



**ACT**  
Government

# **ACT STANDARDS COMPLIANCE GUIDE**

FOR AUSTRALIAN APPRENTICESHIPS





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**Skills Canberra**

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# VERSION CONTROL

Version	Effective date	Status	Details
6.0	1 January 2024	New release	<p>2024 Australian Apprenticeships training initiative</p> <p><b>Content added:</b></p> <p>Part A: The ACT Standards for Australian Apprenticeships</p> <ul style="list-style-type: none"> <li>• ACT Standard 2.7 Student transition (AA25)</li> </ul> <p><b>Content amended:</b></p> <p>Part A: The ACT Standards for Australian Apprenticeships</p> <ul style="list-style-type: none"> <li>• ACT Standard 1.2 Data collection and reporting (AA36 and AA37)</li> </ul> <p>Part B: Administrative Arrangements for Australian Apprenticeships</p> <ul style="list-style-type: none"> <li>• Notification of business (ADMS replaces TYIMS)</li> <li>• Managing training contract variations (change of RTO and qualification)</li> <li>• Standard Australian Apprenticeship payments (student completion payment)</li> <li>• Implementation of new and replacement training packages (procedure)</li> </ul> <p>Part C: Guidelines for Australian Apprenticeships</p> <ul style="list-style-type: none"> <li>• Australian Apprenticeship eligibility: new eligibility criteria (h).</li> </ul>

It is the responsibility of the user to ensure that this is the current and complete document. The latest version is located on the [Skills Canberra website](#).

# CONTENTS

Version control	3
Contents	4
Tables, diagrams and forms	7
Introduction	8
About this publication	8
Compliance guide structure	8
Part A: The ACT Standards Framework for Australian Apprenticeship training	11
1. Promotion and publications	11
2. Eligibility	12
Student eligibility	12
3. Enrolment	13
General enrolment obligations	13
Initial skills assessment	14
4. Developing the training plan	17
5. Training delivery and assessment	19
Evidence of participation	19
Assessment	22
Transition	25
6. Providing support and monitoring	27
7. Issuing certification	30
8. Reporting	31

Part B: Administrative arrangements for Australian Apprenticeships	32
Delivering Australian Apprenticeships training in the ACT	32
Notification of business	33
Unique Student Identifier	33
Training contract probationary period	34
Fees and charges	34
Fee concessions	35
Fee exemptions	35
Interstate training	36
Funding model	36
Australian Apprentice type	37
Employer type	38
Loadings	39
Enterprise training providers – funding amounts	39
Number of qualifications funded by User Choice	40
Additional support funding	40
Managing training contract variations	42
Variation timeframe requirements	47
Standard Australian Apprenticeship payments	48
User Choice payment arrangements	48
Payment model	48
Payment scenarios	51
Completing a training contract	51
Implementation of new or replacement training packages	53
Management of replacement training package qualifications	53

Part C: Guidelines for Australian Apprenticeships	54
Australian Apprenticeship eligibility	54
Training plan	57
Training record book	60
Use of electronic signatures	61
Supervision in the workplace	62
Terms and definitions	63

# TABLES, DIAGRAMS AND FORMS

## List of Tables

Table A: Mapping of Compliance Guide for Australian Apprenticeships to ACT Standards	9
Table B: Evidence of participation (as defined by NCVET)	21
Table C: Contact requirements	28

## List of Diagrams

Diagram A: Compliance guide pathway	8
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## Australian Apprenticeship Forms

[Training Plan](#)

[RTO Tuition Fee](#)

[Application for Travel Support – Interstate Travel](#)

[Application form for Additional Support Funding](#)

[Additional Support Funding Report](#)

[Application form for Fee Concession Reimbursement](#)

[Supporting Statement template](#)

[Application for ACT Extract of Record](#)

# INTRODUCTION

## About this publication

This document provides direction to training providers with a *Training Initiative Funding Agreement* (Agreement) on how to interpret, implement and comply with the *ACT Standards for Delivery of Subsidised Training* (ACT Standards), when delivering Australian Apprenticeships training. It also includes additional mandatory requirements for delivery of Australian Apprenticeships training. The examples of evidence contained in the document are a guide only. In most instances a single piece of evidence will not satisfy a whole Standard or Australian Apprenticeships Requirement (AA requirement).

Auditors for the Chief Minister, Treasury and Economic Development Directorate (the Directorate) will use this guide when conducting audits.

This document is in three parts:

**Part A:** The ACT Standards Framework for Australian Apprenticeships Training

**Part B:** Administrative Arrangements for Australian Apprenticeships

**Part C:** Guidelines for Australian Apprenticeships

## Compliance guide structure

Diagram A illustrates the structure of **Part A** and [Table A](#) maps the ACT Standards to the structure of this guide. **Part B** contains administrative information related to Australian Apprenticeships training including the management of payments and training contract variations. **Part C** contains information to support Australian Apprenticeship eligibility as well as guidelines for the training plan template, training record book, use of electronic signatures and supervision in the workplace.

The [Appendix](#) to this resource contains a glossary of terms and definitions used.

### Diagram A: Compliance guide pathway

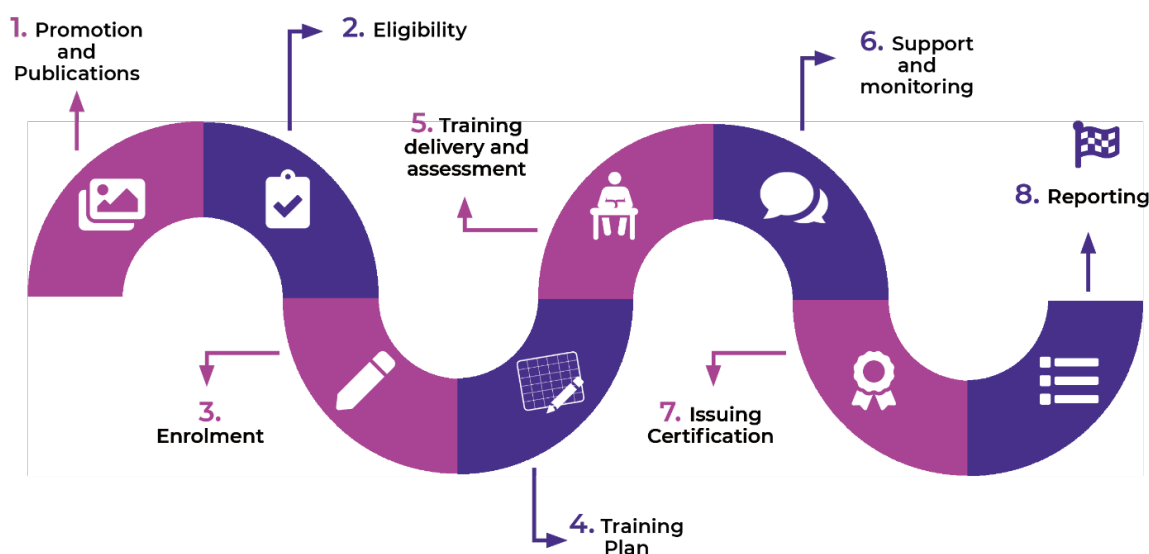




Table A: Mapping of Compliance Guide for Australian Apprenticeships to ACT Standards

Ref #	Compliance Guide	ACT Standards		ACT Standards Ref #
1	<b>Promotion and publications</b>	1.1	Promotion and publications	1.1.1, 1.1.2, 1.1.3
2	<b>Eligibility</b> Student eligibility AA requirement 1 AA requirement 2	2.1	Student eligibility	2.1.1, 2.1.2, 2.1.3
3	<b>Enrolment</b> General enrolment Obligations AA requirement 3 AA requirement 4  Initial skills assessment AA requirement 5 AA requirement 6	1.2  2.2	Data collection and reporting  Fees and charges	1.2.1, 1.2.2.  2.2.1, 2.2.2, 2.2.3, 2.2.4, 2.2.5
		2.3 2.4	Initial skills assessment Recognition	2.3.1, 2.3.2, 2.3.3, 2.3.4 2.4.1, 2.4.2
4	<b>Training plan</b> AA requirement 7 AA requirement 8 AA requirement 9 AA requirement 10 AA requirement 11 AA requirement 12 AA requirement 13	2.5	Training plan	2.5.1, 2.5.2, 2.5.3, 2.5.4, 2.5.5, 2.5.6

Ref #	Compliance Guide	ACT Standards	ACT Standards Ref #
5	<b>Training delivery and assessment</b> Evidence of participation AA requirement 14 AA requirement 15 AA requirement 16	2.6 Training delivery and participation	2.6.1, 2.6.2, 2.6.3, 2.6.4
	Assessment AA requirement 17 AA requirement 18 AA requirement 19 AA requirement 20 AA requirement 21 AA requirement 22	2.9 Assessment	2.9.1, 2.9.2, 2.9.3, 2.9.4
	Transition AA requirement 23 AA requirement 24 AA requirement 25	2.7 Student transition	2.7.1, 2.7.2
6	<b>Support and monitoring</b> AA requirement 26 AA requirement 27 AA requirement 28 AA requirement 29 AA requirement 30 AA requirement 31	2.8 Support and monitoring	2.8.1, 2.8.2, 2.8.3, 2.8.4
7	<b>Issuing certification</b> AA requirement 32 AA requirement 33 AA requirement 34 AA requirement 35	2.10 Issuance of certification documentation	2.10.1, 2.10.2, 2.10.3
8	<b>Reporting</b> AA requirement 36 AA requirement 37	1.2 Data collection and reporting	1.2.3, 1.2.4

# PART A: THE ACT STANDARDS FRAMEWORK FOR AUSTRALIAN APPRENTICESHIP TRAINING

## 1. Promotion and publications

### Standard 1.1 Promotion and publications

All information and services provided by the training provider should be fully disclosed so the student and/or employer can determine if the services advertised match what is being sought. Published material must contain accurate information about the training provider.

