



Education and Training

Australian Apprenticeships

ACT Requirements For Registered Training Organisations 2008

Version 1

Training and Tertiary Education
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Glossary of Terms

AAC	Australian Apprenticeships Centre
ACT DET	ACT Department of Education and Training
AQF	Australian Qualifications Framework
AQTF 2007	Australian Quality Training Framework 2007
ARC	ACT Accreditation and Registration Council
ASBA	Australian School-Based Apprenticeship
ASIC	Australian Securities and Investments Commission
Australian Apprentice	Includes both Trainees and Apprentices
AVETMISS	Australian Vocational Education and Training Management Information Statistical Standard
DET	ACT Department of Education and Training
Department	ACT Department of Education and Training
DEST	Department of Education Science and Training
GTO	Group Training Organisation
ITAB/ISC	Industry Training Advisory Board / Industry Skills Council
RTO	Registered Training Organisation
Requirements	Australian Apprenticeships - ACT Requirements for Registered Training Organisations 2008
STA	State (or Territory) Training Authority
Standards	Australian Quality Training Framework (AQTF 2007) National Standards for Registered Training Organisations (RTOs)
VEERA	Vocational Education Enrolment and Reporting Application
VETAG	Vocational Education and Training Advisory Group
VET	Vocational Education and Training

Key Department contact points:

Training and Tertiary Education:

- Information webpage – www.det.act.gov.au/vhe/australianapprenticeships.htm
- Interactive webpage – www.vetadmin.act.gov.au
- Phone – 02 6205 8555
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1 INTRODUCTION

1.1 The ACT Australian Apprenticeships Framework

These Requirements apply equally to RTOs delivering services attracting User Choice funding as well as those offering Australian Apprenticeships training on a fee for service basis.

Following initial publication and release of the current year's Requirements, the Department will advise of any alterations or additions to the ACT Australian Apprenticeships Program and associated documents or processes via "RTO Alerts". RTO Alerts are to be regarded as an addendum to the current year's RTO Requirements where applicable.

Australian Apprenticeships combine practical work with structured training that leads to a nationally recognised qualification. All employers must enter into a Training Contract with their Australian Apprentices. An approved Training Contract is a legally binding contract between the employer and the Australian Apprentice.

As a part of the Training Contract, the employer chooses a Registered Training Organisation (RTO) to deliver the structured training. Only RTOs approved by the Department can be chosen to deliver Australian Apprenticeships training in the ACT. The *ACT 2008 Australian Apprenticeships Register* lists all approved qualifications and RTOs in the ACT. It also lists available funding amounts for those RTOs that wish to access User Choice funding. See [Section 5](#) for more information about User Choice funding.

Australian Apprenticeships operate within the Australian Quality Training Framework (AQTF 2007) which sets out:

- Standards for Registered Training Organisations
- Standards for State and Territory Registering/Course Accrediting Bodies.

These Requirements specify the minimum standards for RTOs delivering Australian Apprenticeships training in the ACT in 2008. They outline the required standards for delivery of training and contract management by RTOs. They also establish the criteria against which RTO performance is assessed for monitoring and audit purposes.

The Requirements operate in conjunction with:

- The National AQTF 2007 Standards for RTOs
- The ACT Training and Tertiary Education Act 2003
- Other relevant ACT and Commonwealth legislation.

RTOs must comply with the above standards and legislation, and any relevant policies, notices and RTO Alerts issued by the Department.

These Requirements also apply to Australian School-Based Apprenticeships (ASBAs). In addition, RTOs must comply with the *Australian School-Based Apprenticeships (ASBAs) 2008 ACT Requirements for Registered Training Organisations*, found at: http://www.det.act.gov.au/school_education/vocational_learning_in_schools

1.2 Training Package Implementation

Under national agreements the ACT is committed to implementing Training Packages. For qualifications issued through Australian Apprenticeships where an endorsed Training Package is available, RTOs must implement the Training Package for all new and existing enrolments within one year of the Training Package's public availability. **This requires mapping existing Australian Apprentices to the new qualification if they will not complete training within 12 months after the Training Package becomes available.**

Training Packages are deemed to be available from the date of public availability notified on the National Training Information Service (NTIS) website – www.ntis.gov.au. RTOs may approach the Department to discuss gap-training funding where qualifications are substantially modified in Training Package revision. This requirement applies both to Training Package qualifications that replace pre-Package courses, and to reviewed Training Packages. Details of the requirements for implementation of reviewed Training Packages are listed in **Attachment A** (Requirements for Implementing New or Reviewed Training Packages).

2 NOMINATION PROCESS

2.1 Who Can Nominate To Deliver Australian Apprenticeships Training?

Registered Training Organisations (RTOs) are eligible to nominate to deliver Australian Apprenticeships training in the ACT for 2008 if they:

- are registered as an RTO in accordance with the national AQTF 2007 Standards for RTOs
- have the appropriate scope of registration in the ACT to deliver the qualifications for which they apply
- are nominating for qualifications on the *ACT 2008 Australian Apprenticeships Register*

2.2 How To Nominate To Deliver Australian Apprenticeships Training

Nominations will be sought for qualifications listed in the *ACT 2008 Australian Apprenticeships Register*. Eligible RTOs may be offered Training Delivery/Funding Agreements for either one year or three years. Nominations must be submitted to the Department according to the instructions provided through RTO Online available at www.vetadmin.act.gov.au.

All RTOs are required to attend a Mandatory Information Session prior to nomination. RTO's with active Funding Agreements through 2008 are still required to attend the Mandatory Information Session and submit the appropriate nomination according to the instructions.

The nomination process collects information about the RTO and the qualifications that the RTO wishes to deliver to Australian Apprentices in the ACT. The information includes contact details, administrative arrangements as well as delivery modes for each qualification. This allows the Department to:

- check that qualifications approved for delivery are on the RTO's scope of registration for the ACT
- check that qualifications are identified as available for Australian Apprenticeships delivery in the ACT for 2008
- check RTO compliance with the Training Plan, Certificate and Statement of Attainment requirements for the ACT
- publish a complete list of all available qualifications including approved RTOs on the Department's website, so that prospective Australian Apprentices and their employers can make informed choices about training options.

2.2.1 Additional Nominations (i.e. Outside November/December Nomination Round)

Approved RTOs adding additional qualifications to their Training Delivery/Funding Agreement

RTOs with an Australian Apprenticeships Program Training Delivery/Funding Agreement for 2008 may apply to add to their list of approved qualifications. Applications can be lodged at any time after final approval of their agreement. Form B's will be processed upon receipt.

New RTOs wishing to enter the ACT training market outside the annual November/December nomination round

New RTOs may enter the 2008 ACT training market following the closure of the annual nomination round conducted in November/December 2007. New RTOs must proceed through a full nomination process whenever they first nominate. Nominations can be lodged at any time, but will only be processed by the Department in the two-week period following 3 March, 29 April, 2 July, 28 August and 26 September 2008 (see following Nominations table).

All new RTOs are required to attend a Mandatory Information Session prior to nomination (see following Sessions table). These sessions are also available as a refresher or an information session for new staff in existing/approved RTOs.

Sessions for additional nominations are scheduled as follows. The venue for Mandatory Information Sessions will be advised to those RTOs who indicate a desire to attend.

Mandatory Information Sessions	
Date	Time
18 February 2008	11am – 12.30pm
15 April 2008	11am – 12.30pm
18 June 2008	11am – 12.30pm
14 August 2008	11am – 12.30pm
12 September 2008	11am – 12.30pm

Additional Nominations Timetable		
Closing Date for Additional Nominations	2 Week Processing Period	RTO advised of Approval/non-approval
3 March 2008	→→→→→	18 March 2008
29 April 2008	→→→→→	13 May 2008
2 July 2008	→→→→→	16 July 2008
28 August 2008	→→→→→	11 September 2008
26 September 2008	→→→→→	10 October 2008

The Department's contact for nomination enquiries is the User Choice Funding Officer, phone (02) 6205 7231, email – ucfunding@act.gov.au.

2.2.2 Australian Apprenticeships Program Training Delivery / Funding Agreements

Once the Department has verified that a nomination is valid, the RTO will be sent a letter offering an 'Australian Apprenticeships Program Training Delivery/Funding Agreement'. This letter will indicate the duration of the agreement being offered. It will also contain the updated list of qualifications that have been approved for delivery by the RTO.

When an 'Australian Apprenticeships Program Training Delivery/Funding Agreement' is offered, RTOs must submit a declaration that the organisation agrees to:

- deliver all Australian Apprenticeships training to the service standards as detailed in the *Australian Apprenticeships - Requirements for Registered Training Organisations 2008* (the Requirements);
- accept the funding arrangements for each of the qualifications attached to the 'Australian Apprenticeships Program Training Delivery/Funding Agreement' letter;
- abide by the terms of the 'Australian Apprenticeships Program Training Delivery/Funding Agreement' letter and the Requirements;
- provide an annual Audited Financial Report to the Department on request; and that
- at the date of the declaration, there are reasonable grounds to believe that the RTO will be able to pay its debts as and when they become payable.

Provisional approval will be published on the Australian Apprenticeships Register. Approved status will only be published on the Register when the signed declaration is received by the Department.

3 MINIMUM SERVICE REQUIREMENTS

The Minimum Service Requirements set out below apply to **all** Australian Apprenticeships registered in the ACT regardless of government funding. This means that all training that takes place under an Australian Apprenticeships Training Contract (funded, unfunded, new worker, existing worker) is subject to these requirements.

A person is not an Australian Apprentice until they are in an approved Training Contract registered in the ACT. RTOs must monitor the status of their Australian Apprentices' Training Contracts on RTO Online at www.vetadmin.act.gov.au.

Failure to comply with the Minimum Service Requirements may result in investigation, withdrawal of funding, recovery of payments, or other appropriate sanctions as set out in Section 6.

The Department will withhold payments in respect of each eligible Australian Apprentice involved if these requirements are not met.

The Minimum Service Requirements for RTOs are to:

- 3.1 Promote Australian Apprenticeships in the ACT
- 3.2 Confirm the Qualification chosen is appropriate
- 3.3 Customise the Training Program
- 3.4 Conduct an Initial Skills Assessment
- 3.5 Submit a Training Plan
- 3.6 Deliver Structured Training
- 3.7 Provide Workplace Support
- 3.8 Conduct the Assessment
- 3.9 Issue the Certificate or Statement of Attainment
- 3.10 Report AVETMISS Data to the Department
- 3.11 Manage Requirements when Ceasing to Deliver Training
- 3.12 Facilitate Variations to the Training Arrangements

These requirements are detailed fully below.

3.1 *Promote Australian Apprenticeships In The ACT*

To encourage employers to take on an Australian Apprentice, RTOs are expected to:

- supply any marketing information to AACs, brokers and employers in industry areas covered by the RTO's training delivery agreement
- assist with the selection of a qualification relevant to the needs of the employer
- assist employers and potential employers to select an AAC, without bias or preference
- advise the selected AAC, **within 10 working days** of first contact with an employer, that a Training Contract needs to be completed
- provide the Department with a copy of the written approval from the Australian Government Department of Education Science and Training (DEST) for any Training Contract sign-up sub-contracting arrangements.

3.2 *Confirm The Australian Apprenticeship Details With The Employer*

For Training Contracts lodged with the Department for approval from 1 January 2008 the Department will notify the RTO of new business instead of the Australian Apprenticeships Centre (AAC). The day after lodgement of the Training Contract with the Department by the AAC, details of each Australian Apprentice's Training Contract will be posted to RTO Online for

the RTO nominated on the Training Contract. The date of posting (ie, the notification date) will be stored in the Department's systems for future reference. RTOs are required to regularly check RTO Online for any new postings. RTOs must print a copy of the Notification of Business for each Australian Apprentice's file.

RTO's must:

- contact the employer **within 10 working days** from the date the Department posts the Notification of Business on RTO Online for each Australian Apprentice
- confirm the qualification chosen is appropriate
- check that the employer has the capacity to deliver training in the proposed qualification (including appropriate facilities and equipment)
- ensure that the Australian Apprentice has the opportunity to practice relevant competencies in the workplace
- ensure that supervisory staff have the required knowledge, skills and qualifications
- negotiate with the employer on choice of timing, location and delivery method(s)
- advise the Department in writing where agreement on training arrangements cannot be reached
- advise the Department in writing where concern about the qualification chosen or capacity to train cannot be resolved.

Note: Where the qualification to be delivered is different to the one originally nominated in the approved Training Contract, an application must be made to the Department by the employer and Australian Apprentice to change the qualification under the Training Contract. Details of how to facilitate the variation of Training Contracts is outlined in Section 3.12 of these requirements.

3.3 Customise The Training Program

RTOs must:

- customise the program within the limits prescribed by the Training Package
- seek the Department's assistance to resolve any difficulty negotiating a program to meet enterprise and/or Training Package requirements.

