extensions at least a month before the current CPS Training Activity End Date.

2.6 FEES AND CHARGES

The Service Provider must:

- a) collect the Fees and Charges for Students undertaking VET in accordance with the current¹¹ provisions of the Corporation's VET Fees and Charges Policy; any law and other legal requirements relevant to these Services or this Contract; and/or where appropriate, as specified in the contractual arrangements with the Service Provider.
- b) collect the Fees and Charges from students set by the VET Fees and Charges Policy applicable at the time the relevant Unit, to which the fee or charge applies, commences.

¹⁰ Refer to the Transitioning Students Section within these business rules

¹¹ Fees and Charges relate to the units of competence that the Student enrolls in and commences within the calendar year.

- c) retain Evidence of payment of Fees and Charges for all Funded Students for a period of five (5) years following the End.
- d) retain the evidence of the Students proof of eligibility of concession or fee waiver.
- e) promptly provide copies of invoices and receipts identifying the fees and charges for any Funded Student when requested.
- f) promptly remit such fees, charges or other monies (as the case may be) which, by virtue of this Contract or any law or government policy, it is not entitled to collect or keep, to the Corporation or any payer, upon request by the Corporation, and in accordance with such request.
- g) provide Publicly funded students with an itemised enrolment invoice or receipt for any units they have enrolled in. Invoices must include:
 - i) Personal details - the first and last name of the student;
 - ii) Course details – national or state identification and course name;
 - iii) Concession status (where appropriate);
 - iv) Future Skills WA Category, for example:
 - Diploma and above qualifications.
 - Apprenticeships and Traineeships.
 - Priority Industry Qualifications.
 - General Industry Training.
 - Foundation Skills and Equity Courses.
 - v) Enrolment date
 - vi) A list of all enrolled units, specifying for each unit the:
 - withdrawal/census date;
 - nominal hours;
 - unit fee;
 - resource fee; and 12
 - fee for Recognition of Prior Learning (where applicable).
 - vii) Additional itemised fees; and
 - viii) Total invoice amount.

Where the employer takes responsibility for the payment of the invoice, the Service Provider may provide a single enrolment invoice/receipt that provides aggregated information on their employees' enrolment details. Students **must** receive an individual copy of their enrolment invoice/receipt containing all of the relevant information for record keeping purposes.

¹² If the resource is not unit specific (i.e. learning material that relates to a cluster of units) the fee should be apportioned across the relevant units.

2.7 REPORTING

- a) It is the Service Providers responsibility that all reports, documents, and information provided to the Corporation under this Agreement are complete, accurate, comprehensive, up-to-date and in no way misleading or deceptive.
- b) Service Providers are required to report any changes in their details and the details of relevant staff to their Regulator within 15 days of changes occurring.
- c) The Service Provider must provide to the Corporation an annual report of the extent to which the Department's Disability Access and Inclusion Plan (DAIP) has been implemented. This report must be submitted to the Corporation by 1 June each year for the Term of the Contract.
- d) The Service Provider is required to provide any other reports, documents or information relating or pertinent to this Contract within the stipulated timeframes.

2.8 LODGEMENTS

- a) Service Providers submit lodgements on the Corporation's online Reporting system once training commences in any CPS, and then on a monthly basis until the CPS is acquitted.
- b) Reported data is AVETMISS compliant.
- c) A Lodgement will consist of electronic text files that are generated from the Service Provider's records system, and:
 - i) be compliant with the text file specifications
 - ii) include an enrolment file for all reported students
 - iii) include a student file for all reported students (except apprentices/trainees)
 - iv) are transmitted to the Corporation electronically through the Corporation's online Reporting System, RAPT in accordance with the Manual for Payments and Reporting.
 - v) includes data related to every active CPS.
- d) Final outcome codes for completed or cancelled students are reported in the following months report, for all UoCs for which the Student was enrolled.
- e) The Training Location Suburb and Postcode for each UoC enrolment is reported as the postcode area where training actually takes place for that UoC enrolment.
- f) Where 50% or more of a UoC is delivered online or through another remote mode of delivery, the Service Provider reports the Training Location as the address of the facility that is hosting the training.¹³

¹³ For example, if the student is in the Pilbara but the online component is facilitated from a Perth site, the Service Provider will report the Training Provider Location as Perth.