- 1.1.1 The training provider must ensure all publicity relating to training initiatives, including publications, promotional and advertising materials, public announcements and activities or any products or processes, is ethical, accurate and consistent.
- 1.1.2 Publications and promotion of training initiatives must:
  - a) identify the training provider's legal entity and/or trading name and RTO code
  - b) include the indicative fees for each training product it offers under the specific training initiative
  - c) include an acknowledgement of any government funding as required under the specific training initiative
  - d) include information outlining any subcontracting arrangements, where the training provider subcontracts any part of the subsidised training.
- 1.1.3 The training provider must ensure its published tuition fees for each delivery mode match the fees published on the ACT Qualifications Register. Where changes to tuition fees have occurred, evidence of historical fees must be retained.

### Australian Apprenticeships (AA) requirements

No Australian Apprenticeships specific requirements apply to this section.

### Evidence guide for compliance

Publication, promotional and advertising material can include website information, advertisements, brochures, faxes, emails, social media, student guide or handbooks, or any other materials that promote the product and/or services provided by the training provider.

The RTO may include an Australia Apprenticeships acknowledgement on its promotional material. Refer to the Skills Canberra Brand Guidelines on the [Skills Canberra website](#).

Examples of evidence may include, but are not limited to:

- policies and procedures relating to the promotion, publication, advertising and/or marketing of information, products and services
- copies of publications, promotional and advertising material (including electronic, radio, television) that reference the criteria contained in ACT Standard 1.1.2.
- copies of publications, promotional and advertising material referencing fee changes, including the effective date
- evidence of student acknowledgment of subcontracting arrangements.

## 2. Eligibility

### Student eligibility

#### Standard 2.1 Student eligibility

The training provider must ensure that prospective students meet the eligibility requirements for the specific training initiative before finalising enrolment. The determination of eligibility includes student criteria and where applicable, covers specific requirements for the workplace location.

- 2.1.1 The training provider must have a documented process that ensures students are assessed against the specific eligibility criteria for each training initiative.
- 2.1.2 The training provider must ensure the student satisfies the eligibility criteria within the timeframes identified under the specific training initiative.
- 2.1.3 The training provider must ensure evidence to support the assessment of eligibility is collected prior to the finalisation of enrolment.

#### Australian Apprenticeships (AA) requirements

Ref #	Requirements
AA1.	The training provider must notify the Directorate within 10 business days of becoming aware that an AA does not meet the eligibility criteria. Refer to Part C: Guidelines for Australian Apprenticeships (Australian Apprenticeship eligibility).
AA2.	The training provider must, within 10 business days of the notification of business (NOB), either accept or reject the NOB. Refer to Part B: Administrative arrangements (Notification of business).

#### Evidence guide for compliance

Examples of evidence may include, but are not limited to:

- implementation of the above process and procedure such as eligibility checklist, training contract, notification of business (NOB)
- correspondence with employers, AAs or ANP's regarding AA eligibility
- notifications and/or correspondence with the Directorate regarding AA eligibility.

## 3. Enrolment

### General enrolment obligations

#### Standard 1.2 Data collection and reporting

The training provider must meet national and ACT reporting and recordkeeping obligations.

- 1.2.1 The training provider must ensure responses to all mandatory ACT Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) enrolment questions are sought during the enrolment process for each student.
- 1.2.2 The training provider must ensure there is a valid enrolment for each student. A valid enrolment is a complete, signed and dated AVETMISS compliant enrolment form.

#### Standard 2.2 Fees and charges

The training provider must ensure all fees and charges related to the provision of training services are outlined to all parties prior to enrolment. Information provided is to be clear, accurate and sufficient to enable an informed choice.

- 2.2.1 The training provider must publish all fees and charges including, but not limited to:
  - a) compulsory tuition fees
  - b) additional charges or co-contributions
  - c) application process for exemptions and concessions
  - d) methods of collection
  - e) refund information.
- 2.2.2 The training provider must ensure students are provided with information regarding eligibility for the completion payment prior to finalisation of enrolment.
- 2.2.3 The training provider must charge students at least the minimum tuition fee in accordance with the specific training initiative.
- 2.2.4 The training provider must collect, record and retain all evidence relating to fee transactions. Where a fee concession, waiver, exemption or refund is granted, the training provider must retain all supporting evidence relating to the decision for each student.  
Note: fee exemptions apply to the Australian Apprenticeships training initiative only.
- 2.2.5 The training provider must have a formal process in place to support the assessment of student eligibility for waiving any remaining fees and charges, after concessions have been applied.

#### Australian Apprenticeships (AA) requirements

Ref #	Requirements
AA3.	The training provider must charge the published fees and charges, except where the student is exempt, or is eligible for a concession, in accordance with the conditions referred to in Part B: Administrative arrangements (Fees and charges; Fee concessions, Fee exemptions).
AA4.	Where the fee is negotiated directly with the employer, the training provider must notify the Directorate within 10 business days of the fee being agreed. Refer to Part B: Administrative arrangements (Fees and charges).

## Evidence guide for compliance

Examples of evidence may include, but are not limited to:

- enrolment policy and procedure
- completed, signed and dated AVETMISS compliant enrolment form for each student
- fees and charges policy and procedure, including a provision for exemptions, fee concessions and waivers
- published materials relating to fees and charges, exemptions and refunds
- records of fee payments such as tax invoices, receipts, computerised accounting system
- records of fee concessions and waivers such as copies of health care and pension cards, evidence of hardship, application for concession reimbursement
- document management and records retention procedure
- induction documentation which may include checklists, student and/or employer handbook, contact records with the student and the employer
- records of correspondence with the Directorate
- RTO Tuition Fee form.

## Initial skills assessment

### Standard 2.3 Initial skills assessment

For each student, the training provider must conduct an initial skills assessment comprising of an assessment of language, literacy and numeracy (LLN) skills to ascertain the proposed qualification, learning program, strategies and materials are appropriate.

The training provider must ensure students are made aware of opportunities for recognition prior to commencing training and that adequate information, support and opportunities are provided to students to engage in the recognition of prior learning (RPL) process.

- 2.3.1 The training provider must conduct and document an initial skills assessment for each student prior to the commencement of training. Where this is not possible, it must be conducted prior to the completion the training plan.
- 2.3.2 The initial skills assessment for each student must:
- a) offer RPL, explain credit transfer obligations and identify any relevant competencies previously achieved
  - b) ascertain the most suitable Training Product for the student, based on the student's existing educational attainment and capabilities
  - c) assess LLN skills to determine whether the training product and proposed learning strategies and materials are appropriate
  - d) assess the need for additional support
  - e) identify any actions or strategies to be implemented to address identified needs for the student, including any adjustments required to the learning program, delivery strategy or materials.
- 2.3.3 The training provider must have a documented process for conducting the LLN assessment, which includes how the Australian Core Skills Framework (ACSF) level (1 – 5) of the student is determined.
- 2.3.4 The training provider must align the results of the LLN assessment with the ACSF. The ACSF level (1 – 5) of the student must be recorded on the LLN assessment.

## Standard 2.4 Recognition

The training provider must recognise qualifications and statements of attainment issued by other RTOs. Where a student has extensive workplace experience or has undertaken prior studies in a field related to the current training program, they may also be eligible for RPL.

- 2.4.1 Where the credit transfer and/or RPL process results in the student already holding 80 per cent or more of the required competencies, the training provider must, in consultation with the student and where applicable, the employer, reassess the suitability of the training product and:
- a) select a different training product, or
  - b) document the decision to continue with the enrolled training product. Evidence of the discussion and decision must be retained.
- 2.4.2 The training provider must retain evidence to support all credit transfer and RPL awarded.

## Australian Apprenticeships (AA) requirements

Ref #	Requirements
AA5.	<p>Where the training provider wishes to seek payment for provision of additional support, the training provider must:</p> <ol style="list-style-type: none"> <li>a) make an application for additional support funding</li> <li>b) ensure the proposed additional support will meet the identified needs of the student.</li> </ol> <p>Refer to Part B: Administrative arrangements (Additional support funding).</p>
AA6.	<p>Where the AA changes from one employer to another or, from a superseded/deleted qualification to a new/replacement qualification and remains with the same training provider, a further LLN assessment is not required. The training provider however must:</p> <ol style="list-style-type: none"> <li>a) review and retain evidence of the original LLN assessment</li> <li>b) conduct the following components of the initial skills assessment               <ul style="list-style-type: none"> <li>- explain credit transfer</li> <li>- identify any competencies that have previously been achieved</li> <li>- review additional support needs and identify any actions or strategies to address identified needs</li> </ul> </li> <li>c) ensure the student's circumstances in relation to their LLN skills have not adversely changed, for example, where a student has been subject to an injury or impairment that impacts their learning.</li> </ol>

## Evidence guide for compliance

Examples of evidence may include, but are not limited to:

- a policy and procedure for conducting and documenting an initial skills assessment
- a procedure for conducting the LLN assessment
- signed and dated record that RPL/Credit Transfer has been offered and LLN and additional support needs have been assessed in line with documented policy and procedure
- enrolment or other form/s containing additional information related to RPL/credit transfer and additional support needs
- documents used to establish credit transfer e.g. copies of qualifications and statements of attainment
- training plan records indicating RPL and credit transfer units

- signed and dated LLN assessment, identifying the skill requirements and ACSF level of the student and where required, the resources required to support LLN skills development including recommendation to access a LLN specialist where required
- documented record to support the choice of qualification
- signed and dated additional support assessment
- records of LLN and additional support provided, including the application of learning support strategies and/or use of LLN specialist where required
- training plan records indicating the offer and explanation of RPL and credit transfer
- RPL kit and evidence guide
- student RPL evidence such as certification, references from past employers, testimonials from clients, work samples, resume/CV, third party reports
- records of completed RPL assessment items and accurate records and reporting (documents used in the RPL assessment process)
- application for additional support funding indicating actions or strategies to address identified needs.