3.4 Conduct An Initial Skills Assessment

RTOs must:

- offer Recognition of Prior Learning to all individuals, in particular existing workers, upon enrolment and prior to commencement of formal training delivery. ***Australian Apprentices cannot be required to undertake structured training for competencies already held.***
- RTOs must be able to demonstrate that they have undertaken processes to encourage the uptake of, and to streamline the delivery of RPL so that the RPL process:
 - a. is structured to minimise the time and cost to applicants
 - b. provides adequate information, support and opportunities for participants to engage in the RPL process
- schedule the initial assessment in accordance with the relevant Training Package Assessment Guidelines, **within 8 weeks** from the date the Department posts the Notification of Business on RTO Online for all Australian Apprentices (both trainees and apprentices). Seek advice from the Department where assessment within this timeframe is not practicable. Indicate on the Training Plan all competencies achieved through a recognition process, or applied for and not yet assessed
- assess the needs of the Australian Apprentice for additional support – additional support funding is available from the Department – see Section 5.8 of these Requirements

Where the Australian Apprentice meets 80% or more of the competencies through a recognition assessment including credit transfer, reassess the suitability of the qualification level with the employer. If necessary select a higher level or different qualification in consultation with the employer, the Australian Apprentice, and the Department.

3.5 Submit A Training Plan To The Department

RTOs must submit an individual Training Plan for each Australian Apprentice. The Training Plan is completed at the beginning of the first Stage outlining arrangements for **all** Stages of the Australian Apprenticeship.

Training Plan Stages relate to the number of funded stages. For trainees this is usually one stage, and for apprentices this is usually 4 stages (where the final stage is on-job validation). The *ACT 2008 Australian Apprenticeships Register* shows the number of stages in each qualification.

After each Stage of a qualification has been completed, RTOs reaffirm the Training Plan for each subsequent Stage by submitting a Stage Declaration indicating that services have been delivered and the Australian Apprentice is progressing to the next Stage of training. See Section [3.5.1](#) for details.

The Training Plan is:

- a signed contract for the training program negotiated and agreed between the RTO, Employer and Australian Apprentice
- not approved until the Training Contract has been submitted by the AAC and approved by the Department
- authority for the Department to pay RTOs the commencement payment for each eligible Australian Apprentice (See [Section 5](#) for details of eligibility for payment).

RTOs must:

- complete the Training Plan (located at **Attachment B**), which forms part of the Training Contract with the employer and Australian Apprentice
- provide the Department with a copy of the completed Training Plan, either on paper or electronically through the Department approved online system ("VEERA") **within 8 weeks** from the date the Department posts the Notification of Business on RTO Online for all Australian Apprentices (both trainees and apprentices)
- provide the Australian Apprentice and the employer with a copy of the completed and signed Training Plan (employers use the Training Plan to claim commencement incentives from DEST)
- Submit a new Training Plan when an Australian Apprentice changes from one employer to another but remains in the same qualification. Each new employer must agree to the training arrangements made for their Australian Apprentice.
- Submit a new Training Plan when an Australian Apprentice changes from one qualification to another, for example mapping to a revised Training Package, or changes from one RTO to another - see Section [3.12.5](#) and [3.12.4](#) for further details.

The following information is mandatory in completing the Training Plan.

(a) Qualification Name and National Code

Insert the correct name and national code as it appears in the Training Package or on the National Training Information Service website at www.ntis.gov.au.

(b) RTO Structured Delivery Start Date

Insert the start date for delivery of the structured training agreed in the Training Plan. Please note that this is not necessarily the same as the date of commencement of the Training Contract.

(c) Stages of Training To Be Delivered

List the number of stages to be delivered for the qualification as stated on the *ACT 2008 Australian Apprenticeships Register*.

(d) Details of Australian Apprentice, Employer and RTO

Ensure details of all parties are completed.

(e) Type of Australian Apprenticeship

Place a tick in the appropriate box. The type of Australian Apprenticeship is listed for each qualification on the *ACT 2008 Australian Apprenticeships Register*. If necessary, confirm the type of Australian Apprenticeship with the Department.

(f) Stage

Indicate the stage for each Unit of Competency (or module for non Training Package Qualifications).

(g) Units Of Competency (or Modules)

In these columns, list the names and national codes of the Units of Competency (or modules for non Training Package Qualifications) to be attained and indicate whether the competencies are core or elective. Units of Competency (or modules) for each stage must be listed and the stage clearly identified.

(h) Recognition - Skills Already Held

Using the Training Plan Legend insert the applicable code against the Units of Competency (or modules) where Recognition of Prior Learning (RPL) or Credit Transfer has been applied for or granted.

(i) Training Delivery and Assessment Strategy

In this column tick who (either the employer or the RTO) will be providing the structured training for each Unit of Competency (or module). If structured training is shared between the employer and the RTO, tick both columns for the Unit of Competency (or module).

(j) ACT Structured Training Delivery Categories

Using the Training Plan Legend at the bottom of the form, insert the applicable code against each Unit of Competency (or module) for each category as described in **Attachment C**.

(k) Month & Year of Training and Assessment Delivery (Start and End Date)

Enter the estimated start and end date of training and assessment **for each** Unit of Competency (or module). These may change as the Australian Apprentice's progress is reviewed.

(l) Assessment Method

Using the Training Plan Legend insert the applicable code against each Unit of Competency (or module).

(m) Names And Signatures

Print ALL names of signatories clearly. Ensure that each party has signed the Training Plan. All three parties must initial any additional pages.

3.5.1 Stage Declarations

RTOs must initially submit a full Training Plan for **every** Australian Apprentice on commencement with the RTO. The Training Plan is completed and submitted at the beginning of the first Stage, outlining arrangements for all stages of the Australian Apprenticeship. For subsequent stages, RTOs must submit a Stage Declaration (**Attachment D**) stating that training arrangements have been reviewed and agreed with each employer and Australian Apprentice **within 8 weeks** of the apprentice completing a stage to be eligible for payment.

The Declaration:

- serves as a statement that the previous Stage requirements have been met and the subsequent Stage is commencing
- is an authority for the Department to pay RTOs completion of the previous Stage and commencement of the subsequent Stage of User Choice funding for each Australian Apprentice where applicable

The Stage Declaration must state the Australian Apprentices details (name and Australian Apprenticeship identification number issued by the Department), Employer details (name), the qualification (national code), stage delivered, whether or not they are progressing to a subsequent stage and the date of commencement of structured training for the subsequent stage.

Where the RTO is submitting a Stage Declaration for a group of Australian Apprentices, choose the appropriate option on the Stage Declaration and attach a list with the required details as found at **page 2 of Attachment D**.

Each Stage Declaration and accompanying list must be given a unique number by the RTO to assist in document management. The RTO may assign this number in any way they wish, as long as no two declarations from the same RTO have the same number.

Completing the Declaration

On signing the Declaration the RTO attests that:

- for those Australian Apprentices for whom a Stage Declaration is submitted, 75% or more of the units of competency (or modules) have been achieved, or, the contracted services as agreed for the stage have been delivered including:
 - appropriate intervention, support, monitoring contacts and encouragement to the Australian Apprentice to finish the training program
 - provision of a Statement of Attainment for competencies (or modules) achieved at the point of leaving the program to an Australian Apprentice who has withdrawn
 - arrangements have been made with the Australian Apprentice to continue or complete the training if this is possible eg. continuing the structured training if the Australian Apprentice is trying to find another employer
- training arrangements have been reviewed and agreed with the employer and Australian Apprentice and training is commencing for the subsequent Stage.

Documentary Evidence Required

RTOs must retain the following documentary evidence to support statements in the Stage Declaration:

- transcript of outcomes achieved for Units of Competency or modules
- evidence of attendance for each Unit of Competency or module
- evidence of required contacts with the workplace
- a copy of a Statement of Attainment where a Training Contract has been cancelled and at least one unit or module has been successfully completed

- where an Australian Apprentice is progressing to a subsequent Stage of training, evidence of contact at the beginning of the Stage to seek agreement on training arrangements.

3.6 Deliver Structured Training

RTOs must:

- establish and confirm arrangements for the delivery of structured training with the employer, including details of the proposed schedule of delivery and assessment activities and methods
- confirm the employer's capacity to train and/or support structured learning
- provide the employer and Australian Apprentice with the required training materials including the Training Record Book or equivalent **within 10 working days** of signing the Training Plan
- Regularly monitor and review the Training Plan.

The Training Record Book or equivalent must specify:

- Units of Competency required
- elements and performance criteria for each Unit of Competency
- proposed training strategies
- proposed assessment strategies
- record of achievement for each Unit of Competency.

Definitions of training and assessment strategies and modes of delivery used in the ACT are based on the Training and Assessment Training Package.

RTOs must:

- deliver structured training to develop the underpinning knowledge and skills for **at least half** of each qualification
- support the employer's training effort, for example by supplying relevant learning materials where the employer elects to deliver the underpinning knowledge and skills for a Unit of Competency
- ensure that Australian Apprentices are provided with access to structured training and assessment for a minimum of 3 hours per week averaged over 3 months
- report non-compliance to the Department **within 10 working days** of becoming aware that an employer is not allowing their Australian Apprentice to be withdrawn from routine duties/productive work for the minimum specified time
- deliver not more than half of the selected Units of Competency through Guided Workplace Learning (project work and mentoring in the workplace by the RTO). Half of the competencies must be delivered through at least one other mode of delivery
- be available to respond to requests for assistance from Australian Apprentices undertaking distance learning **within 24 hours**. Local RTOs leaving self-paced learning materials in the workplace for learners to complete are included in this definition.

3.6.1 Sub-Contracting Australian Apprenticeships Training

When an RTO makes an agreement for any organisation to carry out training and/or assessment on their behalf they must:

- **within 10 working days** of making the agreement advise the Department, in writing, of any such agreement, including the name of the organisation and the scope of the agreement **before** the arrangement commences
- ensure the sub-contractor complies with the AQTF 2007 Standards for Registered Training Organisations

- be responsible for the compliance of the sub-contracted organisation against these Requirements.

3.7 Provide Workplace Support

RTOs must assist employers to plan the training and assessment process and validate the assessments prior to issuing the qualification and must:

- ensure that all Australian Apprenticeships training delivery takes place under an active Training Contract, and assist employers to maintain the active status of their Training Contracts. RTOs must monitor the status of their Australian Apprentices' Training Contracts on *RTO Online* at www.vetadmin.act.gov.au
- develop an on-job training schedule with the employer at the same time as developing the Training Plan
- facilitate the development of an assessment plan with the employer and Australian Apprentice
- review assessment arrangements at least once during any 12 month period and prior to completion
- support employers to improve the effectiveness of workplace training
- reassess the needs of the Australian Apprentice for additional support and apply to the Department for funds if necessary (refer to [Section 5.8](#) regarding additional support funding)
- monitor the progress of the Australian Apprentice throughout the program and meet the visit and contact requirements for RTOs per qualification or stage of delivery outlined in the table on the following page. This means the specified level of face to face visits and workplace contacts with the Australian Apprentice and workplace supervisor to gain feedback, provide support and record competencies achieved.
- keep employers advised of any issues related to training that may reduce the likelihood of a successful outcome, including non-attendance at scheduled off job training
- advise the Department, in writing, of any issues related to training that may reduce the likelihood of a successful outcome, e.g. an employer refusing an Australian Apprentice attendance at off job training, lack of workplace training or supervision.
- keep records of visits and other contacts including issues discussed and outcomes achieved. Ensure all records are signed and dated. For example:
 - calls to the workplace to check why attendance is poor, to discuss results and progress, integration of on and off job training and workplace assessment activities
 - notification to the Department of problems identified with on job training or attendance, and if the Australian Apprentice is not withdrawn from their workplace for structured training
 - monitoring and provision of additional learner support needs, such as language and literacy training

NOTE: These contact requirements are in addition to any visit made for the purpose of delivering structured training and/or assessment.

RTO Contact Requirements Table

See Attachment C for details of ACT Structured Training Delivery Categories

	Structured Training Delivery Categories	Contact Requirements
A	Fully off work site by RTO	<ul style="list-style-type: none"> - 2 face to face visits per year (one must be a pre-training visit), and - 2 additional workplace contacts
B	Distance learning and remote e-learning by RTO	<ul style="list-style-type: none"> - 2 face to face visits per year (one must be a pre-training visit), and - monthly contacts with supervisor, and - availability of learner support with response to requests for assistance within 24 hours.
C	Fully on work site (other than distance) by RTO	<ul style="list-style-type: none"> - 2 face to face visits per year (one must be a pre-training visit), and - 2 additional workplace contacts
D	Blend by RTO including use of distance learning resources	<ul style="list-style-type: none"> - 2 face to face visits per year (one must be a pre-training visit), and - monthly contacts with supervisor, and - availability of learner support with response to requests for assistance within 24 hours
E	Blend of delivery by RTO AND employer delivering structured training	<ul style="list-style-type: none"> - 2 face to face visits per year (one must be a pre-training visit), and - monthly contacts with supervisor, and - availability of learner support with response to requests for assistance within 24 hours. <p>PLUS:</p> <p>Employer delivering 25% of competencies:</p> <ul style="list-style-type: none"> - 1 additional workplace visit, and - 2 additional workplace contacts <p>Employer delivering 50% of competencies:</p> <ul style="list-style-type: none"> - 2 additional workplace visits, and - 2 additional workplace contacts

3.8 Conduct The Assessment

The ACT fully applies a competency based assessment system. Australian Apprentices successfully complete their training program when they can apply their knowledge and skills **in the workplace** and perform effectively to the standards developed and agreed by industry. The Australian Apprentice, employer and RTO must agree that competence has been achieved **in the workplace** before a qualification can be issued.