- g) Evidence that supports the identification of the reported Training Location must be retained for audit purposes.
- h) All UoCs commenced in the calendar year, irrespective of outcome, must be reported by the last business day in January of the following year, unless otherwise notified by the Corporation.

2.9 APPRENTICESHIPS AND TRAINEESHIPS

In relation to apprenticeships and traineeships:

- a) Training for apprentices and trainees will be delivered in accordance with the requirements of the Apprenticeship Office.
- b) Apprentices and trainees are to receive visits in the workplace at least twice a year.
- c) Any issues related to student's progress must be communicated to the Apprenticeship Office in a timely manner.
- d) The Department of Training and Workforce Development's Travel and Accommodation Allowance may not be claimed for the purposes of the Service Providers travel and accommodation costs, where a Regional Loading is also being claimed.
- e) Active trainees that are ineligible for funding on the Department's Training Records System (TRS) may not be transferred and claimed as a funded student under the Priority Industry Training (PIT) Program.

Note: Service Providers identified as taking the above action will be in breach of the Contract.

2.10 PRIORITY INDUSTRY TRAINING

- a) Where the delivery strategy for UoCs within a qualification are reported as 'local class' or 'workplace' the amount of training provided must be at least 70% of the contracted nominal hours for that UoC(s).
- b) The Service Provider delivers the training contact hours and support detailed in their approved Training Delivery and Resources (TDAR form).

2.11 PARTICIPATION - EQUITY PROGRAM

- a) Training provided to students equates to face-to-face training of at least 70% of the contracted nominal hours.
- b) The Service Provider delivers the training contact hours and support detailed in their tendered Delivery and Support Services (DASS form).
- c) The Service Provider keeps records of the student's eligibility.
- d) The Service Provider is required to report on the post course outcome of all students as directed by the Corporation.

2.12 FOUNDATION SKILLS

Service Provider staff delivering CAVSS:

- a) are qualified teachers with an appropriate literacy or numeracy specialisation and with suitable experience teaching literacy and numeracy to adults; and
- b) have attended the two-day workshop delivered by the Corporation.

3 APPRENTICESHIPS

If a specific apprenticeship is not delivered in this State it may be necessary for Western Australian apprentices to travel to another State to undertake the training.

Unless otherwise negotiated, providers that successfully apply to deliver an apprenticeship outside Western Australia will be funded at the Perth metropolitan \$/SCH rate shown in the Payments Table.

3.1 ELIGIBLE STUDENTS

The Service Provider can only report Apprentices that are listed on the Corporations Training Records System (TRS) as eligible for funding.

3.2 ELIGIBLE QUALIFICATIONS

Service Providers can only apply for apprenticeship qualifications where a qualification is listed on the Apprenticeship Payment Table. This Payment Table can be accessed from:

<http://www.futureskillswa.wa.gov.au/trainingproviders/Pages/private-providers.aspx>

3.3 APPLYING FOR ADDITIONAL PLACES

Service providers may request additional Apprenticeship training places through the Variations to Existing Panel Arrangements process outlined in Section 1.3. This request will only be considered once 75% of the existing allocated training places are filled and reported in RAPT.

3.4 HOW TO APPLY FOR A NEW QUALIFICATION OR REGION

Service Providers can apply for a new qualification or region via the Request process (see Requesting Appointment to a New Panel in Section 1.3).

4 PRE-APPRENTICESHIPS

Only Service Providers contracted to deliver pre-apprenticeships for 2016 are eligible to participate in the program for 2017.

4.1 STUDENT ELIGIBILITY

Student eligibility requirements are outlined in the Pre-Apprenticeship Program Business Rules.