## 4. Developing the training plan

### Standard 2.5 Training plan

Information on training and assessment is to be documented in a training plan for all students. The training plan must be developed by the training provider and agreed with the student and, where required by the specific training initiative, the employer.

- 2.5.1 The training provider must have a documented process to ensure a training plan is completed and maintained for each student.
- 2.5.2 The training provider must ensure the training plan used is consistent with the specifications for each training initiative.
- 2.5.3 The training plan must be:
  - a) consistent with the training product to be attained
  - b) consistent with the proposed delivery and assessment strategies
  - c) customised as required, for the needs of the employer, where applicable, and the student or student group, including the needs identified in the initial skills assessment
  - d) signed and dated by all relevant parties.
- 2.5.4 The training provider must ensure a fully executed copy of the training plan is provided to the student and where applicable, to the employer within 10 business days of its completion and evidence of its provision must be retained. The original and any updated versions of the training plan must be held by the training provider for each student.
- 2.5.5 The training provider must review the training plan and update where necessary, to consider student progress and any changes, within the timeframes identified under the specific training initiative.
- 2.5.6 The training provider must update the training plan with any mutually agreed changes to training and assessment details. Changes must be endorsed by all required parties.

### Australian Apprenticeships (AA) requirements

Ref #	Requirements
AA7.	The training plan should be developed and signed prior to training commencement. Where this is not possible, it must be completed within eight weeks of the NOB date, unless approval for an extension has been obtained from the Directorate prior to the eight-week expiry. Refer to Part B: Administrative Arrangements (Notification of business).
AA8.	The training plan must include all elements of the <a href="#">Australian Apprenticeships Training Plan</a> template. Refer to Part C: Guidelines for Australian Apprenticeships (Training plan).
AA9.	The training provider must, prior to the completion of the training plan, formally assess and retain evidence of the employer's capacity to support structured training in the proposed qualification including ensuring access to: <ul style="list-style-type: none"> <li>a) available supervisory staff with the required knowledge, skills and qualifications to build the AA's required competencies in the workplace</li> <li>b) appropriate and available facilities and equipment.</li> </ul>
AA10.	The employer must not be solely responsible for the delivery of training in more than half of the selected units of competency. Half of the competencies must be delivered through at least one other training mode (refer to terms and definitions).

Ref #	Requirements
AA11.	<p>The training provider must immediately notify the Directorate when:</p> <ol style="list-style-type: none"> <li>agreement on training arrangements cannot be reached</li> <li>concerns about the Training Product chosen or employer's capacity to train cannot be resolved</li> <li>the employer is unable to meet the obligations and expectations outlined in the <a href="#">National Code of Good Practice for Australian Apprenticeships</a></li> <li>there is difficulty negotiating a program to meet enterprise and/or training package requirements.</li> </ol>
AA12.	<p>The training provider must complete a new training plan within eight weeks of the date of effect of an AA changing from:</p> <ol style="list-style-type: none"> <li>one employer to another, even when the AA remains in the same qualification. Each new employer must agree to the training arrangements made for their AA</li> <li>one qualification to another, for example transition to a replacement training package.</li> </ol>
AA13.	<p>The training provider must review and update the training plan to ensure it remains current, at least once within each 12-month period, or earlier as required throughout the term of the training contract. Evidence of the review must be documented and retained.</p>

### Evidence guide for compliance

Examples of evidence may include, but are not limited to:

- documented procedures for negotiating, completing and amending training plans
- compliant, signed and dated training plan for each student
- units listed on training plans compliant with the qualification packaging rules
- units listed on training plans match the units delivered and assessed
- amendments/updates to training plans documented and agreed by all required parties
- delivery and assessment methods listed on the training plan in line with the agreed learning and assessment strategy
- records that the training provider has checked the employer's capacity, supervisory staff and qualifications, facilities and equipment e.g. statement, checklist or form that refers to the above
- dated records to support the provision of the training plan to the student and employer within the required timeframe, for example checklists, email correspondence
- evidence of the training plan review such as notations on the training plan, updated training plan, file notes, written correspondence
- correspondence with the Directorate
- contact records with the employer/AA such as file notes, contact logs, correspondence including emails and letters
- My Profiling records.

Examples of changes that require endorsement by all parties include changes to support services and/or training and assessment arrangements such as:

- units of competency
- training methodology
- assessment method.

Changes not listed above are required to be notified to all parties but do not require endorsement.

Endorsement by all parties may be in the form of:

- updated training plan, signed and dated by all required parties
- written correspondence with all required parties e.g. emails confirming acceptance of the changes to the training plan.

## 5. Training delivery and assessment

### Evidence of participation

#### Standard 2.6 Training delivery and participation

The delivery of structured training should be designed to maximise the opportunity for the student to achieve high quality outcomes. All training delivery must be supported by evidence of participation in each unit of competency.

- 2.6.1 The training provider must deliver training that is:
- customised to meet student, industry and, where relevant, employer needs
  - in accordance with the training commencement date and training modes identified on the training plan. Where changes are required, the changes are to be reflected on a compliant revised training plan
  - in line with the delivery strategy for the training product
  - in accordance with the timeframes identified under the specific training initiatives.
- 2.6.2 The training provider must provide the student with access to training materials and resources within the timeframe identified under the specific training initiative. Evidence of the provision of information must be retained.
- 2.6.3 Evidence of participation in each unit of competency must be collected and retained and contain the student's name or identification number, a unit of competency identifier and a date.
- 2.6.4 The evidence collected by the training provider must validate that participation has occurred in the unit of competency for each student.

#### Australian Apprenticeships (AA) requirements

Ref #	Requirements
AA14.	The training provider must provide the AA with access to the required training materials and resources, including the training record book or equivalent, on or before commencement of training. Evidence of the provision of information to each AA must be retained.
AA15.	The training record book or equivalent (electronic or printed) must contain provision to record the formal training and informal training and learning, for example work tasks to be undertaken and be used to record workplace competence.  Refer to Part C: Guidelines for Australian Apprenticeships (Training record book).
AA16.	Where training is delivered by the employer, the training provider must support the employer's training effort, for example by providing timely off-the-job training and underpinning theory to support the on-the-job training.

#### Evidence guide for compliance

Examples of evidence may include, but are not limited to:

- records of participation ([refer to Table B](#))
- records to support that training materials and resources, including the training record book have been issued
- training materials/resources supplied to students including structured learning guides or navigation tools

- training record book or equivalent tools
- training plans
- dated records to support the issuance/receipt of training material/s
- records that the training provider is supporting the employer's training effort such as correspondence, file notes, checklists
- qualification progress report
- summary record showing unit of competency commencement and completion dates
- records from the student management system
- My Profiling records.

The following evidence guide provides examples of records and documents that can be used by the training provider to support evidence of participation. An auditor will not accept RTO based certificates in isolation to satisfy evidence of participation at the unit of competency level.

Table B: Evidence of participation (as defined by NCVET)

<p><b>Work submitted by the student</b></p>	<p>Evidence relating to engagement by the participation in the unit of competency or module.</p> <p>In cases where this information cannot be recorded on the work itself, separate evidence must accompany the work to allow it to be linked to the student, the unit of competency/module and date completed. For example:</p> <ul style="list-style-type: none"> <li>• identification of a student by ID</li> <li>• a delivery schedule or equivalent, detailing how the piece of work covers the module or unit of competency in question, including due dates and milestones.</li> </ul>
<p><b>Attendance roll</b> (endorsed by the RTO as a tool to record attendance as part of their normal processes)</p>	<p>The attendance roll must:</p> <ul style="list-style-type: none"> <li>• contain the trainer's signature, printed name and date (or electronic equivalent)</li> <li>• show that the actual unit of competency/module was delivered at the point at which the client is marked on the roll.</li> </ul> <p>Where the roll indicates that the student has only attended the first class, supporting documentation must be supplied demonstrating that there was engagement in the learning activities of the module/unit of competency during that class.</p> <p>Attendance at an induction or orientation class alone is not sufficient evidence of participation.</p> <p>For clustered delivery: where, for the purposes of delivery or assessment, units of competency or modules are delivered consecutively (or 'holistically'), a roll must be annotated to indicate what training was delivered in the session at the unit/module level.</p> <p>For other types of clustered delivery: a delivery schedule or equivalent must be provided to demonstrate the training, at the unit of competency or module level, and the date/s the student was in attendance.</p> <p>For electronic rolls: supporting documentation is required to indicate the processes involved in annotating, entering, updating and generating the rolls, as well as how to interpret the rolls; and demonstrate the records are held in a secure environment, safe from unauthorised access, loss or damage, and authorisations have been applied at the delivery level.</p>
<p><b>Assessment documentation</b></p>	<p>Primary documentation must be either a secure paper-based or electronic record that indicates an actual result consistent with assessment.</p> <ul style="list-style-type: none"> <li>• For a pass or RPL outcome, a non-zero mark or grade for a component of the subject or the final result or an assessment record that supports client activity in the unit of competency must be supplied.</li> <li>• For a withdrawn/discontinued (40) outcome completed via RPL, evidence of participation must be in the form of at least one non-zero mark or grade for a component/element of the unit of competency.</li> </ul>

- For all other outcomes, additional evidence of participation will be required.