Therefore, RTOs must:

- validate achievement of the agreed competencies in line with the assessment requirements of the Training Package or training program to ensure competence has been achieved in knowledge and application of the full range of tasks
- undertake final assessment before the end date of the Training Contract and at a time when all parties agree that competency is likely to be achieved in the context of the range of tasks
- seek assistance in writing from the Department where the RTO and the employer/Australian Apprentice cannot resolve differences of opinion about assessment
- retain documentary evidence to the standard required in the AQTF 2007 and AVETMISS of assessments and achievement of competencies, and be able to provide these to the Department when requested. Section 3.10 provides more information about record-keeping requirements under AVETMISS
- if offering training to Australian School Based Apprentices, refer to the *Australian School Based Apprenticeships (ASBA) 2008 ACT Requirements*.

3.9 Issue The Certificate Or Statement Of Attainment

3.9.1 Completion

RTOs must:

- issue the Certificate to the Australian Apprentice and send a full copy to the Department **within 8 weeks** of the date deemed competent for Australian Apprentices who successfully complete a qualification.

The “date deemed competent” is the date on which the RTO, the employer and the Australian Apprentice agree on full competence for the qualification.

RTOs who cannot meet the 8 week timeframe due to extenuating circumstances (such as unusual security requirements) may apply in writing to the Department for an exemption. The application must be made and approved in advance.

School based RTOs offering services in the ACT must also refer to the *Australian School Based Apprenticeships (ASBA) 2008 ACT Requirements*.

Where an Australian Apprentice has completed their training but has not paid the required fee/s, RTOs must still provide a copy of the Certificate or Statement of Attainment to the Department within the stated time limits.

Qualification documents issued under the AQF must meet agreed presentation requirements and comply with the relevant AQTF 2007 Standards.

N.B – The AQF is currently undergoing review and presentation requirements may change in the near future. The Department will advise RTOs of any changes to current Certificate or Statement of Attainment presentation requirements via an RTO Alert which will form an addendum to these Requirements.

Certificate Format – National Requirements

The nationally agreed format as set out in the Australian Qualifications Framework (AQF) of a Certificate is at **Attachment E**. Certificates must include:

- Name and logo of the issuing RTO
- National provider number to identify the RTO
- Name of the person receiving the Qualification
- Nomenclature as in the Australian Qualifications Framework, eg Certificate II in ...
- Date issued
- Authorised signatory
- Industry descriptor, eg Engineering
- Occupational or functional stream, in brackets eg (Fabrication)
- The words:
 - *The qualification certified herein is recognised within the Australian Qualifications Framework*
- The Nationally Recognised Training logo
- A list of Units of Competency (or modules for qualifications that are not from a Training Package) including the national code for each Unit of Competency (may be an attachment to the Certificate).
- The words:
 - *Achieved through Australian Apprenticeships arrangements*

Certificates – The Department's Requirements

The following must also appear on all Certificates issued to Australian Apprentices in the ACT:

- the date that the Australian Apprentice was **deemed competent** as this is the date on which the Training Contract ceases and discounted wages are no longer payable
- the Australian Apprenticeship number issued by the Department.

Supporting Statement – Apprentices Only

RTOs producing Training Package qualifications for apprentices in the ACT are **also** required to provide a Supporting Statement so that employers are clear that the apprentice has been assessed as competent in the workplace to industry standard. The template for the agreed Supporting Statement is at **Attachment F**.

RTOs are not required to provide copy of the Supporting Statement issued to Australian Apprentices on completion to the Department, however the Department may request the RTO to provide copies for audit purposes.

The Department will withhold the completion payment in respect of each eligible Australian Apprentice involved if these requirements are not met.

3.9.2 Incomplete Qualifications Or Withdrawal From Training

The RTOs must:

- issue a Statement of Attainment to the Australian Apprentice and send a copy to the Department **within 8 weeks** of the last assessment or withdrawal from training for Australian Apprentices who do not complete a qualification but do complete at least one Unit of Competency.

Statement Of Attainment Format – National Requirements

The nationally agreed format as set out in the Australian Qualifications Framework (AQF) for a Statement of Attainment is at **Attachment G**. Documents issued must show:

- Name and logo of the issuing RTO
- National provider number to identify the RTO
- Name of the person receiving the Statement of Attainment
- Nomenclature as in the Australian Qualifications Framework, eg *Certificate II in ...*
- Date issued
- The clause "In partial completion of the following qualification"
- Authorised signatory
- Industry descriptor, eg *Engineering*
- Occupational or functional stream, in brackets eg (Fabrication)
- The words:
 - *This Statement of Attainment is recognised within the Australian Qualifications Framework*
 - *Achieved through Australian Apprenticeships arrangements*
- The Nationally Recognised Training logo
- A list (and/or attached list) of units of competency (or modules where the qualification being attempted was not from a Training Package) including the national code for each unit of competency.

Statements of Attainment – The Department's Requirements

The following must also appear on all Statements of Attainment issued to Australian Apprentices in the ACT:

- the Australian Apprenticeship number issued by the Department

3.10 Report AVETMISS Data To The Department

Under the AQTF 2007, RTOs must report all government funded VET activity and non-publicly funded training to the Department.

3.10.1 For RTOs With Government Funded VET Activity

Reporting of government VET activity must comply with the Australian Vocational Education Training Management Information Statistical Standard (AVETMISS). The organisation responsible for maintaining the AVETMISS Standard is the National Centre for Vocational Education Research (NCVER). Details of the Standard are available on the NCVER website www.ncver.edu.au/vetstandard/21055.html

Reporting of calendar year 2007 training activity must be made to the Department by 1 February 2008. The data submission must be based on AVETMISS VET Provider Collection Specifications Release 6.0 and AVETMISS Data Element Definitions Edition 1.

These requirements mean that all RTOs delivering Department funded VET programs must have an AVETMISS compliant data management system such as VEERA Online.

The AVETMISS Standard requires reporting of VET activity at the Unit of Competency level. Qualification-level reporting is not sufficient, and element of competency reporting is not accepted. **RTOs must only report Units of Competency where there is “serious engagement” in activity in that Unit.** Serious engagement is defined as participating in activity that is designed to impart the competencies of the Unit. A course orientation session is not sufficient, however attendance at a class or workplace session that includes that Unit is sufficient.

To ensure privacy and confidentiality, personal names of participants are encrypted before the Department submits AVETMISS data to NCVER. **Attachment H** shows the ACT AVETMISS Summary Factsheet 1 that outlines the AVETMISS reporting for ACT RTOs and the associated audited requirements and timelines for 2008.

RTOs must maintain paper records to the standard required under the AQTF 2007 to support their electronic data. A randomly drawn sample of AVETMISS data is audited annually by NCVER. The evidence required to support a single Unit of Competency activity record for a single participant is a piece of paper, or set of papers clearly linked, that explicitly contains the following information:

- participant’s full name
- RTO’s identification (can be letterhead, watermark, header, footer etc)
- the qualification in which the participant is enrolled
- the Unit of Competency to be verified
- the date on which the participant started the Unit to be verified (not necessarily the same date as the date they started the qualification)
- the date on which the participant completed the Unit, or withdrew from it, if applicable
- the method and result of assessment for the participant in the Unit, if applicable
- the signature of the assessor or an accredited representative and date of signature

Departmental personnel will undertake audits of RTO records to provide early warning of inadequate procedures in this area. Failure to comply with this requirement is a serious issue, and **the Department may take steps to recover funding where there is no documentary evidence that satisfies the auditor that the participant has undertaken training in one or more Units of Competency reported electronically.** If an RTO consistently fails to satisfy AVETMISS reporting or record-keeping requirements, the Department may remove the RTO from the *ACT 2008 Australian Apprenticeships Register*.

3.10.2 For RTOs With Non-Publicly Funded VET Activity

As per AQTF 2007 Essential Standards for Registration, all RTOs are required to provide data for the *Competency Completion Rate* quality indicator (and off-shore delivery) for any non-publicly funded training activity. This includes training activity that occurred in the previous year and training activity that has not been previously included in any AVETMISS submission.

AQTF 2007 based the completion rates for qualification and units of competency/modules on the previous calendar years’ number of enrolments and qualification completed and/or units of competency/modules awarded.

The data submission must be made by the RTO to NCVER by 31st March each year. The method of submission is currently under consideration by NCVER and the jurisdictions. An RTO Alert will be circulated separately regarding the method of data submission and associated administrative arrangements.

For any enquiries about AVETMISS as it relates to the ACT, including audit evidence and the VEERA Online Database, contact the Department’s AVETMISS Contact Officer by phone on (02) 6205 7057 or by email to avetmiss.reporting@act.gov.au. For more general inquiries contact NCVER via their website at www.ncver.edu.au.

3.11 Manage Requirements When Ceasing To Deliver Australian Apprenticeships Training

RTOs who are unable to deliver the training for a qualification that they marketed (e.g. insufficient numbers of participants attracted to be financially viable, or ceasing to deliver in the ACT), must seek the Department's agreement to proposed transition arrangements **within 10 working days** of the decision not to deliver training. They must at this time provide a status report for all Australian Apprentices to the Department, who can assist the employer to locate other RTOs delivering the relevant qualification/s if required.

RTOs must continue to provide training and assessment services until a new RTO has confirmed that they have accepted responsibility for the training. The ceasing RTO must issue a Statement of Attainment for any competencies already achieved by the Australian Apprentice(s) up to the date of their transfer to the new RTO.

The employer and Australian Apprentice(s) are required to gain approval from the Department for any change of RTO under an approved Training Contract, on the "*Application to Change RTO*" form described in Section 3.12.4. The RTO ceasing to deliver must assist the employer and Australian Apprentice to access the application form and facilitate its provision to the Department **within 10 working days** of advising the Department of its intention to cease delivery. The new RTO is also required to sign this form to confirm acceptance of the transfer of business from the previous RTO. This form is available online at www.det.act.gov.au/services/australianapprenticeships.htm .

The new RTO must first discuss the transfer of business with the Department if it wishes to receive any User Choice funding. Once the application by the employer and Australian Apprentice to change RTO is approved, the new RTO must submit a Training Plan for each Australian Apprentice transferred.

At this time the ceasing RTO must also report 2008 activity under Version 6 of the AVETMISS. Reporting under the AVETMISS standards is discussed in [Section 3.10](#) of these requirements.

User Choice payments already received for training that does not eventuate must be refunded to the Department. On the receipt of the AVETMISS compliant activity report and all relevant Training Plans signed by the Australian Apprentice(s), employer and new RTO, the Department will determine any payment or recovery action.

3.12 Facilitate Variations To Training Arrangements

Australian Apprenticeships training, including commencement and completion arrangements described in these Requirements, can only take place under an **approved and active** Training Contract registered in the ACT. RTOs must use RTO Online to monitor the status of their Australian Apprentices' Training Contracts, at www.vetadmin.act.gov.au .

RTOs must assist their employers and Australian Apprentices to vary their Training Contracts where necessary to maintain an **active status**. All variations to approved Training Contracts must be requested by the parties on the relevant form located on the Departments website at www.det.act.gov.au/services/australianapprenticeships.htm . Routine variations are described below.

3.12.1 Extending The Training Contract

Under the *Training and Tertiary Education Act 2003*, extensions can only be granted when it is clear that the Australian Apprentice will not achieve the required competencies on or before the due to complete date. When such a situation becomes apparent, RTOs must:

- assist employers to submit an "*Application to Extend the Training Contract*" (Form F1), available at www.det.act.gov.au/services/australianapprenticeships.htm , to the Department if it is clear that the Australian Apprentice will not achieve the required competencies on or before the due to complete date. The application form must indicate

whether a “standard” or “longer” extension is being sought (see note below). The employer, the Australian Apprentice (and parent/guardian if under 18), and the RTO must sign the application form.

- remind employers that the *Application to Extend Training Contract* must be received by the Department **at least 10 working days** prior to the original due to complete date on the Training Contract. Training Contracts that are not extended will expire and no further Australian Apprenticeships training can occur. Late applications will not be approved except in extenuating circumstances, decided by the Department on a case-by-case basis.
- the Department will advise all parties in writing, including the RTO, of the approval or rejection of the application for extension and the new due to complete date if approved.

- Note:**
- **“Standard” extension** – the parties must seek approval for a standard extension period from the original due to complete date (3 months is automatically granted if approved). The application form must briefly explain the reason and proposed action to be taken by the RTO to complete the Australian Apprentice within the 3 months extension period.
 - **“Longer” Extension** – the parties must seek approval for extensions greater than 3 months - the application form must be submitted together with a detailed submission from the RTO explaining the reasons and the remedial action to be taken to complete the Australian Apprentice.

3.12.2 Suspending The Training Contract

Suspensions cover extended absences by Australian Apprentices, such as maternity leave, sick leave or other significant periods during which time they are usually unable to attend the workplace and/or the structured training. The Training Contract is in abeyance for the period of approved leave and resumes when the Australian Apprentice returns to work and/or training. Employers must submit an “*Application to Suspend Training Contract*” form, (Form F2) available at http://www.det.act.gov.au/vhe/australian_apprenticeships to the Department stating the dates requested and reasons for the suspension **before** it commences.