Note: the Pre-Apprenticeship Program Business Rules can be downloaded from:

<http://www.dtwd.wa.gov.au/trainingproviders/vet/useful-contacts-links/Documents/preapprenticeship-business-rules-2016.pdf>

4.2 ELIGIBLE QUALIFICATIONS

Service Providers can only apply for Apprenticeship qualifications where the qualification is listed on the Pre-Apprenticeship Payment Table. This Payment Table can be accessed from:

<http://www.futureskillswa.wa.gov.au/trainingproviders/Pages/private-providers.aspx>

4.3 APPLYING FOR ADDITIONAL PLACES

Overall places for each provider are capped at the levels outlined in the Service Provider's initial allocation. Additional places cannot be requested unless otherwise advised by the Corporation.

School based pre-apprenticeship places can only be moved between school-based CPSs and general CPSs.

Non-school based (general) pre-apprenticeship places may be moved between general pre-apprenticeship CPSs. General pre-apprenticeship places cannot be moved to school based CPSs.

Service Providers may request the movement of places by emailing training.markets@dtwd.wa.gov.au.

4.4 HOW TO APPLY FOR A NEW QUALIFICATION OR REGION

Service Providers may request an additional pre-apprenticeship or an existing pre-app in a new region where they are contracted for the equivalent apprenticeship, by emailing: training.markets@dtwd.wa.gov.au for consideration.

5 TRAINEESHIPS

5.1 STUDENT ELIGIBILITY

The Service Provider can only report trainees that are listed as eligible for funding on the Corporation's Training Records System (TRS).

5.2 ELIGIBLE QUALIFICATIONS

Service Providers can only apply for Traineeship qualifications where the qualification is listed on the Traineeship Payment Table. The Payment Table can be accessed at:

<http://www.futureskillswa.wa.gov.au/trainingproviders/Pages/private-providers.aspx>

5.3 APPLYING FOR ADDITIONAL PLACES

Service providers may request additional Traineeship training places. This request will only be considered once 75% of the existing allocated training places against the relevant trade category are filled and reported in RAPT. Requests are made using the Variations to Existing Panel Arrangements Process outlined in Section 1.3.

5.4 HOW TO APPLY FOR A NEW QUALIFICATION

Service providers may request a new qualification. Requests are made using the Variations to Existing Panel Arrangements Process outlined in Section 1.3. Traineeship CPSs are not region specific.

6 PRIORITY INDUSTRY TRAINING PROGRAM

6.1 STUDENT ELIGIBILITY

Students must not have an active apprenticeship/traineeship training contract on the Corporations Training Records System (TRS).

6.2 ELIGIBLE QUALIFICATIONS

Service Providers can only apply for Priority Industry Training qualifications where the qualification is listed on the Priority Industry Training Payment Table. This Payment Table can be accessed from:

<http://www.futureskillswa.wa.gov.au/trainingproviders/Pages/private-providers.aspx>

6.3 VOLUME OF TRAINING

Where training is delivered as Face-to-Face training, this must result in the student receiving 70% of the contracted nominal hours for the UoC as face-to-face training.¹⁴ For example if the UoC is 100 hours, the student must receive 70 hours of training face-to-face.

6.4 APPLYING FOR ADDITIONAL PLACES

Service Providers may request additional Priority Industry Training, training places once 75% of the existing allocated training places are filled and reported in RAPT. Requests are made using the Variations to Existing Panel Arrangements Process outlined in Section 1.3.

The Service Provider can only request 40 places in total, across all qualifications each month.

6.5 HOW TO APPLY FOR A NEW QUALIFICATION OR REGION

Service providers may request a new qualification or region. Requests are made using the Variations to Existing Panel Arrangements Process outlined in Section 1.3. These requests must be accompanied by a Training Delivery and Resources (TDAR form).

¹⁴ Units of competency reported with a Delivery Strategy of classroom/workplace.