For RPL outcomes only the primary assessment tool used for any RPL assessments will be accepted.

Evidence of a student's results should have an endorsement at the delivery level that confirms the accuracy of the student information such as a signature of the trainer.

<b>Computer login</b>	<p>Login records demonstrating online engagement with the learning activity required for the unit of competency or module.</p> <p>Where a student has a secure login to specific learning activity (for the unit of competency or module) in which they are enrolled, the login record demonstrating online engagement with the learning activity will act as evidence of participation.</p>
<b>Instructor notes</b>	<p>Personal interviews, telephone, email, or other communication modes on the engagement of a student in a learning activity of the unit of competency or module. This may include RPL.</p> <p>The information and evidence must be dated and include information on the contact with the student and support engagement in a learning activity.</p>
<b>Record of staff/ student engagement</b>	<p>In flexible and distance modes of learning, records that demonstrate staff/ student engagement with the learning activity at a unit of competency or module level that indicates the student has commenced working on the learning materials received.</p>
<b>Staff statement</b>	<p>In the event of extreme circumstances preventing the provision of any of the primary documentation as detailed above (e.g. fire, flood or other equivalent circumstances), staff directly associated with the training delivery who are authorised by the RTO, may be prepared to attest participation of the individual in the unit of competency or module enrolment in question. In all such cases, the staff member is required to submit and sign a statement affirming their evidence.</p> <p>To result in a verifiable enrolment an auditor would be required to record two elements, certified by an appropriate staff member:</p> <ul style="list-style-type: none"> <li>• a full explanation of the reasons why primary recording documentation is unavailable</li> <li>• a signed and dated statement containing a full explanation of the evidence being provided and affirmed.</li> </ul> <p>The auditor will determine if the evidence provided is sufficient to substantiate the claim that the student participated and thereby verify the enrolment. It should be noted that a signed document merely stating that participation within the enrolment has occurred would not be deemed acceptable proof of evidence.</p>

## Assessment

### Standard 2.9 Assessment

Assessment practices and tools used by the training provider to determine competence must be consistently applied and evidence retained to support the assessment judgement.

- 2.9.1 The training provider must ensure the assessment methods used are consistent with the student's training plan. Where changes to the assessment methods are required, the changes should be reflected on the training plan.
- 2.9.2 The training provider must retain evidence of completed assessment items for each student for each unit of competency or cluster of units. The evidence must contain the student's name or identification number, a unit of competency identifier, the assessment result, assessor signature and a date.
- 2.9.3 The training provider must work with the student and where applicable, the employer to ensure assessment is finalised prior to the due to complete date.
- 2.9.4 The training provider must, at any time, be able to produce an up-to-date summary assessment record for each student, identifying progress against each unit of competency on the training plan.

### Australian Apprenticeships (AA) requirements

Ref #	Requirements
AA17.	The training provider must ensure that assessment of practical skills and underpinning knowledge is undertaken for each unit prior to the determination of competence.
AA18.	The training provider must retain evidence of employer support of competence at the unit level prior to awarding competency.
AA19.	Employer support of competency at the unit level is not required for units where the training provider and employer has agreed they will be delivered in a simulated environment. Units delivered in this manner must: <ul style="list-style-type: none"> <li>a) be documented on the training plan</li> <li>b) be identified in the training package as suitable for simulated delivery</li> <li>c) not be linked to a licensing outcome.</li> </ul>
AA20.	Where a unit has been assessed in a simulated environment, the training provider must notify the employer at the time competency has been awarded and retain evidence of the notification.
AA21.	Where an AA will not achieve the required competencies within the training contract term, the training provider must work with the employer and AA to ensure a variation to extend the training contract is approved prior to the due to complete date.  Refer to Part B: Administrative arrangements (Managing training contract variations).
AA22.	The training provider must seek the Directorate's assistance in writing where the Training Provider and the employer and/or AA cannot resolve differences of opinion about assessment.

## Evidence guide for compliance

Examples of evidence may include, but are not limited to:

- training plan
- assessment tools to support assessment methods stated in the training plan
- assessment strategies
- records to support assessment for each unit of competency or cluster of units
- completed student work. An assessor's completed marking guide, criteria, and observation checklist for each student may be sufficient where it is not possible to retain the student's actual work. The retained evidence must have enough detail to demonstrate the assessor's judgement of the student's performance against the standard required.
- completed practical and knowledge assessment items for each unit of competency or cluster of units or evidence of completed work, where it is not possible to retain the student's actual work. Evidence to support the assessment of knowledge and practical skills may include, but is not limited to a selection of the following:
  - observation assessments
  - assessment/written questions
  - case study/ies
  - work samples
  - oral questioning
  - practical demonstration
  - work-based project
  - portfolio
  - supervisor/workplace report\*
  - photos /video evidence
  - project.

**\* Note:** Where supervisor / workplace reports or other third-party evidence is used to demonstrate practical application of the AA's workplace skills, the evidence must be validated by an assessor of the training provider. The validation must be signed and dated and include comments by the assessor to support the judgement of competency.

- records of correspondence with the Directorate
- records of correspondence with the employer
- signed and dated summary assessment records (per unit of competency)
- written confirmation from the employer of competence at the unit level for example by email or noted on the training plan. Employer support on the training plan may be in the form of a signature, initials or a date transcribed from other information where the employer has provided verification in support of competence, for example third party verification on the training record book or equivalent
- summary assessment record (per qualification)
- qualification progress report
- My Profiling / Ready Skills records.



## Transition

### Standard 2.7 Student transition

The training provider must manage its scope of registration on the national register (training.gov.au (TGA)), including, but not limited to, the transition to replacement training packages/training products within 12 months of publication, to ensure it delivers qualifications from currently endorsed training packages. Where the transition period is extended by ASQA, the transition must occur within the approved extension timeframe.

- 2.7.1 The training provider must ensure students, employers (if applicable) and other stakeholders affected by changes to training products, are advised how the change will impact them.
- 2.7.2 The training provider must have a documented strategy to manage its operations when ceasing to deliver training products in the ACT, including managing the impact on affected students as required under the specific training initiative.

### Australian Apprenticeships (AA) requirements

Ref #	Requirements
AA23.	Where a replacement qualification has been released the training provider must: <ul style="list-style-type: none"> <li>a) map existing AAs to the new/replacement qualification if they will not complete training within the transition timeframe</li> <li>b) vary the training contract. Refer to Part B: Administrative arrangements (Managing training contract variations – Change of qualification).</li> </ul>
AA24.	Where the training provider is unable to deliver the training for one or more qualifications it has promoted (e.g. there are insufficient numbers for the qualification to be financially viable, or where the training provider is ceasing to deliver the qualification in the ACT) the training provider must: <ul style="list-style-type: none"> <li>a) advise the Directorate of the proposed transition arrangements and provide a status report for all affected AAs within 10 business days of the decision not to continue to deliver training</li> <li>b) assist the employer and AA to apply for a change of RTO. Refer to Part B: Administrative Arrangements (Managing training contract variations – Change of RTO)</li> <li>c) issue the statement of attainment within 30 calendar days from when the Training Provider ceases training delivery.</li> </ul>
AA25.	Where the training provider ceases to deliver training for an AA because there is a change of RTO variation, the training provider must: <ul style="list-style-type: none"> <li>a) validate the change of RTO variation. Refer to Part B: Administrative Arrangements (Managing training contract variations – Change of RTO)</li> <li>b) issue the statement of attainment within 30 calendar days from the date of change.</li> </ul>

## Evidence guide for compliance

Examples of evidence may include, but are not limited to:

- a documented strategy for managing training package qualification transition arrangements
- records which verify management of replacement qualifications, including student enrolment records
- correspondence with and/or information for students, employers and trainers/assessors regarding transition arrangements such as mapping information, meeting notes
- documented strategy for managing qualification delivery cessation
- notifications and/or correspondence with the Directorate regarding wind up arrangements
- updated marketing materials
- revised and updated documents such as training plans confirming the student and employer agreement to transfer to the new /replacement qualification
- updated delivery and assessment strategies
- records providing evidence statements of attainment have been issued such as a register or 'mail out' record
- student status reports.

## 6. Providing support and monitoring

### Standard 2.8 Support and monitoring

The training provider must provide students with learning resources that are relevant to support the development of underpinning knowledge required for the units of competency and monitor that the skills and knowledge outcomes are being achieved and any additional support has been provided as required.

- 2.8.1 The training provider must monitor the progress of the student consistent with the specifications for each training initiative.
- 2.8.2 The training provider must retain signed and dated records of any visits or contacts, matters discussed, actions taken and outcomes achieved.
- 2.8.3 The training provider must provide any required additional support identified in the initial skills assessment or through student progress monitoring. Evidence of its provision must be retained.
- 2.8.4 Where a loading has been paid to the training provider which is required to be used for the specific provision of services, the training provider must be able to verify that services have been provided in accordance with the specifications for each training initiative.