The impact of a suspension must be discussed between the employer and the RTO. RTOs must take account of the effect in their delivery of training to the Australian Apprentice. In particular, the date upon which the Australian Apprentice is expected to complete their Training Contract will be delayed by an amount equal to the length of the suspension.

The Department will advise all parties in writing, including the RTO, of the approval or rejection of the application for suspension and the new due to complete date if approved.

3.12.3 Cancelling The Training Contract

The Training Contract must be cancelled when the employer and Australian Apprentice no longer wish to remain in an Australian Apprenticeship. Occasionally the Department will cancel a Training Contract for specific reasons, e.g. where the employer refuses to allow the Australian Apprentice to attend structured training.

It is important to note that a Training Contract can't be transferred to a new employer, even though the Australian Apprentice may continue to undertake structured training with the same RTO. Without an active Training Contract, there is no Australian Apprenticeship and the RTO cannot deliver training through Australian Apprenticeships including claiming User Choice funding.

In these or similar circumstances, RTOs must:

- advise the Department as soon as possible if the Australian Apprentice has withdrawn from training or changed employers via the RTO Online email function or by telephone

- assist the employer and Australian Apprentice to access the “*Application to Cancel Training Contract*” form (Form F3) available at http://www.det.act.gov.au/vhe/australian_apprenticeships. This form must be signed by at least one, but preferably both the parties and lodged with the Department.

3.12.4 Change Of RTO

Employers and Australian Apprentices wishing to change RTO **after the start date** of structured training must **first** seek approval from the Department.

Approval to change to another RTO will be considered by the Department on a case-by-case basis. Application must be made by the employer and Australian Apprentice on the “*Application to Change RTO*” form (Form F6) available at http://www.det.act.gov.au/vhe/australian_apprenticeships. If approval is granted the new RTO is unlikely to receive the full amount of User Choice funding if stage payments have already been paid, depending on the reason for change.

Approval will generally only be given at the commencement of a new stage of training.

Approval to change RTO **during a stage** will only be granted by the Department when:

- a complaint has been lodged about the quality of training services. The complaint must be made in writing and signed by the Employer and Australian Apprentice,
- OR
- changed circumstances make training with the original RTO of choice impractical in some way, eg. the RTO has withdrawn delivery of the qualification
- AND
- Department staff have met with all parties and attempted to find a solution

Where an RTO is contacted by an employer or Australian Apprentice to take over Australian Apprenticeship training and assessment services from another RTO, they must:

- **first** discuss the transfer of business with the Department **before** agreeing to accept the new business (note that User Choice funding may or may not be available)
- sign the “*Application to Change RTO*” form
- grant automatic recognition for any competencies already achieved
- submit a new Training Plan to the Department, showing any RPL/recognition, **within 8 weeks** from the date the transfer was effected – the Department will confirm the transfer date with the new RTO in writing.

Change of RTO after change of employer

Australian Apprentices commencing with a new employer with less than 12 months to the due to complete date in the nominated qualification are required to continue training with the original RTO if at all possible.

Approval to change to another RTO will be considered by the Department on a case-by-case basis. The conditions outlined above apply.

See [Section 4](#) regarding fees that may be charged to Australian Apprentices when a change of RTO has occurred.

In all cases, RTOs contacted by an employer to provide services to Australian Apprentices who are *part way through* a qualification or stage must seek approval and advice about eligibility for User Choice funding from the Department.

3.12.5 Change Of Qualification

Where the qualification to be delivered is different to the one originally nominated in an approved Training Contract, an application must be made to the Department by the employer and Australian Apprentice to vary their Training Contract. The application is made on the "Application to Change Qualification" form (Form F5) at http://www.det.act.gov.au/vhe/australian_apprenticeships .

The RTO is required to sign the application form to confirm that it is willing to deliver the new qualification. The Application to Change Qualification must be forwarded to the Department as soon as possible.

The RTO must submit a new Training Plan for the new qualification chosen. Depending on the circumstances of the change and the proximity of the original and new qualifications, User Choice funding may be adjusted for payments already made to the RTO for commencement of the previous qualification. Funding decisions will be made on a case by case basis as each circumstance will be different, and RTOs will be advised at the time of change.

3.12.6 Interstate Transfers

Apprentices moving to work in the ACT can recommence a qualification originally commenced in another State or Territory. Only apprentices (not trainees) can apply for a reduction of the Training Contract duration, by attaching an Extract of Record issued by the previous State or Territory's Training Authority to the new Training Contract lodged for approval in the ACT.

The ACT fully applies a competency-based training system and apprentices and trainees are not required to serve the full term of the Training Contract if they are deemed competent in the qualification prior to the expected completion date.

If an Extract of Record is not attached to the Training Contract at the time of approval, apprentices can still apply later for a reduction of the duration following approval, on the "*Application for Credit Adjustment*" form (Form F10) available at http://www.det.act.gov.au/vhe/australian_apprenticeships - in this case the full duration will be applied on approval, to be reduced once the application form with attached Extract of Record is received by the Department.

A small number of Australian Apprentices transfer from another State or Territory having completed their underpinning skills and knowledge but have not demonstrated competence in the workplace. These apprentices are usually required to complete the final (usually 4th) stage of their apprenticeship only. RTOs selected to provide monitoring and assessment services for these Apprentices must:

- validate competence on the job in partnership with the employer
- issue the Certificate or Statement of Attainment in accordance with Section 3.9 of these Requirements.

Refer to [Section 5.5.5](#) for details of User Choice funding eligibility for interstate transfers.

4 FEES AND CHARGES FOR AUSTRALIAN APPRENTICES

The Fees and Charges set out below apply to **all** Australian Apprenticeships regardless of government funding. This means that all training that takes place under an Australian Apprenticeship Training Contract (funded, unfunded, new worker, existing worker) is subject to these requirements.

RTOs must charge a fee to all first year Australian Apprentices who do not fit an exemption or concession category outlined below.

The Department will audit RTOs compliance with fee requirements as part of the Performance Monitoring and Audit process (see [Section 6](#)). Documentary evidence must be kept to verify concession evaluation, fee invoicing, and fee receipt.

Under the AQTF 2007, RTOs must have a fee refunds policy, clearly explained in their participant enrolment information (such as the student/participant handbook).

Australian School Based Apprentices (ASBA) are exempt from fees. Neither the participant nor the Department will pay the fee.

Other trainees or first year apprentices who hold a current Health Care Card or Pension Card, or can prove genuine hardship (to be judged by the RTO on a case-by-case basis), are granted concession from the set fee. In these concession cases, the RTO should apply to the Department for reimbursement of the full amount of the fee, and must not charge the Australian Apprentice. Applications for Fee Waiver Reimbursement can be found at **Attachment I**.

Where the employer is the RTO for his or her own Australian Apprentice, the Employer/RTO is not obliged to charge the fee. If the Employer/RTO chooses to charge the fee, all requirements in this section, including concession arrangements, must apply to all Australian Apprentices.

The fee may not be charged by the new RTO where an Australian Apprentice;

- leaves one employer, recommences within 12 months with another in the same qualification but with a different RTO
- is forced to go to a different RTO because the first RTO ceased to deliver.

In such cases the RTO should apply for reimbursement of the fee from the Department.

4.1 Fees For First Or One Stage Australian Apprentices

*Note: student fees for Nationally Recognised Training are GST free.

RTOs must charge \$300 for each qualification of one stage unless an Australian Apprentice fits into the concession categories above.

Qualifications with one stage only	Fee
1 st Qualification	\$300
Subsequent Qualifications	\$300

This fee must be paid in a minimum of two instalments. Employers can choose to pay this fee on behalf of their Australian Apprentice.

The only other fee that may be charged by the RTO is the Student Association Fee.

4.2 Fees For Qualifications With More Than One Stage

For the first stage of a qualification with more than one stage, the Australian Apprentice must be charged \$300. In subsequent stages the maximum fee for Australian Apprentices is \$500 per stage, plus the Student Association Fee where applicable.

Qualifications with multiple stages	Fee
1 st stage	\$300
Subsequent stages	Up to \$500

4.3 Other Charges

User Choice funding already takes into account the cost of materials and equipment RTOs are expected to provide as part of their service.

As all ACT User Choice funding amounts are a *contribution* to the cost of the delivery of structured training, the RTO may negotiate additional fees with the employer. RTOs must not charge Australian Apprentices any additional fees except for the RTO's standard Student Association fees.

If an RTO is able to supply goods that the Australian Apprentice needs to purchase for use at work (in general, tools or work clothing) these should be available at a reasonable price. Australian Apprentices are not bound to purchase those goods from the RTO.

4.4 Non Payment Of Fees

RTOs are strongly advised to collect at least partial fees before, or as soon as, training commences.

Where an Australian Apprentice has completed their qualification or fully withdrawn from training, but has not paid their fees, RTOs must follow the Minimum Service Requirement set out in [Section 3.9](#) and provide a copy of the Certificate or Statement of Attainment to the Department within the stated time limits. Failure to comply will affect the funding arrangements between the Department and RTOs, DEST, AACS and employers.

If notified that the Certificate or Statement of Attainment is being withheld from an Australian Apprentice by an RTO pending payment of the fee by the Australian Apprentice, the Department will comply with the RTO's request to not provide a copy of the Certificate to the Australian Apprentice. Completion data will be entered into the appropriate data systems to allow completion payments to RTOs, AACs and employers.

In cases where the Australian Apprentice fails to pay the fee, the Department will not reimburse the RTO. Fee collection is a matter for RTOs to consider in their own business procedures, bearing in mind compliance with AQTF 2007 Standards for RTOs.

5 USER CHOICE FUNDING ARRANGEMENTS

5.1 What Is User Choice?

User Choice is a national funding policy for Australian Apprenticeships promoting choice in how training services are provided to employers and Australian Apprentices.

A key feature of Australian Apprenticeships through User Choice is more flexibility for the users of the training system – employers and Australian Apprentices. User Choice is a model for achieving client responsive training and:

- allows employers in consultation with their Australian Apprentices to exercise direct control over their training delivery options
- means that businesses and Australian Apprentices can select their own RTO and negotiate how, where and when the training and assessment is to occur
- provides choice in the arrangements for training delivery for each workplace.

As User Choice is a national system, employers who operate in more than one State or Territory may be able to choose one RTO that can meet all their training needs.

The ACT purchases qualifications listed on the *ACT 2008 Australian Apprenticeships Register* (Provider List and Funding Schedule) that lead to nationally recognised qualifications under the Australian Qualifications Framework – available online at [http://www.det.act.gov.au/vhe/australian apprenticeships](http://www.det.act.gov.au/vhe/australian_apprenticeships) or through www.vetadmin.act.gov.au.

RTOs that have nominated to provide training in the ACT are available for selection by users once the qualifications nominated are entered on the *ACT 2008 Australian Apprenticeships Register* (Provider List and Funding Schedule).

RTOs can appeal a funding decision made by the Department in its application of the current year's ACT Requirements for RTOs. An appeal on a funding decision must be made in writing, setting out the reasons for reconsideration, to the User Choice Manager, Apprenticeships Section, Training and Tertiary Education.

5.2 The User Choice Framework

Australian Apprenticeships through User Choice funding is only available for training programs on the *ACT 2008 Australian Apprenticeships Register* that lead to nationally recognised qualifications under the AQF.

Funding amounts are considered by the Department to be a 'contribution' to the cost of training delivery. RTOs may seek a contribution from employers. Contributions from Australian Apprentices are subject to the requirements outlined in [Section 4](#) (Fees and Charges for Australian Apprentices).

AQF level I qualifications are available for delivery to participants in **equity groups only**. RTOs interested in providing Certificate I qualifications must approach the Department to seek approval for the proposed arrangements before commencing any training.

RTOs must notify the Department of all cases where they have received or are receiving funding from the ACT or Australian Governments to deliver any competencies listed on the Training Plan to individual participants. The Department reserves the right to make a proportional adjustment to RTO payments with respect to these competencies.

5.3 User Choice Funding Arrangements

5.3.1 Recipient Created Tax Invoice

RTOs wishing to deliver Australian Apprenticeships training in the ACT must complete a Recipient Created Tax Invoice Agreement as part of the RTO nomination process. The nomination documentation includes a Recipient Created Tax Invoice Agreement. A proforma of the Agreement is provided at **Attachment J**, as well as included on the nomination website. This must be completed and forwarded with Form C during the nomination. Information about Recipient Created Tax Invoices is available at <http://www.ato.gov.au/businesses/content.asp?doc=/content/00104657.htm>

5.3.2 User Choice Funding Per Stage

All funding amounts listed on the *ACT 2008 Australian Apprenticeships Register* are for a single Stage of training with the number of Stages to be funded also listed. For qualifications paid in more than one Stage, the final Stage of training is paid at a rate of 10% of the funding amount listed on the Register.