7 PARTICIPATION - EQUITY PROGRAM

The Participation - Equity program aims to assist people to become job ready so they can participate fully in the workforce. The eligibility of the students is pivotal and must be documented and provided if requested by the Corporation within two business days. Service Providers are reminded that failure to ensure students are eligible under the business rules or failure to keep evidence may result in:

- a) The loss of funding for those students; and/or
- b) The loss of 40% of the support loading across the whole CPS; and/or
- c) Suspension or termination of the Preferred Provider Panel membership.

7.1 PARTICIPATION REFERRAL AGENTS

- a) The Participation - Equity Program has a targeted approach to recruiting students from the eligible target groups by using input from selected organisations that have a case-based management role with one or more of the cohorts. "Approved Participation Referral Agents" are only those organisations listed on the Participation Referral Agent List published on the Future Skills WA webpages at the time of recruitment.
 - i) Participation Referral Agents refer clients by sending an email to the Service Provider that indicates by its email address that it is from an Approved Participation Referral Agent, containing as a minimum; the student's name and target group.
 - ii) Participation Referral Agents may only refer their own clients.
 - iii) Service Providers may not request referrals for students they have recruited.
 - iv) Approaching Participation Referral Agents with student names is grounds for removal from the Preferred Provider Panel.
- b) Service Providers allocated training places in the Participation - Equity Program will be required to report on the source of the students quarterly for all commencements reported on RAPT:
 - i) approved Participation Referral Agent;
 - ii) other agency recommendation (must have documented evidence of eligibility outlined in Section 7.2)
 - iii) Recruited or self-referred (must have documented evidence of eligibility Section 7.2)

7.2 ELIGIBLE STUDENTS

To be eligible, all students must be seeking to participate in the workforce. This program is not for existing workers and employers cannot use these funded places to up skill their existing workers. Service Providers found to have recruited students via employers may be removed from the Preferred Provider Panel.

In addition to the requirements for eligibility for funded training in section 1.4.1 of these Business Rules.

- a) **Job Seekers** are able to access main stream training, and must be:

- i. unemployed or underemployed and have a written referral from an Approved Participation Referral Agent for Job Seekers; or
- ii. If self-referred, referred by another agency; or
- iii. recruited by the Service Provider. Job Seekers must have a “health care card: youth allowance” or “health care card: new start”. Other health care cards are not eligible, unless the person is referred by an Approved Participation Referral Agent for Job Seekers.

Note: ex-offenders can, if unemployed, be eligible for training as Job Seekers.

- b) **Aboriginal People** target group must experience barriers to accessing main stream training, need greater support in training and must be:
 - i. unemployed or underemployed and have a written referral from an Approved Participation Referral Agent for the Aboriginal target group; or
 - ii. unemployed and able to show they are of Aboriginal Descent; and self-identify as Aboriginal; and have community acceptance as an Aboriginal person. Evidence can include letters from an Aboriginal Corporation or from members of the Aboriginal Community.
- c) **Aboriginal School Based Training (ASBT)** participants are:
 - i. Aboriginal school students selected by their schools; for places approved by the School Sector Committee for Aboriginal School Based Training.
- d) **Culturally and Linguistically Diverse (CALD)** target group are students who are:
 - i. unemployed or under-employed and have a written referral from an Approved Participation Referral Agent for the CALD cohort; or
 - ii. unemployed and whose ancestry is not Anglo-Saxon¹⁵, Anglo-Celtic, Aboriginal or Torres Strait Islander and who have documentation that may include but is not limited to humanitarian visas, passports or travel documents or birth certificates or other documentation showing they were born in countries defined as CALD.
- e) **People with Disabilities** target group are:
 - i. unemployed or underemployed and have a written referral from an Approved Participation Referral Agent for the Disabilities cohort; or
 - ii. unemployed and have evidence of being in receipt of a disability support pension or sickness allowance from Centrelink;
- f) **Youth at Risk** may only be referred by an Approved Participation Referral Agent for the Youth at Risk cohort and must be:
 - i. unemployed or underemployed and have a written referral from an Approved Participation Referral Agent for the Youth at Risk cohort.