### Australian Apprenticeships (AA) requirements

Ref #	Requirements
AA26.	The training provider must monitor the status of the AA's training contract on the RTO portal to ensure training only takes place under an active training contract.
AA27.	The training provider must monitor the progress of the AA throughout the term of the training contract and meet the contact requirements as outlined in <a href="#">Table C</a> .
AA28.	The training provider must monitor the AAs access to a minimum of 20 per cent of the training contract hours per week or as otherwise stated in the relevant modern award, for structured training and assessment (including RPL) until the full qualification and the training contract have been completed.
AA29.	The training provider must advise employers, and for Australian School-based Apprentices (ASBAs) the parent/guardian and school, of any issues related to training that may reduce the likelihood of a successful outcome, including non-attendance at formal training.
AA30.	The training provider must advise the Directorate in writing, within 10 business days of identifying any issues related to training that may reduce the likelihood of a successful outcome, for example, an employer refusing an AA's attendance at formal training, identification that the AA is not receiving adequate opportunities to undertake informal training and learning or lack of appropriate supervisory staff.
AA31.	Where additional support funding has been paid to the training provider, the training provider must be able to verify the additional support has been provided in accordance with the application.  Refer to Part B: Administrative arrangements (Additional support funding).

Table C: Contact requirements

The purpose and importance of contact between the training provider and the AA's workplace is to develop the relationship between the training provider, the AA, the employer and supervisor in the workplace, to:

- a) ensure the workplace can deliver training/tools/resources (where the relationship between Training Provider and employer is new)
- b) ensure the AA is provided with opportunities on-the-job to:
  - develop their skills
  - consolidate their off-the-job learning and apply it to real work situations
  - solve any problems being experienced with their skill development
- c) identify and resolve any issues related to the student's on/off-the-job training development and progression in the qualification
- d) undertake on-the-job assessment and/or verification.

Details of training modes and the associated contact requirements for training providers with an AA and employer are provided below.

Note: Delivery modes used are consistent with the training plan template and AVETARS.

Qualification Delivery Mode Key	Qualification Delivery Mode Descriptor	Contact Schedule with AA	Contact Schedule with Employer
A	Fully off-the-job by RTO	A minimum of at least once per month.	One (1) pre-training consultation to: <ol style="list-style-type: none"> <li>a) agree and sign training plan</li> <li>b) conduct an agreed process for the Initial Skills Assessment</li> <li>c) discuss the process for monitoring work performance</li> <li>d) conduct a review of the workplace to ensure the employer/workplace is providing a range of opportunities for the student to develop competencies and to apply skills in the workplace.</li> </ol> <p><b>Every six months at minimum:</b> conduct a review of the student's work performance and competency development progress. This is to be a two-way engagement with structured feedback provided to the employer.</p>
B	Distance learning and remote e-learning	Provision of learner support with response to requests for assistance within 24 hours, and	
C	Fully on-the-job (other than distance) by RTO	A minimum of	
D	Blend of training by RTO/employer	monthly contact as evidenced by roll books, engagement in e-learn activity or other training	
E	Employer-guided workplace learning	evidence in line with the training plan proposed for the delivery of training.	

## Evidence guide for compliance

Examples of evidence may include, but are not limited to:

- documented process for monitoring training contracts
- documented process for reporting issues to the Directorate
- contact records such as file notes, contact logs, correspondence including emails and letters for example:
  - calls to the workplace to check if attendance is poor, to discuss results and progress, integration of on and off-the-job training and workplace assessment activities
  - calls to the AA to review progress
  - calls to the parent/guardian and school to discuss ASBA training attendance
  - notification to the Directorate of problems identified with on-the-job training or attendance, or if the AA is not allocated time from their workplace for structured training
  - monitoring and provision of additional learner support needs, such as LLN training
- training log or training record book
- assessor feedback
- attendance records such as roll books, engagement in e-learning activities or other training evidence
- attendance records for Additional Support sessions
- appointment records to show that the Training Provider provided additional support services to the student
- signed statement/s from relevant support staff engaged to provide additional support
- receipts and/or invoices for additional support services used
- additional support reports
- My Profiling / Ready Skills records.

## 7. Issuing certification

### Standard 2.10 Issuance of certification documentation

The training provider must issue an Australian Qualifications Framework (AQF) compliant qualification certificate to students who successfully complete a qualification or, where a student withdraws from the program prior to completing; the training provider must issue an AQF compliant statement of attainment for units of competency achieved.

- 2.10.1 The training provider must issue the AQF compliant certification documentation to each student within 30 calendar days of completion of, or withdrawal from, training, provided the training provider's requirements have been met.
- 2.10.2 The certification documentation issued must include all elements required under the specific training initiative.
- 2.10.3 The training provider must retain evidence of certification documentation issued to each student.

### Australian Apprenticeships (AA) requirements

Ref #	Requirements
AA32.	The AA, employer and training provider must agree competence has been achieved in the workplace before a qualification can be issued. This final agreement must be formally documented, signed and dated by all parties and retained on the AA's file. The date of the final agreement is the date deemed competent.
AA33.	Qualification documents issued to an AA must include the following: <ul style="list-style-type: none"> <li>a) AA number</li> <li>b) the date deemed competent</li> <li>c) the statement 'Achieved through Australian Apprenticeship arrangements.'</li> </ul>
AA34.	The training provider must provide a supporting statement for apprentices, so the employer is clear the apprentice has been assessed as competent in the workplace to industry standard. Training providers are encouraged to use the <a href="#">Supporting Statement template</a> .
AA35.	Statements of attainment issued to an AA must include the following: <ul style="list-style-type: none"> <li>a) AA number</li> <li>b) the statement 'Achieved through Australian Apprenticeship arrangements.'</li> </ul>

### Evidence guide for compliance

Examples of evidence may include, but are not limited to:

- formal agreement of workplace competence and qualification completion signed and dated by the AA, employer and training provider.
- AQF and training initiative compliant qualifications and/or statements of attainment issued and the list of units of competency attained
- supporting statements for apprentices (not required for trainees)
- records to support that qualification certificates and/or statements of attainment have been issued such as a register or 'mail out' record

Note: Where the AA number and/or date deemed competent cannot be added to the certification documentation, the training provider must notify the Directorate and issue the AA with an additional document that includes this information.

## 8. Reporting

### Standard 1.2 Data collection and reporting

The training provider must meet national and ACT reporting and recordkeeping obligations.

- 1.2.3 The training provider must ensure that the student management system contains full, correct and current information against mandatory AVETMISS fields as per the ACT AVETMISS requirements.
- 1.2.4 The training provider must report all training activity as specified in the ACT AVETMISS requirements and under the specific training initiative, within the required timeframes. Where certification documentation is withheld from the student due to non-payment of fees or any other outstanding obligations to the training provider, training activity must still be reported.

### Australian Apprenticeships (AA) requirements

Ref #	Requirements
AA36.	Where an AA has completed training, the completion status and certificate issuance must be reported within 30 calendar days of the date deemed competent and no later than the AA's due to complete date.  Refer to Part B: Administrative arrangements (Completing a training contract).
AA37.	Where an AA ceases employment or withdraws from training prior to completion of the qualification, the cancellation must be initiated within 30 calendar days of notification of cancellation and no later than the AA's due to complete date.  Refer to Part B: Administrative arrangements (Managing training contract variations – Cancellation of training contract).

### Evidence guide for compliance

Examples of evidence may include, but are not limited to:

- records to support completion of training
- records to support the student's withdrawal from training, including notification to the Directorate
- complete, accurate and up to date records within an AVETMISS compliant student management system
- complete, accurate and up to date records within AVETARS
- records to support AVETMISS quarterly reporting requirements have been met within the required timeframes
- correspondence with the Directorate, including forms, contact records, emails, etc.

# PART B: ADMINISTRATIVE ARRANGEMENTS FOR AUSTRALIAN APPRENTICESHIPS

## Delivering Australian Apprenticeships training in the ACT

### General direction

Training providers with a Training Initiative Funding Agreement (Agreement) that have nominated to provide Australian Apprenticeships training in the ACT are listed on the [ACT Qualifications Register](#).

The ACT Qualifications Register displays:

- a) a full list of approved Training Providers (by qualification)
- b) the qualification subsidy amount (QSA)
- c) training provider tuition fee/s per delivery mode
- d) the training provider's arrangement type, including Training Initiative Funding Agreement or fee-for-service
- e) qualifications approved as an ASBA pathway
- f) qualifications where existing worker funding is available.

RTOs that have a fee-for-service delivery arrangement only will appear on the ACT Qualifications Register as 'fee-for-service'.

### Procedure

Training products nominated by the training provider must be on the training provider's scope of registration.

The training provider must provide the following information for each nominated training product:

- a) RTO contact
- b) RTO address
- c) delivery mode/s
- d) tuition fee for each delivery mode

Training providers listed on the ACT Qualifications Register may nominate additional qualifications and edit their existing nominations, including delivery modes, tuition fee amounts and flag a qualification as 'closed for enrolments' at any time through the RTO portal.

A user guide for the RTO portal is on the Skills Canberra website at [www.avetars.act.gov.au](http://www.avetars.act.gov.au).

RTOs seeking to deliver Australian Apprenticeships in the ACT under a fee-for-service arrangement only must submit a [RTO Nomination for ACT Fee-for-Service Delivery form](#) to the Directorate and be approved for delivery prior to commencing training.