5.3.3 Nested Qualifications

In September the National Quality Council provided advice about qualification entry requirements/prerequisites and pathways. A small number of Training Packages have lower AQF level qualifications that are entirely embedded in a higher AQF level qualification ("nested"). These are indicated on the *2008 ACT Australian Apprenticeships Register*. Employers may choose, for these qualifications only, to enter a single Training Contract to achieve both qualifications. In these cases each AQF level will be considered as a Stage. RTOs may claim the funding amount listed against each AQF level qualification for each Stage – refer to the *2008 ACT Australian Apprenticeships Register* and **Attachment K** for details.

5.4 Eligibility For User Choice Funding

To be eligible for User Choice funding, where the Department pays the RTO a contribution towards the cost of training, the Australian Apprentice must:

1. Be a party to an approved ACT Training Contract, and
2. Belong to one of the following employee categories immediately before commencing the Training Contract:
 - **a new employee** - employed **less** than 3 months full time or 12 months part time /casual equivalent up to the commencement date of the Training Contract, **OR**
 - **an existing worker employee** - employed **more** than 3 months full time or 12 months part time/casual equivalent up to the commencement date of the Training Contract, in a qualification where funding for existing workers (including apprentices) is specified in the current year's Australian Apprenticeships Register, **OR**
 - **a progressing employee** – an Australian Apprentice with continuing and unbroken employment with the same employer, progressing **within 12 months** from completing one AQF level qualification to a higher AQF level.

A progressing Australian Apprentice must have completed their previous Training Contract before being eligible to enter into the next Training Contract.

A progressing Australian Apprentice is only eligible for the type of funding attracted on their first Training Contract, that is:

- a person classified as a new worker in their first Training Contract will be funded at the new worker rate in their next higher level Training Contract even though they may technically be an existing worker in the second contract (eg. if they took longer than 12 months as a part time worker to complete their first Training Contract).
- a person classified as an existing worker in their first Training Contract would only attract funding in their next higher level Training Contract if the qualification at the higher level has existing worker funding attached to it on the Register.

Additional Notes on Eligibility

- People on a Temporary Working Visa are not eligible for User Choice Funding. From 10 September 2007 Trade Skills Training Visa (TSTV, Subclass 471) are no longer available to foreign nationals wanting to enter Australian Apprenticeships in Australia, refer to <http://www.immi.gov.au/legislation/amendments/2007/070910/lc10092007-03.htm>
- Time spent as a school student will not be counted in the new/existing worker time calculation for User Choice funding. Time in full or part time employment will start to be counted from the date left school if the Australian Apprentice continues employment with the same employer they worked with while at school, for the purposes of User Choice funding.

5.5 User Choice Payments

Important Note: all reference to 'documents' or 'documentation' in this section may include *paper copies or electronic submission through VEERA Online.*

Payment of User Choice funding is made following lodgement and Departmental approval of documentation from RTOs for each Australian Apprentice. If the correct documents are not submitted within the timeframes referred to throughout these Requirements in the approved format, the Department will make no payments to the RTO.

Please note the submission times in [Section 3.5](#) (Submit a Training Plan), [Section 3.5.1](#) (Stage Declarations), and [Section 3.9](#) (Issue the Certificate or Statement of Attainment) of these Requirements.

From 1 January 2008, no payments will be made for training that was delivered before 1 January 2007.

Documents submitted within the relevant timeframe but deemed non-compliant with the Requirements will be resubmitted to the RTO for correction. Payment will be withheld until the correct documents have been resubmitted.

National enterprise RTOs will receive 50% of the normal qualification funding for each Australian Apprentice. 100% of the qualification funding will still be paid where:

- the enterprise is an ACT or Australian Government agency
OR
- the enterprise is also a Registered Group Training Organisation in the ACT, and
 - the Australian Apprentice is covered by group training arrangements, and
 - the Australian Apprentice is listed in the Registered Group Training Organisations' Quarterly Report to the Department,OR
- the Australian Apprentice is not employed by the enterprise.

5.5.1 Payment Amount

The amount of payment for each stage is dependant upon the year the stage commences. Traineeships are generally one stage and apprenticeships three or four stages. For example a stage that commences in 2006 and completes in 2007 will be paid both the 50% commencement and the 50% completion payments at the 2006 amount.

5.5.2 Method Of Payment For Qualifications Delivered In One Stage

Documentation required for payment in respect of each Australian Apprentice is:

- The Training Plan (note submission timeframe at [Section 3.5](#)), and
- The Certificate or Statement of Attainment issued (note submission timeframe at [Section 3.9](#)).

Payment will be made in two instalments:

- **First instalment of 50%** - where a Training Contract has been approved, payment will be made on receipt of the Training Plan. Evidence of commencement of structured training must be provided to the Department on request.
- **Second instalment of 50%** - on completion of the qualification detailed in the Training Plan, payment will be made on receipt of:
 - A copy of the Certificate, compliant with the requirements of [Section 3.9](#), that has been issued for the qualification nominated on the Training Contract, or
 - A copy of the Statement of Attainment that has been issued (subject to the conditions for funding where the Australian Apprentice does not complete the qualification, see [Section 5.5.4](#)).

5.5.3 Method Of Payment For Qualifications Delivered In More Than One Stage

Documentation required for payment in respect of each Australian Apprentice is:

- The Training Plan (note submission timeframe at [Section 3.5](#))
- Stage Declarations in respect of each stage of the training program (note submission timeframe at [Section 3.5.1](#))
- The Certificate or Statement of Attainment issued (note submission timeframe at [Section 3.9](#)).

All Stage payments will be paid at the rate as published on the Register at http://www.det.act.gov.au/vhe/australian_apprenticeships for the relevant funding year in which the stage commenced.

Stage Payments:

- **First instalment of 50%** - for the first Stage where a Training Contract has been approved, payment will be made on receipt of the Training Plan. Evidence of commencement of structured training must be provided to the Department on request.

For subsequent Stages, payment will be made on receipt of a Stage Declaration (**Attachment D**) in respect of the previous Stage and commencement of the next Stage.

- **Second instalment of 50%** - at the end of each Stage other than the final Stage – payment will be made on receipt of a Stage Declaration that the relevant training delivery for the Stage has been completed (**Attachment D**). RTOs will be required to provide documentary evidence of competencies achieved on request.

Final Stage Payment:

- **Final instalment** equivalent to 10% of the stage funding will be paid on receipt of a copy of the Certificate and, where required, on provision of documentary evidence.

5.5.4 Funding For Incomplete Qualifications Or Stages

RTOs are entitled to the completion payment for the qualification or Stage if:

- the Australian Apprentice has successfully completed 75% of the structured training specified in the Training Plan for the relevant Stage and the RTO has made arrangements to continue or complete the training if this is possible. For example, continuing the structured training for a period of time agreed with the Department if the Australian Apprentice is trying to find another employer.

To receive funding, RTOs must provide a copy of the Statement of Attainment issued to the Australian Apprentice to the Department.

If the Australian Apprentice does not successfully complete 75% of the structured training the RTO can apply to the Department for the completion payment if it can demonstrate that:

- it has provided assistance to the employer to vary the Training Contract where required as set out in [Section 3.12](#).

AND

- it has provided appropriate intervention, support and encouragement to the Australian Apprentice to finish the program, including the agreed minimum monitoring contacts.

To claim for funding, RTOs must provide evidence of support provided, for example, contact logs, file notes, meeting notes, attendance records.

5.5.5 Funding For Final Stage Interstate Transfer Apprentices Only

Refer to [Section 3.12.6](#) for details of circumstances around interstate transfers.

RTOs providing on-job validation services for interstate transfers where **all** structured (off job) training has been completed interstate will receive a final stage payment of \$1,000 in lieu of the usual 10% of the apprenticeship stage payment. This payment is in recognition of the extra work required in developing a relationship with the employer and apprentice where there is no previous history, and the distance factor in gathering evidence/validation from prior employment interstate.

5.6 Thin Markets

Many industries in the ACT consist of a small number of enterprises that employ limited numbers of new employees in any year. Consequently RTOs do not currently service some industry sectors and in others, apprentices must travel interstate for off job training.

These industry sectors provide an opportunity for RTOs to expand their business activity. The Department will work with industry and RTOs to develop a range of flexible and innovative arrangements to support training in these industries.

RTOs are encouraged to discuss their ideas with Department staff and negotiate funding to develop new arrangements that could include:

- co-operative arrangements between industry and RTOs
- co-operative arrangements between RTOs
- a flexible mix of on job training with mentoring, management and assessment support services from the RTO
- flexible access to suitable existing courses.

5.7 New Training Needs Identified Mid-Year

If industry or employers identify training needs that are not available on the *ACT 2008 Australian Apprenticeships Register*, AACs and RTOs should notify the Department. Action can be initiated to evaluate the need and to pursue endorsement and approval. The Department requires written confirmation from ACT local industry that it supports the new program and that agreed industrial and recommended supervisory arrangements are in place. This written advice is to be in the format provided at **Attachment L**.

RTOs cannot implement any new Australian Apprenticeships training program until:

- advice is received from industry that it supports the implementation of the qualification as an Australian Apprenticeship pathway, and appropriate arrangements including industrial and recommended supervisory arrangements are in place
- the qualification is on the *ACT 2008 Australian Apprenticeships Register*
- the qualification is included in their scope of registration
- the Department has offered a Training Delivery and Funding Agreement that includes the qualification and an acknowledgement of that offer is made on the declaration form provided to the RTO, and
- the RTO's name is clearly shown on the Register as an approved provider of the qualification

5.8 Additional Support Funding

RTOs can apply in writing to the Department for funding to provide additional support to Australian Apprentices who would not otherwise be successful. Applications will be negotiated and approved on a case-by-case basis and approval advised in writing. RTOs commencing the delivery of additional support services without prior approval by the Department will not be guaranteed funding. Funds will be released at the agreed times on receipt of an invoice and progress reports.

Additional support may be required in areas such as literacy and numeracy, sign language interpreter services or through a mentor who can assist in providing, for example, a culturally sensitive learning environment for the Australian Apprentice.

Australian Apprentices eligible for special support include:

- Indigenous Australians
- People with disabilities
- People with identified literacy and/or numeracy needs
- People from culturally and linguistically diverse backgrounds
- Young people (15-19), particularly those who have been unemployed
- People over 40 years old, particularly those returning to a formal learning environment
- Australian Apprentices coming from long-term unemployment who may need extra support to ensure successful transition to training and employment

Applications for additional support funding are to be submitted in the format provided at **Attachment M** and must:

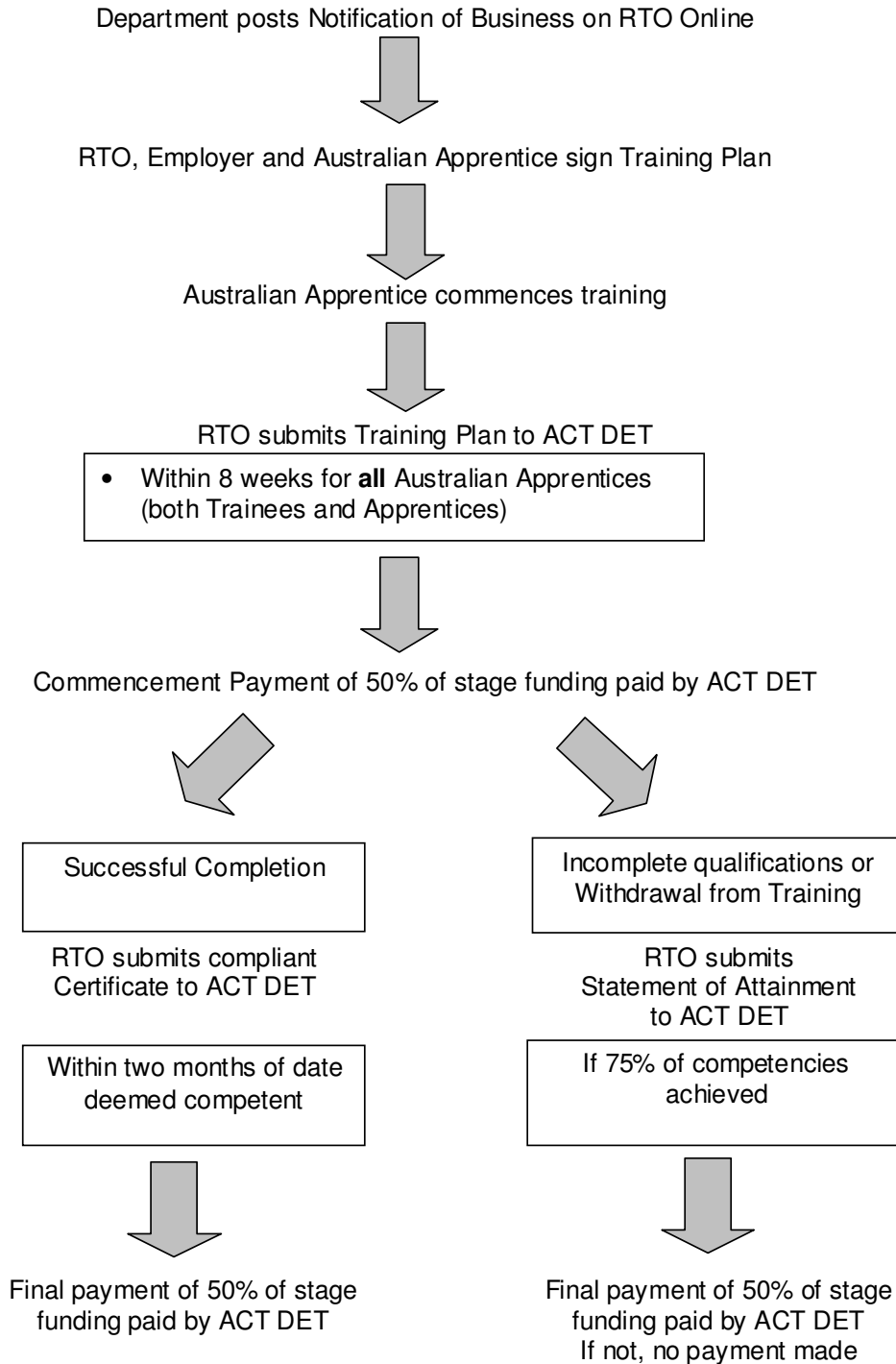
- state the name of the Australian Apprentice
- state the qualification being undertaken
- define the reasons for and the type of additional support needed
- identify any resources already available in your organisation to support the Australian Apprentice, i.e. software to assist Australian Apprentices with vision impairment
- identify additional resources required to support the Australian Apprentice, e.g. a suitable indigenous mentor 1 hour a week for 20 weeks

**Australian Apprenticeships
ACT Requirements for Registered Training Organisations 2008**

- outline how resources will be used and why intervention is likely to be successful
- detail costs of the proposed arrangements (excluding on-costs).