¹⁵ Anglo-Saxon and Anglo-Celtic includes people whose ancestry is from a main English speaking country including England, Scotland, Wales, Ireland, Canada, South Africa, and the United States of America

7.3 ABORIGINAL SCHOOL BASED TRAINING (ASBT)

Varies from other target groups in that:

- a) The ASBT training aims to get the participants ready to enter into traineeships or apprenticeships.
- b) The school sectors determine which schools and which students can participate in the training. Qualifications are limited to those qualifications published in the ASBT Payment Table on the Future Skills WA webpages.
- c) Service Providers successful in their application for ASBT as a target group may market their services to schools but may not enter into any Agreements.
- d) Service Providers on the Panel for ASBT may not enter into discussions with the School Sector Committee or the Corporation on the allocation of places.
- e) ASBT places where offered to a Service Provider are in addition to places requested under the Participation - Equity Program.

Note: the Fact Sheet for the Aboriginal School Based Training Program (Institutional) can be downloaded from: <http://www.dtwd.wa.gov.au/employeesandstudents/school-students/Pages/>

7.4 NUMBER OF ELIGIBLE QUALIFICATIONS:

- a) Students are eligible to undertake no more than two VET qualifications at the same level.
- b) Students progressing to a third VET qualification must be enrolled in a higher level qualification, than those qualifications, completed.
- c) Commencement in simultaneous qualifications must be approved by the Corporation before training takes place. Note CAVSS and USIQ are not VET qualifications and this provision does not apply to those qualifications.
- d) A student who has completed more than three VET qualifications, regardless of provider, is not eligible for further training under this program, without prior approval from the Corporation.

7.5 RECORD KEEPING AND OUTCOME REPORTING

In addition to reporting required by funded training providers, Participation - Equity Program providers are required to:

- a) Document the barriers to training for any of the equity cohorts on the student file;
- b) Submit the source (self-referral, Participation Referral Agent or other) of their student commencements reported on RAPT, quarterly; and
- c) Report the post course outcomes (employment, education or training) of reported students within 3 months of the qualification completion.

7.6 OTHER REQUIREMENTS

In addition to the provisions in the Request and General Provisions:

- a) Eligible qualifications are those qualifications that are published on the Participation - Equity Program Payments table. These qualifications are updated and reviewed periodically.
- b) Volume of training, the Corporation is committed to purchasing a volume of training and only face-to-face, training which comprises more than 70% of the total SCH will be purchased under this program. Service Providers may include a component of online and self-paced training but this must be in addition to the 70% of the SCH delivered face-to-face.
- c) Support Services: training providers are required to submit a Delivery and Support Services (DASS) Form for each CPS requested. The notes on the DASS are to guide training providers as to what the Corporation requires in terms of evidence and amount of support services considered to be value for money. Training providers will be audited on the provision of support services and must keep evidence as specified.

Note: training must not commence until the Corporation has approved the DASS and issued a 2017 contracted program of study (CPS) for the qualification, region and target group.

7.7 HOW TO APPLY FOR ADDITIONAL PLACES

- a) Download and complete one variation form identifying each program of study: qualification; region and equity group requested.
- b) If you don't already have a DASS or wish to vary the DASS: download and complete the DASS for program of study requested.
- c) Email the variation and DASS to training.markets@dtwd.wa.gov.au.

The Service Provider can only request up to 30 places in total for this program each month.

7.8 DELIVERY AND SUPPORT SERVICES POINTS

Support Service	Points	Expected Evidence
Remote Area delivery		
Weighting is given to applications to deliver training in designated Aboriginal Communities.	20	Evidenced by location in RAPT reporting. List of communities from www.daa.wa.gov.au . Note does not include major or minor towns, only remote communities.
Employment Services		