## Notification of business

(Applies to funded, unfunded and fee-for-service training contracts)

General direction	<p>The day following an Apprenticeship Network provider's (ANPs) lodgement of a training contract on the Apprenticeships Data Management System (ADMS), details of the training contract will be posted on the RTO portal. The notification of business (NOB) is the date the training contract is approved.</p> <p>A person is not an Australian Apprentice (AA) until they are in an approved training contract in the ACT. The status of an AA's training contract can be monitored through the RTO portal.</p>
Procedure	<p>The training provider must accept or reject the NOB within 10 business days of the NOB date where it has been nominated as the RTO (refer AA2). Training Providers will only be able to accept the NOB on the RTO portal once the training contract is approved.</p> <p>Payment claims will not be processed until the NOB has been accepted.</p>

## Unique Student Identifier

General direction	<p>All students undertaking nationally recognised training need to have a Unique Student Identifier (USI) unless the training provider or student has an approved exemption.</p> <p>For information on how to obtain a USI refer to <a href="http://www.usi.gov.au">www.usi.gov.au</a>.</p>
Procedure	<p>The USI is populated against the student record in AVETARS when the training provider uploads its first AVETMISS file containing data for the AA. The USI must be reported for the training provider to be eligible to receive payments under the training contract.</p> <p>Training providers must notify the Directorate by email to <a href="mailto:skills@act.gov.au">skills@act.gov.au</a> of any USI exemptions at the RTO or student level.</p> <p>For information on the ACT VET AVETMISS Data Standard refer to the <a href="#">Skills Canberra website</a>.</p>
Exemption	<p>Where an exemption applies, training providers will be able to issue certificate qualifications and statements of attainment to students who do not have a USI. A USI will not be required for those students in any submission of AVETMISS compliant data to the National VET Provider Collection.</p>

## Training contract probationary period

General direction	<p>A probationary period for training contracts applies. The standard probationary period for an Australian Apprenticeship is:</p> <ul style="list-style-type: none"> <li>• for a training contract of 24 months duration or less, 60 calendar days</li> <li>• for a training contract of over 24 months duration, 90 calendar days.</li> </ul>
Procedure	<p>During the probationary period an Australian Apprenticeship training contract may be withdrawn by either party (without requiring the consent of the other party). Once the probationary period has lapsed the Australian Apprenticeship training contract may only be cancelled by the mutual consent of both parties, or in the absence of mutual consent, by the Directorate.</p>

## Fees and charges

General direction	<p>Training providers must charge a tuition fee except where the student is exempt, or eligible for a concession and the training provider chooses to waive the remaining tuition fee.</p>
Tuition fees	<p>Training providers may determine the fee per delivery mode; however it must be equal to or higher than the published mandatory minimum tuition fee for each Australian Apprenticeship qualification.</p> <p>The mandatory minimum tuition fee is \$350 per qualification.</p> <p>The Directorate will monitor published tuition fees and where the training provider sets fees higher than the unpublished maximum, will intervene to prevent excessive fees being charged.</p> <p>Training providers may negotiate fees that are different to the published fee, directly with employers. Training providers must agree the fee with the employer prior to finalisation of enrolment and must notify the Directorate of the agreement within 10 business days of this date using the <a href="#">RTO Tuition Fee</a> form. Note: This does not apply where an exemption or fee concession and subsequent waiver has been applied in accordance with the conditions referred to in <i>Fee concessions</i> and <i>Fee exemptions</i>.</p> <p>An <a href="#">RTO Tuition Fee</a> form must be completed for each qualification.</p>
Additional fees	<p>User Choice funding already considers the cost of materials and equipment training providers are expected to provide an AA as part of their training and a training provider cannot charge extra for these.</p> <p>The training provider must supply the student and/or employer with details of any additional fees prior to finalisation of enrolment. Additional fees charged may include, but are not limited to:</p> <ol style="list-style-type: none"> <li>a student association fee (where applicable)</li> <li>the supply of goods the AA needs to purchase for use at work (e.g. tools, work clothing, personal protective equipment (PPE)).</li> </ol> <p>The training provider must not insist that the goods are purchased from the training provider.</p>

Procedure	<p>training providers must include the tuition fee for each Australian Apprenticeship qualification, per delivery mode, on the ACT Qualifications Register. This information is entered by the training provider into the RTO portal. The tuition fee entered into the RTO portal must be for the whole qualification, not an annual fee.</p> <p>Any changes to fees must not be applied until the changes are published on the ACT Qualifications Register.</p> <p>AAs must be offered the option to pay the tuition fee across multiple instalments.</p> <p>If an employer pays this fee the training provider may require it to be paid in one instalment.</p>
Non-payment of fees	In cases where agreed fees are not paid, the training provider will not be reimbursed by the Directorate.

## Fee concessions

General direction	<p>Training providers may offer a fee concession to eligible funded AAs in certain circumstances.</p> <p>However, unfunded and fee-for-service AAs are not eligible to claim a fee concession reimbursement from the ACT Government.</p>
Concession categories	<p>A funded AA is eligible for a fee concession if, at the commencement of training they:</p> <ul style="list-style-type: none"> <li>• hold a current health care card or pension card, or</li> <li>• can prove genuine hardship.</li> </ul> <p>Where the AA is under 18 years of age this rule will apply if the parent/guardian holds one of the above cards.</p>
Concession rules	<p>Training providers must submit an <a href="#">Application for Fee Concession Reimbursement</a> form to receive a concession payment reimbursement. Where the application is approved, the training provider will be reimbursed the full Tuition Fee up to a maximum of \$500. The training provider may choose to waive the remaining tuition fee for AAs that are eligible for a fee concession.</p>
Procedure	The concession payment reimbursement to the training provider is generated on approval of the application.

## Fee exemptions

General direction	AAs may be exempt from paying fees in certain circumstances.
Procedure	<p>The tuition fee must not be charged by the training provider where:</p> <ol style="list-style-type: none"> <li>a) the employer is the training provider for its own AA, or</li> <li>b) the AA leaves one employer and recommences within 12 months with another employer, in the same qualification and with the same training provider, or</li> <li>c) the AA is required to go to a different training provider because of a change of RTO process, or</li> <li>d) the student is an ASBA and the school is the training provider.</li> </ol>

## Interstate training

General direction	<p>A small number of Australian Apprenticeship qualifications are currently not delivered by training providers delivering training in the ACT. AAs in an ACT training contract for such qualifications are required to travel interstate to undertake their formal training. This normally occurs in 'blocks' of time. A fixed contribution is paid to AAs required to travel interstate for formal training to assist with daily living and transport costs.</p> <p>Unfunded and fee-for-service AAs are not eligible to claim travel support payments.</p> <p>Qualifications delivered interstate are listed on the ACT Qualifications Register as available under 'Interstate training'.</p> <p>Training providers are encouraged to consider ideas for the delivery of training to such markets and then contact the Directorate by email to <a href="mailto:skills@act.gov.au">skills@act.gov.au</a> to discuss and negotiate funding. New, flexible and innovative arrangements could include:</p> <ul style="list-style-type: none"> <li>a) co-operative arrangements between industry and training providers</li> <li>b) partnering arrangements between training providers</li> </ul> <p>a mix of on-the-job training with mentoring, management and assessment support services from the training provider.</p>
Procedure	<p>AAs seeking to claim travel support payments must complete the <a href="#">Application for Travel Support- Interstate Travel Allowance</a> form.</p>

## Funding model

(for Australian Apprenticeship training funded under User Choice)

General direction	<p>User Choice is the national funding policy for Australian Apprenticeships promoting choice in training services provided to employers and AAs.</p> <p>Under User Choice the ACT Government administers payments to training providers as a contribution towards the cost of training. Training providers must charge at least the minimum tuition fee and may negotiate fees directly with employers (refer <i>Fees and charges</i>).</p>
Procedure	<p>The User Choice funding amount listed on the ACT Qualifications Register for each qualification is the qualification subsidy amount (QSA) paid to the training provider. The QSA may vary over time. The applicable QSA is determined based on the commencement date of the training contract. Some qualifications do not attract a subsidy for existing workers.</p> <p>A few different loadings may be applied for each AA training contract (refer <i>Loadings</i>). An individual student price (ISP) is calculated for each AA based on the QSA and applicable loadings.</p>

## Australian Apprentice type

To be eligible for User Choice funding, the AA must belong to one of the following employee categories immediately before commencing the training contract:

New worker (NW)	Employed less than three months full-time or 12 months part-time/casual <sup>1</sup> equivalent, up to the commencement date of the training contract. An individual converting from an ASBA or Australian Apprenticeship while attending school, to a post-school Australian Apprenticeship, will be considered a NW. An AA previously employed by a group training organisation (GTO) and working for a host employer, now working directly for the host employer will also be considered a NW.
Existing worker (EW)	Employed as a permanent or casual <sup>1</sup> employee for more than 3 months full-time or 12 months part-time prior to the commencement date of the training contract in a qualification where funding for existing workers is available in the ACT Qualifications Register.
Progressing employee	An AA with continuing and unbroken employment with the same employer, progressing within three months of completing one AQF level qualification to a higher AQF level. A progressing AA will attract the same type of funding attracted on their first training contract.
ASBA	A school student who has entered a part-time training contract which has been endorsed by their school. User Choice funding is only available to the training provider for an AA who is a school student if they have entered into an ASBA.
Validation	Training providers providing on-the-job validation services for interstate transfers, where all formal training has been completed interstate, must advise the Directorate by email to <a href="mailto:skills@act.gov.au">skills@act.gov.au</a> prior to the delivery of any training or assessment services. Training providers will receive a set funding amount of \$1,000 and will not be eligible for loadings as described below. This payment is in recognition of the work required to develop a relationship with the employer and AA where there is no previous history, and the requirement to obtain evidence/validation of prior employment interstate and/or on-the-job competency (refer to <i>Managing training contract variations - Credit adjustment/Interstate transfers</i> )

<sup>1</sup> Subject to eligibility requirements. Refer Part C: Guidelines for Australian Apprenticeships (Australian Apprenticeships eligibility)

## Employer type

Employers of ASBAs are eligible for User Choice funding.