RTOs receiving funding from the Australian government Department of Education, Science and Training (DEST) through the Disability Australian Apprentice Wage Scheme for any participant will not be eligible to claim additional support funding for that participant. RTOs are encouraged to refer their Australian Apprentices to additional LLN/WELL programs where offered locally.

Flow of Payments Chart



6 PERFORMANCE MONITORING AND AUDITS

The performance of RTOs delivering Australian Apprenticeships will be monitored and assessed through the following mechanisms:

- AQTF 2007 Essential Standards for Registration and Conditions of Registration audits
- AVETMISS reporting
- NCVER/DEST and other client satisfaction surveys
- The Department's Complaints/Dispute Management Systems (http://www.det.act.gov.au/about_us)

Adherence to the current year's Australian Apprenticeships ACT Requirements for Registered Training Organisations will be assessed in conjunction with any monitoring and auditing activity undertaken under these mechanisms. If the Department finds an RTO's performance to be below the appropriate standard, Departmental staff will liaise with the RTO to facilitate improvement within an agreed timeframe and/or sanctions will be applied. Specific examples are provided at **Attachment N** (Schedule of Sanctions).

The Department will work with the RTO to assist in solving the problems so that there is minimal disruption to training delivery.

If the RTO does not improve to the appropriate standard within a reasonable timeframe, then the Department will send formal Corrective Action Requests (CARs) to the RTO. RTOs will have **one month** to satisfy the Department that they have responded adequately to the CARs.

If the Department is still not satisfied, the RTO (or certain qualifications listed for that RTO) will be removed from the *ACT 2008 ACT Australian Apprenticeships Register*. The RTO will not be able to deliver Australian Apprenticeships until they have satisfied the Department that they have taken adequate corrective action and the Department has restored their approved status on the *ACT 2008 ACT Australian Apprenticeships Register*.

6.1 Release Of Performance Data To Other States

The Department may communicate or publish information relating to the RTO and any Training Delivery and Funding Agreement, other than personal information, to third parties or the public about any matter relating to a Training Delivery and Funding Agreement. In particular the Department may communicate or publish details of:

- course and qualification funding
- breaches of the Agreement, any action taken by the Department under the Agreement, and findings, and
- audit outcomes.

6.2 Compliance Review And Audit Process

RTOs must meet conditions for the provision of services set out in the *Training Delivery and Funding Agreement* and the *Requirements*. The Department will monitor and assess RTOs against these conditions to determine compliance and may take further action under the Process.

This 4 Stage Process is designed to ensure the continuous improvement, effectiveness and efficiency of the provision of quality training outcomes in the ACT achieved through a systematic review of the performance of RTOs. The Process is driven by national and local concern to:

- maximise the quality of training outcomes
- ensure that RTOs have actually delivered services for which they have received funding
- minimise the potential for fraud.

All RTOs who deliver training for Australian Apprenticeships **must** participate. The Process is integrated with the Accreditation and Registration Council monitoring functions for RTOs conducted under the auspices of the AQTF 2007. The Process also facilitates the exchange of information between the Department and RTOs in deciding areas for improvement and best practice.

Any or all of the following four Stages of the Process can apply to an RTO:

Phase 1 Plan Performance Monitoring Activities

The Department will determine the broad risk areas and identify quality focus for activities by analysis of available data. This will include data from the Department's databases, national data, reports and outcomes of research.

Phase 2 Gather and Analyse Information

Information will be collected from the following sources:

- Training Contracts and related documentation;
- AVETMISS data;
- surveys;
- discretionary monitoring including the collection of documentation from RTOs for desktop audit;
- reports;
- complaints and disputes;
- AQTF 2007 audits;
- visits by Department staff to RTOs; and
- feedback from employers and participants.

Attachment O outlines the examples of evidence RTOs must provide during Training Delivery and Funding Agreement compliance audits or discretionary monitoring activities.

Phase 3 Investigate

The Department may seek further evidence through one or a combination of:

- satisfaction surveys
- monitoring visits, and/or
- monitoring audits

Alternatively the Department may request formal evidence for verification, clarification or resolution of issues. The outcome will be reported to RTOs.

Phase 4 Facilitate improvement of RTO performance

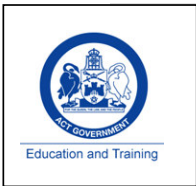
If, after investigation, the Department finds an RTO's performance to be non-compliant with these requirements, Department staff will liaise with the RTO to facilitate improvement within an agreed timeframe and/or apply sanctions. Specific examples are provided at **Attachment N**.

If the RTO does not improve to the appropriate standard within a reasonable timeframe, then the Department will send formal Corrective Action Requests (CARs) to the RTO. RTOs will have **one month** to satisfy the Department that they have responded adequately to the CARs.

If the Department is still not satisfied, the RTO (or certain qualifications listed for the RTO) will be removed from the *ACT 2008 ACT Australian Apprenticeships Register*. The RTO will not be able to deliver Australian Apprenticeships training until they have satisfied the Department that they have taken adequate corrective action.

7 FORMS AND TEMPLATES

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Requirements For Implementing New Or Reviewed Training Packages

National Policy

The National Quality Council (NQC) has agreed that all RTOs have 12 months from public availability to implement new or reviewed Training Packages. In practice this means that:

1. RTOs must enrol all participants in the new qualification within 12 months from the date of public availability of the new/reviewed Training Package
2. RTOs must map any participant who has not completed (and been issued a Certificate or Statement of Attainment) to the new qualification if they continue training after 12 months from the date of public availability of the new/reviewed Training Package.

ACT Policy

Under the ACT Accreditation and Registration Councils (ARC) teach out policy, RTOs may continue training Australian Apprentices in the old qualification but User Choice funding **will not** be available.

The ACT User Choice funding policy on implementation of new or reviewed Training Packages is consistent with the National Policy.

1. RTOs must enrol all new Australian Apprentices in the new qualification within 12 months from the date of public availability of the new qualification
2. RTOs must map any Australian Apprentice who has not completed if they continue training after 12 months from the date of public availability.

New Enrolments

The User Choice funding cycle is annual based on the calendar year. At the beginning of the annual funding cycle the Department will indicate the Training Package that is to be purchased. When a new/reviewed Training Package qualification is released, the Department will alert RTOs including the final date for new enrolments in the old qualification.

Mapping Australian Apprentices to the new Training Package qualification

Within 12 months of public availability of the new qualification, the following must occur:

- 1st & 2nd Stage apprentices must be mapped to the new qualification for User Choice funding to be paid.
- 3rd & 4th Stage apprentices can continue in the old qualification and User Choice funding will be paid.

For the following 12 month period, User Choice funding will be paid for 4th stage apprentices only in the old qualification.

Refer to [Section 3.12.5](#) for information regarding the variation of a Training Contract when Training Arrangements are changed.

2008 Australian Apprenticeships Training Plan

Deleted: <sp>

Qualification Details: Qualification Name:		Qualification National Code:	
RTO Structured Training Delivery Commencement Date:		Stages of Training to be Delivered:	
Australian Apprentice Details: Last Name:	First Name:	DOB:	Australian Apprentice No:
Employer Details: Business Trading Name:			
Address:			
Contact:	Ph:	Fax:	
Name of Registered Training Organisation (RTO):		Provider Number:	
Address:			
Contact:	Ph:	Fax:	
Type of Australian Apprenticeship:	<input type="checkbox"/> New Worker	<input type="checkbox"/> Full-time	<input type="checkbox"/> Funded
<input type="checkbox"/> School Based (ASBA)	<input type="checkbox"/> Existing Worker	<input type="checkbox"/> Part-time	<input type="checkbox"/> Unfunded
Acknowledgement of Parties			
The employer and Australian Apprentice have the right to negotiate training programs with the RTO. Aspects of training open to negotiation include:			
<ul style="list-style-type: none"> ▪ Selection, content and sequencing of Units of Competency; ▪ Timing, location and mode of delivery; and ▪ Who conducts the assessment and where the assessment is conducted. 			
Agreement Declaration			
We, the undersigned, have discussed, understand and are satisfied with the attached Training Plan arrangements to support and deliver the required training. Recognition arrangements (RPL) have been explained and offered to the Australian Apprentice.			

Australian Apprentice Date:.....
Signature:.....

RTO Signature (Authorised Rep):..... Printed Name:..... Date:.....

Employer Signature:*..... Printed Name:..... Date:.....

***Employer Declaration: The employer agrees to this Training Plan and consents to the requirement that their Australian Apprentice be withdrawn from routine work duties for a minimum of 3 hours per week averaged over 3 months to undertake structured training**

The RTO must retain it's own copy and provide a complete, signed copy of the Training Plan to the employer and Australian Apprentice

ACT Structured Training Delivery Categories

Structured Training Delivery Categories	Learning Methodologies ** refer to explanatory notes on following page	Mode of Delivery
A Fully off worksite by RTO	Group based learning	Classroom instruction Block release Workshop (including practical activities) e-learning with instructor
	Individual learner or small group	Small group tutorials e-learning with instructor
B Distance Learning and Remote e-learning by RTO	Distance learning	E-learning with instructor Distance learning with self-paced materials
C Fully on worksite (other than distance learning resources) by RTO	Group based learning	Classroom instruction Block release Workshop (including practical activities) E-learning with instructor
	Individual learner or small group	Small group tutorials E-learning with instructor
	Guided workplace learning by RTO	Project work and mentoring
D Blend by RTO, a mix of: - Off the worksite by RTO - Distance learning or remote e-learning by RTO - Fully on worksite by RTO	As above for A, B or C	As above for A, B or C
E Blend by RTO and employer, a mix of: - Off the worksite by RTO - Distance learning or remote e-learning by RTO - Fully on worksite by RTO - AND Employer delivering up to 50% of the structured training	As above for A, B or C Guided workplace learning by employer	As above for A, B or C Project work and mentoring by employer

Learning Methodologies Explanatory Notes

Definitions of Delivery Arrangements are based on the Training and Assessment Training Package TAA04

“Delivery mode refers to the medium used to deliver the training/facilitate the learning and may be face-to face, via technologies, distance resource based or blended” (Training and Assessment Training Package Glossary).

1. *Face to Face*

(a) **Group based learning**

Trainer facilitates learning for a group in a face-to-face delivery mode within an ‘off-the-job’ learning context such as training rooms, classroom, meeting room or community setting. (In some cases the training room could be on the work-site but must be away from the productive work environment).

(b) **Individual or small group learning**

Trainer facilitates learning through mentoring, coaching or tutoring. May be delivered through a number of media including face-to-face, on-line, via telecommunications or a combination. (Mentoring: a technique that is used to guide individual learning in a formal, agreed and documented process between mentor and mentoree. Coaching: learning through guided one-to-one learning activities.)

(c) **Guided workplace learning**

Trainer or employer facilitates a planned approach to learning through workplace activities. Requires strategies to support and monitor learning and appropriate monitoring and safeguards.

2. *Via Technologies*

(a) **e-learning**

Learning processes that use electronic media as a mode of delivery. Facilitate learning by guiding the e-learning process through planning and developing specific real time and asynchronous ‘interactions’ with the learners, providing support to learners using e-learning resources and developing and implementing specific e-learning events and activities.

3. *Distance resource based*

(a) **Distance learning**

Learner managed process that is supported by the provision of learning resources and learning materials supplied by the trainer who guides the learner through the completion of the materials to achieve the desired competency standards. The learner is separated from the facilitator/trainer by time and place. Local RTOs leaving self paced learning materials in the work place for learners to complete are included in this definition.

4. *Blend of above*

Can be a combination of any of the above methods.