Support Service	Points	Expected Evidence
RTO is a labour hire company	5	Evidenced by Company activity statements
RTO provides supervised work experience	10	At least 5 days work experience; practicum or clinical placement. As evidenced by communication with employers and written evaluations per student. It also includes work experience on projects in remote communities. This must be organised by the RTO and not left up to the student
Provides Career guidance and/ or assistance with resumes	5	As evidenced by record of additional hours paid to staff for activity. Timesheets need to indicate name of student assisted.
Meals		
Provision of lunch and other meals	15	At least 1 meal per student every day of face to face training; evidenced by receipts for food or catering receipts for the appropriate date ranges & a student meal log, where a student signs when they receive a meal.
Translation or Language Assistance		
Bi -lingual staff in the language of the CALD or Aboriginal group trained	20	Evidenced by staff members' resumes and staff salary or wages records. Bi-lingual staff member who have been employed by the RTO due to the nature of the client group they service whether it is training funded by us or not (scores less) compared to employing the services of an additional staff member to meet the needs of the target group that they are servicing
Provides Translated learning materials to CALD group trained	20	Evidenced by copies of training materials in the language of the group being trained.
Childcare Assistance		
Provision of child care by registered individuals	20	As evidenced by staff or contractor's registration from Department of Human Services
Provision of on-site baby sitting by unregistered individuals	10	As evidenced by communication with students about the facility. This is only suitable for remote communities and towns where access to qualified staff is limited.

Support Service	Points	Expected Evidence
Subsidy provided to cover childcare costs incurred by student	5	As evidenced by receipts for costs of childcare with student name referenced.
Transport Assistance		
Provision of wheelchair compliant transport. (RTO may only select this for disabilities category)	20	As evidenced by vehicle registration; hire agreements or agreement with a contractor to provide the services, which are for a wheelchair compliant vehicle.
Provision of transport by RTO to access the training	10	As evidenced by vehicle registration; or hire agreements or agreement with a contractor to provide the services and communication with students to the availability of transport and as evidenced by student pick up and drop off schedule or log book.
Subsidy offered to the student to access public transport	5	As evidenced by receipts for tickets or petty cash provided to students and recorded in a log book
Provision of Personal Protective Equipment		
The student is given not loaned, PPE with a value of more than \$100	10	As evidenced by receipts for the purchase of the equipment and student declaration that they have received the PPE or logbook recording receipt, and no inclusion of this gear on resource fees.
Mentoring		
Provision of designated staff member, who works with students to produce a mentoring plan for each student	25	As evidenced by: communication with students about the availability of the mentor; signed mentoring plans for participating students; service and employment records for mentor. Note mentor cannot be the lecturer.
Personal Support		
Provision of psychological services or counselling	20	As evidenced by: communication of the support service to the students; and staff or contractors' resumes indicating qualifications in psychology; or counselling; and payment of staff or consultant.
RTO employs designated Aboriginal Support Staff	15	Evidenced by staff members resumes. These staff cannot also be lecturers or have other roles
RTO employs designated Disability Support Staff	15	Evidenced by staff members resumes. These staff cannot also be lecturers or have other roles

Support Service	Points	Expected Evidence
Provision of Settlement Services	10	Provides counselling, advice and liaison for new migrants who need assistance to access other Government services or agencies. Evidenced by communication with students about the availability of the service.
Staffing Levels		
Provision of two lecturers at all times	20	Provision of two lecturers to each class at all times as evidenced by staffing records and double signed attendance sheets.
<p>Notes:</p> <ul style="list-style-type: none"> • For services such as Translation and Language Assistance / Career Guidance / Settlement services / Mentoring etc., cannot be claimed as a support service if this service is provided by the Participation Referral Agent or outside organisation and does not form a part of the cost of training and delivery for the cohort/s. • Offering services like transport; career guidance; counselling; psychological services are based on the fact that they believe that the individuals that they will be attracting to the course will require these and that without them the student's capacity to access, remain in and complete the course will be under threat if they are not provided. It is anticipated that a reasonable number of students will access these services. • Redirecting students to other services outside of the RTO is not acceptable as attracting additional funding if they are not paying for that service. • Scores of 50 or more may be deemed sufficient, however each will be evaluated on the type of available service. • Some support services are irrelevant for some target groups. 		

END OF BUSINESS RULES