To be eligible for User Choice funding, an employer of a non-ASBA AA must belong to one of the following employer categories at the time they sign the training contract:

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Private sector employer	<p>A private sector employer has an ABN that identifies their business as an entity other than one of the following:</p> <ul style="list-style-type: none"> <li>• Commonwealth Government Entity</li> <li>• Commonwealth Government Other Incorporated Entity</li> <li>• Commonwealth Government Statutory Authority</li> <li>• State/Territory Government Entity</li> <li>• State/Territory Government Statutory Authority</li> <li>• State/Territory Government Other Incorporated Entity</li> <li>• any other Commonwealth, State or Territory Government entity type listed on the Australian Government's Australian Business Register <i>Entity Types</i> list which can be found at <a href="https://business.gov.au/entity-types">Entity types   ABN Lookup (business.gov.au)</a></li> </ul>
Group training organisation operating in the private sector	<p>A private sector group training organisation (GTO) is a private sector employer for the purposes of User Choice funding.</p>

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## Loadings

General direction	<p>Additional loadings may be applied to the QSA.</p> <p>Unfunded or fee-for-service training contracts are not eligible for loadings.</p>
Loading categories	<p><b>Student loading</b></p> <p>A loading of \$500 (GST exclusive) is available for students who indicate on the training contract that they:</p> <ol style="list-style-type: none"> <li>a) are Aboriginal and Torres Strait Islander</li> <li>b) have a disability that impacts their ability to undertake training and work in the chosen qualification and may result in the person requiring additional training and/or work-related support services and/or modifications. This may include:             <ul style="list-style-type: none"> <li>– intellectual</li> <li>– mental health</li> <li>– physical.</li> </ul> </li> </ol> <p><b>Thin market loading</b></p> <p>The Directorate will identify thin market qualifications that will attract an additional loading of 10 per cent. Thin market qualifications will be identified through quantitative analysis focusing on both the public benefit of the qualification and the risk of it not being delivered in the ACT.</p> <p><b>ACT public provider loading</b></p> <p>Qualifications delivered by the ACT public provider will attract an additional loading of 10 per cent.</p>
Procedure	<p>Where loadings are applicable, the value is added to the QSA. Multiple loadings may be applied.</p>

## Enterprise Training Providers – funding amounts

General direction	<p>A reduction in User Choice funding may apply to training contracts that have nominated an Enterprise training provider to deliver the Australian Apprenticeships training.</p>
Procedure	<p>Private sector Enterprise training providers will receive 50 per cent of the ISP for each AA. However, 100 per cent funding is applicable where the enterprise is a registered GTO in the ACT and the AA is employed under group training arrangements.</p> <p>ACT or Australian Government Enterprise training providers are not eligible for funding for delivering non-ASBA AA training to staff within their own government agency.</p>

## Number of qualifications funded by User Choice

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General direction	There is no limit to the number of Australian Apprenticeships qualifications an individual can access.
Eligibility criteria for multiple qualification funding	<p>Where a qualification attracts a subsidy and the eligibility requirements are met, including the AA type, User Choice funding will be applied, except where the AA has previously completed the same qualification.</p> <p>Where an AA has completed a qualification and is choosing to undertake the replacement qualification under an Australian Apprenticeship, User Choice funding may apply in the following circumstances:</p> <ul style="list-style-type: none"> <li>• the replacement qualification combines two or more superseded qualifications</li> <li>• the qualification was completed more than seven years ago.</li> </ul> <p>In these circumstances the training provider must contact the Directorate by email to <a href="mailto:skills@act.gov.au">skills@act.gov.au</a> to discuss.</p>

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## Additional support funding

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General direction	<p>Additional support funding is available for students in a funded training contract where it is identified there will be additional cost associated with their training.</p> <p>Training providers may apply in writing to the Directorate for additional support funding for AAs who would not otherwise be successful in completing their Australian Apprenticeship.</p> <p>The AA may need extra support with language, literacy and numeracy (LLN) via accredited or non-accredited foundation skills training, sign language interpreter services or a mentor who can assist in providing, for example, a culturally sensitive learning environment.</p> <p>Additional support funding may also be used to deliver any units of competency from the Foundation Skills training package for which a need has been identified in consultation with the student, employer and/or industry (e.g. to promote apprentice safety in the workplace).</p> <p>Additional support funding will not be considered for contextualisation of training delivery and assessment, including materials and resources.</p> <p>A training provider commencing additional support prior to approval is not guaranteed funding and commences the delivery of additional support at its own risk.</p>
Eligibility criteria for additional support funding	<p>AAs in a User Choice funded training contract who may be eligible for additional support funding include, but are not limited to:</p> <ol style="list-style-type: none"> <li>Aboriginal and Torres Strait Islander peoples</li> <li>people that identify as having a disability that impacts the person's ability to undertake training and work in the chosen qualification and may result in the person requiring additional training and/or work-related support services and/or modifications. This may include: <ul style="list-style-type: none"> <li>– intellectual</li> <li>– mental health</li> <li>– physical</li> </ul> </li> </ol>

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- c) people with identified language, literacy and/or numeracy (LLN) needs
- d) people from culturally and linguistically diverse backgrounds
- e) young people (15-19 years of age) at risk, particularly those who have been unemployed
- f) people over 40 years-of-age, particularly those returning to a formal learning environment
- g) apprentices working in high-risk workplaces.

Other circumstances not identified above will be considered on an individual basis.

Unfunded or fee-for-service AAs are not eligible for additional support funding.

Additional support payment

A contribution of a maximum of \$75.00 per hour (GST exclusive) is available for approved additional support funding, with the total funding limited to the following:

Type of Australian Apprenticeship	Additional support payment applicable
Traineeship	\$1000
Apprenticeship	\$3000

Where possible, training providers are to consider whether the additional support can be offered in a group arrangement. Where this is the case, the additional support funding application must reflect the cost of the proposed arrangement to the group, rather than to the individual. The total cost cannot exceed the additional support funding limit for each AA.

Payment for 50 per cent of the total approved funding will be generated on approval of the [Application for Additional Support Funding](#) form. Payment for the remaining 50 per cent of the total approved funding will be generated on submission of a compliant [Additional Support Funding Report](#) within eight weeks of the date deemed competent or cancellation date; or by the due to complete date, whichever comes first.

Procedure

Prior to applying for additional support funding training providers must explore the Disability Australian Apprentice Wage Scheme (DAAWS). Training providers receiving funding through the DAAWS will not be eligible to claim additional support funding for that AA.

Applications for additional support funding must describe the type and duration/frequency of the support required, as well as the cost of the proposed arrangements. Applications will be assessed on an individual basis with approval advised in writing.

The training provider must apply in writing for additional support funding using the [Application for Additional Support Funding](#) form. The application can be for an individual or a group of students accessing the same support. Applications for additional support funding must be submitted via email to [skills@act.gov.au](mailto:skills@act.gov.au).

## Managing training contract variations

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### General direction

Most training contract variations are managed through AVETARS, where stakeholders can login and approve or reject variation requests live in the system.

Approved variations in AVETARS authorise changes to the original training contract data and document the variation actioned.

If variations are not approved within an identified timeframe they will expire. When this occurs the original training contract data will remain unchanged, and the variation will need to be initiated again. Training providers must assist employers and AAs with initiating and validating training contract variations in AVETARS. In exceptional circumstances, the Directorate may consider requests for variations to be processed outside of AVETARS portals. These will be considered on a case-by-case basis. These requests must be submitted to [skills@act.gov.au](mailto:skills@act.gov.au).

In some circumstances delayed submission of variation requests may result in training provider payment delays or have industrial relations implications (refer *Variation Timeframe Requirements*). Stakeholders may receive notifications and reminders in a range of scenarios relating to variations and approvals.

User guides for AVETARS portals are on the [Skills Canberra website](#).

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### Types of Variations

The following variations can be initiated in AVETARS for Australian Apprenticeship training contracts. The variations identified with an asterisk (\*) can be initiated by training providers. The remaining variations must be lodged by other parties.

- Extend a Training Contract\*
  - Suspend a Training Contract\*
  - Cancel a Training Contract\*
  - Change of RTO
  - Change Qualification\*
  - Change Existing Worker Status
  - Change of ASBA Status\*
  - Change Workplace Hours
  - Change of Employer Details
  - Change Australian Apprentice Name\*
  - Apply for Credit of Time\*
  - Change Date of Birth
  - Change of Disability Status\*
  - Change Citizenship Details
  - Change Aboriginal and Torres Strait Islander status
  - Update Previous Qualifications\*
  - Change Workplace Details
  - Change Previous Work
  - Change of Ownership (this is referred to as a CHOW)
  - Change School Details\*
  - Update an Expired Status
  - Enter a Return to Work Date
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**Extend a training contract**

Extensions to training contracts will only be granted when it is clear the AA will not achieve the required competencies on or before the due to complete date.

In this circumstance the training provider must assist the employer to initiate a request to 'extend the training contract'. All relevant parties must validate the extension request before the extension is applied. If many extensions are requested for the same training contract the Directorate may request an update from the training provider regarding the AA's competencies and reasons for extension.

Training contracts not extended will automatically expire at midnight on the due to complete date. Any training delivered after the training contract expiry will not be funded.

All parties, including the training provider, will be advised by email notification of the approval or rejection of the application for extension. If approved the notification will include the new due to complete date.