Stage Declaration

Declaration Number:

I declare that for the following Australian Apprentice:

Name: Australian Apprentice No.

Employer Trading Name: Qualification Code:

- services have been delivered for Stage
- Training arrangements have been reviewed and agreed with the employer for the subsequent Stage and structured training is commencing on (date):

OR

I declare that for the Australian Apprentices on the attached list:

- Services have been delivered for the stage listed against each Australian Apprentice
- Training arrangements have been reviewed and agreed with the employer for the subsequent Stage and training is commencing for those Australian Apprentices indicated

I also declare that is able to:
(print Trading Name of Registered Training Organisation)

- Provide evidence that 75% or more of competencies have been achieved under the previous stage Training Plan

OR

- Provide documentary evidence that the contracted services as agreed in the Training Plan for the previous stage have been delivered. These services include:
- appropriate intervention, support, monitoring contacts and encouragement to the Australian Apprentice to finish the training program
 - provision of a Statement of Attainment for competencies achieved at the point of leaving the training program to any Australian Apprentice who has withdrawn
 - arrangements with the Australian Apprentice to continue or complete the training if this is possible, for example, continuing the structured training if the Australian Apprentice is trying to find another employer; or completion of competencies with a new employer

AND

- Where an Australian Apprentice is progressing to a subsequent Stage of training, provide evidence that training arrangements have been reviewed and agreed with the employer and training is commencing for the subsequent Stage

The **documentary evidence** must include

- evidence of contact with the employer to review training arrangements
- transcript of outcome achieved for each Unit of Competency or module
- evidence of attendance for each Unit of Competency or module
- evidence of required contacts with the workplace during each Stage of delivery, this includes:
 - calls to the workplace to check why attendance is poor, to discuss poor results, integration of on and off-job training and workplace assessment activities
 - notification to the Department of problems identified with on-job training or attendance, and if the Australian Apprentice is not withdrawn from their workplace for structured training
 - provision of additional support, such as language and literacy training and documentation showing the RTO has monitored, to be provided where a Australian Apprentice has not been successful in all the competencies contracted in the Training Plan
- copy of a Statement of Attainment where a Training Contract has been cancelled and at least one Unit of Competency (or module where appropriate) has been successfully completed


Signed:..... Signature: Date:
(Please print)

AUSTRALIAN APPRENTICES STAGE PROGRESS RECORD TO ACCOMPANY STAGE DECLARATION

RTO Trading Name: Declaration Number:

Australian Apprentice Full Name	Australian Apprenticeship Number	Employer Trading Name	Qualification (National Code)	Stage delivered	Progressing to next stage (Yes/No)	Structured training commencement date for next stage
EXAMPLE, Anne	80312231	Ontime Airfreight	TDT30102	1	No	
EXAMPLE, Nother	TN987426	Wiggles Child Care Centre	CHC40402	1	Yes	
CITIZEN, Jane	8021445	Nonesuch Enterprises	AUR30799	2	Yes	
BLOGGS, Joe	8021446	Nonesuch Enterprises	AUR30799	2	No	

CERTIFICATE FORMAT TEMPLATE- FRONT

ACME TRAINING SOLUTIONS (1234) 
(Name, National Provider Number and Logo of issuing RTO)

This is to certify that

Jonathon Brown

has fulfilled the requirements for

Certificate II

in

***Asset Maintenance
(Cleaning Operations)***

PRM20104

Authorised Signatory:



Issuing Body:

Date issued: 29 August 2008

Date competence achieved: 15 August 2008

ACT Australian Apprentice number: 80401234

These may be
on the reverse
or on attached
list of
competencies

Achieved through Australian Apprenticeship arrangements

***The qualification certified herein is recognised within the
Australian Qualifications Framework***

CERTIFICATE FORMAT TEMPLATE- Back or Separate Page

(if separate please place Australian Apprentice's name and qualification achieved at the top and include the 'date deemed competent')

ACME TRAINING SOLUTIONS (1234)


(Name, National Provider Number and Logo of issuing RTO)

PRMCL33B	Plan for safe and efficient cleaning activities
PRMCL35B	Maintain a cleaning storage area
PRMCMN201A	Participate in workplace safety arrangements
PRMCL01B	Maintain a hard floor surface
PRMCL02B	Restore a hard floor surface
PRMCL04B	Maintain a carpeted floor
PRMCL09B	Clean glass surfaces
PRMCL10B	Clean ceiling surfaces and fittings
PRMCL17B	Clean a wet area
PRMCL19B	Remove waste
PRMCL38A	Clean a food handling area

Achieved through Australian Apprenticeship arrangements

**The qualification certified herein is recognised within the
Australian Qualifications Framework**

SUPPORTING STATEMENT TEMPLATE- FRONT

ACME TRAINING SOLUTIONS (1234) 
(Name, National Provider Number and Logo of issuing RTO)

This is to acknowledge that

Andrew James Smith
AP:8020016

has completed the following nationally recognised qualification

Certificate III in Automotive Mechanical Technology
(Light Vehicle)

AUR30405

through the Australian Apprenticeships System in the ACT

The Certificate issued by the **ACME Training Solutions** in conjunction with this Supporting Statement indicates that the awardee is a fully qualified tradesperson in the ACT and across Australia in non-licensed industries.


Competence in the workplace was established against standards set by industry through an assessment process conducted in partnership between **ACME Training Solutions** and the apprentice's employer(s).

Apprentices working in licensed industries are required to provide the Certificate III and this Supporting Statement issued by **ACME Training Solutions** to licensing agencies as evidence that the competencies required of a fully qualified tradesperson have been achieved, so that a license can be issued.

Deemed competent on _____ Signed by _____

Issued on _____ Authorised Officer

STATEMENT OF ATTAINMENT FORMAT TEMPLATE

ACME TRAINING SOLUTIONS (1234) 
(Name, National Provider Number and Logo of issuing RTO)

This is a statement that

Jonathon Brown

has been assessed as having fulfilled the following requirements

PRMCL33B	Plan for safe and efficient cleaning activities
PRMCL35B	Maintain a cleaning storage area
PRMCL01B	Maintain a hard floor surface

These competencies form part of

***Certificate II in Asset Maintenance
(Cleaning Operations)***

PRM20104

Authorised Signatory:



Issuing Body:

Date issued: 29 August 2008

ACT Australian Apprentice number: 80401234

Achieved through Australian Apprenticeship arrangements

***This Statement of Attainment is recognised within the
Australian Qualifications Framework***



AVETMISS Requirements for ACT RTOs

The ACT Department of Education and Training as ACT State Training Authority administers, monitors and reports all government funded vocational education and training (VET) activity. ACT DET conducts quarterly VET data collection of contracts (COT) and annual VET data collections for Private Providers and VET In Schools. Canberra Institute of Technology provides ACT DET with a courtesy copy of TAFE collection. All data collection is based on AVETMISS and is submitted to National Centre for Vocational Education Research (NCVER). Consequently, verification of unit of competency enrolments occurs after the collection and submission.

Reporting

Effective 1 January 2007, reporting of government funded VET is based on the NCVER's AVETMISS for VET Providers Release 6.0, in preparation for the 2008 annual VET data collection.

All Registered Training Organisations funded in the ACT are advised to ensure that their data management system is updated to the latest AVETMISS Standard.

The AVETMISS Standard for Private Providers can be downloaded from the NCVER website on <http://www.ncver.edu.au/avetmiss/31248.htm> and includes the following files:

- NAT00005 Submission to Managing Agent
- NAT00010 Training Organisation
- NAT00020 Training Organisation Delivery Location
- NAT00030 Course
- NAT00060 Module/Unit of Competency
- NAT00080 Client
- NAT00085* Client Postal Details
- NAT00090 Client Disability
- NAT00100 Client Prior Educational Achievement
- NAT00120 Enrolment
- NAT00130 Qualification Completed

* currently not part of the national collection; for Student Outcomes Survey

Timelines

- Early December** : ACT DET requests for Private Provider Collection training activity data from RTOs
Letter sent to RTOs
- End January** : Deadline for RTOs submission of data to ACT DET (1st Feb 2008)
- End March** : First submission of ACT training activity to NCVER
- April** : Quality report and feedback from NCVER; follow-up request to RTOs; second submission to NCVER
- May/June** : NCVER Non-financial Audit/ Enrolment Verification; ACT DET requests documentation from RTOs
- June/July** : NCVER releases ACT's Invalid Enrolment Rate
Rate for 2006 16.6%, 2005-9.54%
2004-14.78%,2003-18.1%,2002-30.06%
- July/August** : NCVER release Non-financial Audit Report to DEST
- July-November** : RTOs continuing data management; VOL training NCVER/ACT DET
Visits to RTOs' location

Audit

To meet the audit requirements, the RTO should be able to supply evidence of serious engagement in each Unit of Competency or Module indicating the outcome listed for each student. To support a single unit of competency activity record for a single participant the RTO should have a piece of paper, or set of papers clearly linked, that explicitly contains the following information: (examples available from DET AVETMISS officer)

- participant's full name
- RTO's identification (can be letterhead, logo, watermark, header, footer etc)
- the qualification in which the participant is enrolled
- the unit of competency to be verified
- the date on which the participant started the unit to be verified (not necessarily the same as the date they started the qualification)
- the date on which the participant completed the unit, or withdrew from it, if applicable
- the method and result of assessment for the participant in the unit, if applicable
- the signature of the assessor or an accredited representative and date of signature

For those RTOs who are conducting clustered delivery:

"The auditors will be seeking a lesson plan wherever an attendance register is provided as evidence of participation for a module or unit of competency that is delivered as part of a cluster. The only exception to this is where modules or units are delivered in a consecutive or lock-step fashion, provided a clear notation of which modules/ units are delivered on each day is evident on the attendance register. All other cases will require a lesson plan regardless of what notations are made on the attendance register."

Types of Evidence

The types of evidence accepted by the auditors as outlined in the audit guidelines *NCVER non-financial audit verification of VET delivery*, Standards Branch February 2007

W - Work submitted. Evidence relating to engagement by the student in the unit of competency/module.

I - Instructor records. Personal interviews, telephone, e-mail, or other communication modes on the engagement of a client in learning activity of the unit of competency or module

A - Attendance roll. Endorsed/recognised by the training organisation as a tool to record attendance as a part of their normal processes

A - Assessment documentation. Primary documentation that provides evidence of assessment. For RPL outcomes only the primary assessment tool used for the assessment of the RPL application will be accepted

C - Computer login. Login record demonstrating on-line engagement with the learning activity (for the unit of competency or module) will constitute evidence of engagement.

S - Staff statement. In extreme cases, a signed statement from relevant provider staff affirming a client's participation

I - Interaction records. In flexible and distance modes of learning, records of staff/student engagement with learning activity at a unit of competency or module level indicating the student commenced working on learning materials received.

Please review your existing templates! NOW is the time! Keep your documentation at unit of competency level for at least 2 years! Remember this rule before archiving!

For queries re AVETMISS requirements in the ACT, please email avetmiss.reporting@act.gov.au or phone (02) 620 57057.



Application for Fee Waiver Reimbursement

Australian Apprentices who hold a current Health Care Card or Pension Card, or can prove genuine hardship, are granted a concession from the mandatory student fee as set out in Section 4 of the *Australian Apprenticeships – ACT Requirements for Registered Training Organisations 2008*.

In the case of an Australian Apprentice being granted a fee concession, the Registered Training Organisation may apply for reimbursement of the fee from the Department.

Australian Apprentice Name (print)..... **Phone**.....

Home Address **P/Code**.....

Australian Apprentice Number **Date of Birth**

RTO Name **NTIS Code**

Reason for Fee Waiver

- Health Care Card (attach a photocopy of card)
- Pension Card (attach a photocopy of card)
- Other (attach evidence of hardship)

Post To
Apprenticeships
Training and Tertiary Education
Department of Education and Training
GPO Box 158
CANBERRA ACT 2601

Or Fax To (02) 6205 8448
Apprenticeships
Training and Tertiary Education
Department of Education and Training
Phone (02) 6205 8555

DET office use only

Application for fee waiver approved

- Approval letter prepared
- Cheque requested from Finance
- Approval letter and cheque sent to RTO

Application for fee waiver declined

- Reason for decline discussed with RTO
- Application declined letter sent to RTO



Education and Training

ABN: 71 506 957 31

Oracle Code _____

Agreement for Recipient Created Tax Invoice

THIS AGREEMENT dated day of Ye

BETWEEN

THE DEPARTMENT OF EDUCATION AND TRAINING ("the Department")
 ABN 71 506 957 312 (Departmental) 29 148 723 251 (Territorial) of
 220 Northbourne Avenue, Braddon, ACT 2612

Item 1 AND	Legal Name: _____	ABN: _____
	Trading as: _____	
	Bank Name: _____ BSB: _____ Account No: _____	
	Account Name: _____	NTIS: _____

The GST Legislation permits a government agency that is a recipient of a taxable supply to issue a recipient created tax invoice.

"you" and "yours" means the organisation named at item 1.

You and the Department have agreed that the Department shall issue a recipient created tax invoice for each taxable supply that you have made or will make to the Department.

You shall not issue a tax invoice for a taxable supply if the Department has issued a recipient created tax invoice for that taxable supply.

- You
- (a) acknowledge that you are registered for GST; and
 - (b) shall notify the Department if you cease to be so registered.
 - (c) You must comply with your obligation under the GST Legislation.

- The Department
- (a) acknowledges that it is registered for GST; and
 - (b) shall notify you if it ceased to be so registered or if it ceases to satisfy any of the requirements of the Goods and Service Tax Ruling GSTR 2000/10.

The Department indemnifies you for any liability for GST and penalty that may arise from an understatement of the GST payable on any supply by you for which the Department issues a recipient created tax invoice. The Department must issue a copy of the tax invoice to you and the Department will retain the original tax invoice. The Department must issue an adjustment note to you in relation to an adjustment event.

Duration
The duration (5 years) of this agreement is from:/...../2008 to/...../2013

Executed as an agreement
FOR AND ON BEHALF OF

Signature of authorised officer

Name & Title of authorised office

SIGNED by DEPARTMENT OF EDUCATION AND TRAINING

Name:

Position:

Signature of authorised officer

Date...../...../.....

Advice on Pre-requisites and Nested Qualifications

Pre-requisite Units

Some qualifications have a large number of Units of Competency or full qualifications that are pre-requisite to the commencement of a higher level qualification.

For example **Retail** qualifications have a large number of Units of Competency from the Certificate II as a pre-requisite to entry into the Certificate III qualifications.

The Department's policy for Australian Apprenticeships:

- a. An Australian Apprentice must be signed up in the appropriate qualification level according to the skills and knowledge held at the commencement of the Training Contract. Effectively, if the Australian Apprentice does not already hold the pre-requisite Units of Competency, he/she should be enrolled in the relevant qualification that contains the pre-requisite Units.
- b. User Choice payments will be made according to the funding amounts for each qualification listed in the *ACT 2008 Australian Apprenticeships Register*.

Nested Qualifications

Some qualifications have the Certificate II level qualification entirely embedded in the Certificate III level qualification.

For example the **Cleaning** Training Package identifies the Certificate II in Cleaning Operations as fully nested in the Certificate III in Cleaning Operations.

The Department's policy for Australian Apprenticeships:

- a. Only qualifications identified as nested by the Department can be treated in this manner. The *ACT 2008 Australian Apprenticeships Register* identifies qualifications that are nested.
- b. Australian Apprentices may be enrolled in Certificate II and then progress to Certificate III. The purchasing price listed on the *ACT 2008 Australian Apprenticeships Register* for each qualification applies in this case.
- c. Australian Apprentices may be enrolled directly into the Certificate III. In this case, the RTO must submit a 2 Stage Training Plan detailing the Units to be completed in each stage. The purchasing price for the Certificate III qualification will be paid for each stage of training.
- d. RTOs cannot claim stage 1 payment if the Initial Skills Assessment process demonstrates that the Australian Apprentice has 80% or more of the Certificate II competencies.
- e. All the requirements related to a qualification delivered in more than one stage must be met.



Adding New Qualifications to the ACT 2008 Australian Apprenticeships Register

Template for Industry Advice

Employers, Industry, and RTOs occasionally identify the need for a qualification that is not currently approved as an Australian Apprenticeships pathway. The qualification may not appear on the *ACT 2008 Australian Apprenticeships Register*, or may be marked on the Register as a 'Potential Australian Apprenticeships Pathway'.

To include the qualification on the Register and establish funding arrangements, the Department requires advice from industry and key stakeholders to help determine the suitability and priority of the proposed qualification(s).

	Who	Action Required
Step 1	RTO/employer/Industry	Contact the relevant industry body to seek industry advice regarding the suitability and priority of the proposed qualification(s). Industry advice must be in the format provided in this template.
Step 2	RTO/employer/Industry	Submit the Industry Advice to: Program Manager, Policy Development & User Choice Apprenticeships, Training & Tertiary Education ACT Department of Education and Training GPO Box 158 CANBERRA ACT 2601
Step 3	Training & Tertiary Education	Assess the suitability and priority of the proposed qualification(s). If the qualification is approved as an Australian Apprenticeship pathway, funding arrangements will also be determined at this time.
Step 4	Training & Tertiary Education	Advise RTOs that the new qualification(s) is available for delivery through an Australian Apprenticeship pathway.*

***Note:** When a new qualification is added to the *ACT 2008 Australian Apprenticeships Register*, RTOs wishing to deliver the new qualification will need to nominate for the new qualification to be added to their Training Delivery and Funding Agreement. (see Section 2.2.1 of the *Australian Apprenticeships – ACT Requirements for Registered Training Organisations*)

Adding New Qualifications to the ACT 2008 Australian Apprenticeships Register cont.

Application to add a new qualification to the ACT Australian Apprenticeships Register

Section 1 (to be completed by the initiating party)

Training Package Title:

Training Package National Code:

Qualification Title:

Qualification National Code:

Name of Contact for correspondence:

Phone: Fax Email:

Section 2 (to be completed by the industry representative)

Identify the need for this qualification as an Australian Apprenticeship pathway.

	Issues to be addressed	Industry Response
1	Is there a need for Australian Apprenticeships training in this qualification in the ACT? Please provide an estimate of likely demand.	
2	Do the relevant industrial parties support the implementation of this qualification as an Australian Apprenticeship pathway?	
3	What industrial arrangements are in place to support Australian Apprentices in this qualification? Please list any awards that are likely to be applicable.	
4	Is the qualification a traineeship or apprenticeship?	
5	If an apprenticeship – what qualifications, experience and/or licensing does the supervisor of the apprentice require?	
6	What nominal duration to you recommend?	
7	Is there any reason the qualification should <u>not</u> be available for a School Based pathway?	
8	Is there a requirement to up-skill existing workers in this qualification?	

Note: if there is insufficient room for response, please attach a separate sheet.

Section 3 (to be completed by the industry representative)

Identify the purchasing priority for the qualification as an Australian Apprenticeship pathway.

Question	Yes/No
1 Does the qualification provide for the needs of new or emerging industries?	
2 Does the qualification meet the needs of an established industry where a training culture does not exist?	
3 Does the qualification meet the needs of industries with a predominance of cash starved non-Government organisations (eg, Arts, sport & recreation) who would not otherwise purchase training?	
4 Does the qualification promote innovation and creativity in artistic and cultural endeavours contributing to the ACT's economic and community development?	
5 Does the qualification meet the needs of industries participating in key ACT social and economic objectives including the Canberra Plan?	
6 Does the qualification meet the needs of small and micro businesses and/or government?	
7 Does the qualification meet the needs of industries where there is an identified skills shortage?	
8 Is the qualification required for licensing purposes?	
9 Does the qualification meet the needs of industries where up-skilling could redress gender imbalance in distribution of training funds?	
10 Does the qualification meet the needs of industries where employment opportunities for youth would be unlikely to be available without an Australian Apprenticeship pathway?	
11 Is the qualification from a recently endorsed Training Package?	
12 Does the qualification provide employment opportunities for mature aged workers?	
13 Does the qualification meet the needs of industries where future skills shortages are predicted due to a predominance of mature aged workers in the existing workforce?	
14 (DET to complete) Has the qualification been identified by Training & Tertiary Education as an enabling priority?	

Name of Industry Representative:

Organisation Represented:

Signature Date:

Schedule of Sanctions

The following sanctions will be applied for non-compliance with the
Australian Apprenticeships – ACT Requirements for Registered Training Organisations 2008.

Condition/Non-compliance	Sanction	Section reference
AQTF 2007 non-compliance	Issue referred to the accreditation and registration body in the RTOs state of primary registration Possible revocation of Training Delivery/Funding Agreement	ALL
Late Nomination	Nomination not processed. {On request, nomination can be processed according to process set out in 'Additional Nominations' Section 2.2.1}	2 2.2.1
Training Delivery/Funding Agreement declaration not received by DET	Approval of nomination not finalised RTO and/or qualification not listed on the <i>ACT 2008 Australian Apprenticeships Register</i>	2.2.2
Student Fee violations	Payments recovered Possible revocation of Training Delivery/Funding Agreement Possible referral to AQTF 2007 auditors	4
Poor audit outcomes	Payments recovered Possible revocation of Training Delivery & Funding Agreement Possible referral to AQTF 2007 auditors Late or incomplete documentation	6
Training Plan	Commencement payment withheld	3.5
Stage Declaration	Stage payment withheld	3.5.1
Certificates*/Statements of Attainment	Completion payment withheld (*The RTO may also be asked to provide copies of Supporting Statements issued to apprentices).	3.9
Applications to vary Training Contract	Payments withheld	3.12
Insufficient/non-compliant record keeping		
Evidence of Initial Assessment	Commencement payment recovered Possible referral to AQTF 2007 auditors	3.4
Evidence of Workplace Support	Payments recovered Possible revocation of Training Delivery/Funding Agreement Possible referral to AQTF 2007 auditors	3.7
Assessment Records to the Unit of Competency Level	Payments recovered Possible revocation of Training Delivery/Funding Agreement Possible referral to AQTF 2007 auditors	3.8 3.10

Examples of evidence required at audit against Australian Apprenticeships service provision

The list below is designed to assist you to prepare for an Australian Apprenticeships service provision audit by outlining the type of information required during the audit process. You may be asked to provide:

- Quality assurance procedures and other documented procedures that may relate to Australian Apprenticeships training delivery
- A list of all active, cancelled and completed Australian Apprentices serviced in the last 18 months
- Processes for retention of records to meet requirements for Australian Apprenticeships
- Evidence against specific Australian Apprenticeships requirements

Section 3 – Minimum Service Requirements	Audit Evidence Examples
3.1 Promote Australian Apprenticeships in the ACT	<ul style="list-style-type: none"> • Marketing and promotional material as it relates to the promotion of the training delivered through Australian Apprenticeships in the ACT • Record of initial contact from employer • Record of advice to AAC that a Training Contract needs to be completed • Copy of DEST approval for sign-up sub-contracting arrangements
3.2 Confirm the qualification chosen is appropriate	<ul style="list-style-type: none"> • Notification of Business from the Department • Record of initial contact with employer • Record of meeting with Employer and Australian Apprentice to develop Training Plan, dated and signed by all • Training Plan development checklist, including reference to number of qualified staff, ability of Australian Apprentice to practice competencies in the workplace • Materials explaining delivery and assessment options and parameters for negotiation
3.3 Customise the Training Program	<ul style="list-style-type: none"> • Copy of Training Plan • Copy of materials for employers outlining customisation options

3.6 Deliver Structured Training	<ul style="list-style-type: none"> • Induction Kit: may include, student /client information handbooks and other client service documentation (RPL, Grievance, Appeal, Fees Refund, policies and procedures) • Date induction kit issued to Australian Apprentice • Date Training Record Book issued, Australian Apprentice acknowledgement of receipt • Training Record Book has been reviewed 3 monthly • List of essential learning materials • Date of issue/loan of learning materials to Australian Apprentice • Sample of learning materials supplied to the student • Enrolment form • Class attendance records / visit records, including date, duration, name of competency covered, learning points and trainer signature • Record of actual hours of training delivery (away from routine work practices) • Delivery and assessment strategy showing the structured program used to cover the Units of Competency required in the hours of structured training
3.7 Provide Workplace Support	<ul style="list-style-type: none"> • Agreed workplace training schedule to be undertaken with supervisor / employer, signed and dated by all parties • Agreed assessment plan and schedule to be undertaken by employer, signed and dated by all parties. Record of review with updated and signed copy • Dated contact records, visit records, emails, diary notes. Record must include date, time, duration, type of support, provided and name of Australian Apprentice • Plan by RTO to monitor and review structured and workplace practice and assessment – and evidence of implementation of plan • Copy of notification of progress to employer

3.9 Issue the Certificate/ Supporting Statement or Statement of Attainment	<ul style="list-style-type: none"> • Copy of Certificates/Supporting Statements and/or Statements of Attainment conforming with the agreed format • Certificates issued within timeframes • Records of any certificates withheld as a result of non-payment of fees
3.10 Report AVETMISS data to the Department	<ul style="list-style-type: none"> • Assessment plan; Units of Competency, the standard of performance/criteria required for competency in the workplace • Assessment strategies and tools/tasks used • Assessment items, (assignments, tasks, observation and checklists that clearly indicate the Unit of Competency) with name and signature of Australian Apprentice and assessor • Summary sheet of assessment outcomes for each Unit of Competency, dated and signed by the assessor and Australian Apprentice • Copy of completion agreement signed and dated by all parties • Evidence of Australian Apprentice participation in individual Units of Competency (attendance records, dated and signed monitoring visit records, workbooks dated with start date of study)
3.12 Facilitate Variations to Training Arrangements	<ul style="list-style-type: none"> • Evidence of assistance provided to employers and Australian Apprentices to vary the Training Contract and/or Training Plan when required (Contact Log, Emails, visit records, meeting notes, diary notes) • Copies of signed variation forms

Section 4	Audit Evidence Examples
Fees and Charges for Australian Apprentices	<ul style="list-style-type: none"> • Invoices and receipts for payment of fees • Statement, certified by RTO's accountant that fees have been collected • Evidence of reasons for concessions applied and fee waivers granted