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**Suspend a training contract**

Suspensions cover extended absences, such as maternity leave, sick leave, workers compensation arrangements or other significant periods during which the AA is usually unable to attend the workplace and/or the structured training. Where an ASBA is unable to attend weekly employment and/or training for more than four weeks, the training contract must be suspended. This applies for students not attending weekly employment and/or training between completing year 10 and commencing year 11 or completing year 11 and commencing year 12.

The training contract is suspended for an approved period and resumes when the AA returns to work and/or training. A request to 'suspend the training contract' must be initiated in AVETARS stating the dates requested and reasons for the suspension before it commences. This should not be requested retrospectively. A suspended status is considered 'active' in the ACT.

The impact of a suspension must be discussed between the employer and the training provider. Training must not be continued during a period of suspension unless prior approval has been obtained through formal discussion and agreement with the Directorate by the training provider.

The date the AA is expected to complete their training contract will be changed to reflect the length of the suspension once a return-to-work date has been confirmed. Training providers can assist by advising the Directorate by emailing [skills@act.gov.au](mailto:skills@act.gov.au) if they are aware of return or non-return to work.

All parties, including the training provider, will be advised by email notification of the approval or rejection of the application for suspension. Where it is approved, a new due to complete date will be calculated when the AA returns to work and/or training.

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Cancel a training contract

The training contract must be cancelled when the employer and/or AA no longer wish to continue an Australian Apprenticeship training contract or the AA has ceased employment.

Note: If an ASBA does not wish to continue with the training contract after completing their ACT Year 12 Certificate the training contract must also be cancelled.

A training contract may also be cancelled by the Directorate for specific reasons (e.g. where the employer refuses to allow the AA to attend structured training or other requirements related to the ACT training contract are not being met).

A cancelled training contract cannot be transferred to a new employer, even though the AA may continue to undertake structured training with the same training provider. Without an active training contract, there is no Australian Apprenticeship.

In these or similar circumstances, the training provider must:

- a) assist the employer and AA to initiate a request to cancel the training contract through their AVETARS portal. The cancellation date is the last day the AA was in the workplace (if ceasing employment), or the last day of involvement with the training provider if still employed but ceased training. Mutual consent for cancellation of a training contract is required. Therefore, the request must be validated by all parties to the training contract, except where the training contract is cancelled within the probationary period (refer to *Training Contract Probationary Period*). When an employer or AA is unable to validate the cancellation, the Directorate may cancel the training contract after 28 calendar days.
- b) contact the ANP to arrange a new training contract, where applicable.

If the AA does not return to work following a suspension, the cancellation date is the last day the AA was at work or training. The Directorate may request copies of pay slips or training provider attendance evidence if a dispute arises regarding the cancellation date.

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Change of RTO

Where a training provider is contacted by an employer or AA to take over Australian Apprenticeship training and assessment services from another training provider, the new training provider must be listed as an approved provider for the qualification on the [ACT Qualifications Register](#).

Where a school is listed as the training provider for an ASBA who has completed or is leaving school, a change of RTO is required.

The change of RTO request must be initiated by the employer or the AA. The employer, AA and previous training provider must all validate the request. Once validated, the previous training provider has 30 calendar days to claim any payments for the AA and issue the Statement of Attainment. Claims submitted outside 30 calendar days will be ineligible for payment.

It is the responsibility of the new training provider to seek clarification regarding the transfer of business and value remaining on the training contract from the Directorate prior to accepting the NOB (refer *Payment scenarios – Change of RTO*).

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On expiry of 30 calendar days from the date of change, the NOB for the transferred training contract will be posted on the RTO portal and the new training provider must:

- a) within 10 business days of the NOB date, either accept or reject the NOB
- b) assign a credit transfer result for any competencies already achieved which will appear in the new snapshot of the training contract
- c) develop a training plan prior to training commencement or at the latest within eight weeks of the NOB date.

In the instance where a training provider ceases trading, ceases to deliver a qualification with current AAs or has their Training Initiative Funding Agreement terminated and many AAs are affected, the Directorate may facilitate the transfer via 'bulk' notification. In this circumstance the training provider must contact the Directorate by email to [skills@act.gov.au](mailto:skills@act.gov.au) to discuss (refer to *ACT Standard 2.7 Student transition*).

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#### Change of qualification

Where the qualification to be delivered is different from the one originally nominated in an approved training contract (such as when a qualification is replaced, or when the initial skills assessment demonstrates the AA should be moved to a higher-level qualification), a request to vary the training contract must be made by the employer, training provider and AA. Where the industrial relations instrument is different, a new training contract is required.

The stakeholder initiates the request through the AVETARS portal. If the AA is also changing training provider, a 'change of RTO' can be initiated through AVETARS portals at the same time.

On approval of the 'change of qualification' variation the Training provider must:

- a) assign a credit transfer result for any competencies already achieved which will appear in the new snapshot of the training contract
- b) develop a training plan prior to training commencement or at the latest within eight weeks of the date of effect.

Where many AAs are affected by the change of qualification the training provider can facilitate the change of qualification and/or change of RTO via a bulk notification. In this circumstance the training provider must contact the Directorate by email to [skills@act.gov.au](mailto:skills@act.gov.au) to discuss the process.

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#### Change of Australian Apprenticeship type

Changing circumstances in the workplace can mean the type of Australian Apprenticeship originally entered into may change. For example, an AA may move from part-time to full-time work, or leave school and move from an ASBA to a post-school Australian Apprenticeship.

Provided the AA continues employment with the original employer, the training contract can be varied to reflect such changes.

To change the type of Australian Apprenticeship, including existing worker or ASBA status the training provider must assist the employer and AA to initiate a variation through their AVETARS portal.

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Change of employer's details	<p>Where the employer's details on the training contract change, the training provider must, within 10 business days of becoming aware, assist the employer to initiate a 'change of employer details' variation or update contact details information in their AVETARS portals.</p> <p>Where there has been a change of legal entity of the employing business involving a changed ABN (transfer of business), the training provider must assist the employer to initiate a change of ownership variation (otherwise known as CHOW). The transfer of business ownership for a business employing AAs can occur through sale, partnership dissolution and reforming, or a change to the legal structure of the enterprise such as moving from an incorporated association to a company.</p>
Change of employment details	<p>The circumstances of the AA's employment can change during the term of a training contract. For example, the agreed number of training contract hours or worksite address may change. Where the training provider becomes aware of any change to employment circumstances, they must assist the employer and AA to initiate a 'change of workplace details or workplace hours' through their AVETARS portal.</p>
Change of AA details	<p>If the training provider becomes aware of any changes to the AA's details, including name and contact information, they must assist the AA to update their details through their AVETARS portal. This may include initiating a variation to change the AA name, date of birth, disability status, citizenship status, Aboriginal and Torres Strait Islander status, previous qualifications, previous work or simply updating basic contact details in their profile.</p>
ACT Extract of Records	<p>AAs moving to another state or territory to continue their Australian Apprenticeship can apply for an ACT Extract of Record. An application for an Extract of Record is made by submitting the <a href="#">ACT Extract of Record form</a> to <a href="mailto:skills@act.gov.au">skills@act.gov.au</a>. An extract of record cannot be provided until the ACT training contract has been cancelled.</p>
Expiry of training contract	<p>If the due to complete date has passed and an extension has not been approved, the Directorate will expire the training contract without further notice. This occurs at midnight on the due to complete date.</p> <p>All parties, including the training provider, will be advised by email notification of the expiry of a training contract.</p>
Credit adjustment/ interstate transfers	<p>AAs moving to the ACT from another state or territory can recommence a qualification and apply for a reduction of the training contract duration for ongoing training as an AA.</p> <p>An Extract of Record can be emailed to the Directorate at the time the training contract is lodged in ADMS, or a completed 'Extract of Record Form' can be submitted later. If the latter occurs, the full duration will be applied on approval of the training contract and once the Extract of Record is processed, the duration will be adjusted. The maximum duration of credit adjustment that may be applied to an ACT training contract is three (3) years and six (6) months.</p> <p>A small number of AAs transfer from another state or territory having completed their underpinning skills and knowledge but have not demonstrated competence in the workplace. Training providers selected to provide monitoring and assessment services for these apprentices must:</p> <ol style="list-style-type: none"> <li>a) notify the Directorate when aware of this situation, prior to approval of the training contract.</li> </ol>

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- b) validate competence on-the-job in partnership with the employer (refer *Funding model - Validation*)
  - c) issue the certification documentation.
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#### Temporary transfers

Where an AA is temporarily mobile across state/ territory borders, but remains with the same employer, the training contract will continue, and a cancellation or recommencement of the training contract will not be required. The definition of temporary is for a period of up to 90 calendar days. The employer is required to put in place arrangements to continue the training and assessment of the AA. Where the original training provider is unable to deliver the training and assessment to an AA, and there are no suitable or authorised subcontracting arrangements available, the employer will need to engage an alternative training provider. The application must be made by the employer, AA and delegate from the new training provider as per the 'change of RTO' variation.

If necessary, the employer may be required to fund the remainder of training on a fee-for-service basis. The fee-for-service RTO must be approved to deliver the qualification on the [ACT Qualifications Register](#).

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## Variation timeframe requirements

Variation type	Action and timeframe
Extension	Initiate the variation at least 10 business days prior to the original due to complete date on the training contract.
Cancellation	Initiate the variation within 10 business days of the training provider identifying that the AA has withdrawn from training or changed employers.
Change of RTO	The original training provider will have 30 calendar days from the date of change to submit claims for payment.
Change of qualification	Initiate the variation within 10 business days of the change being identified.  The Training Provider must develop a new training plan for the new qualification within eight weeks of the date of effect.

# Standard Australian Apprenticeship payments

## User Choice payment arrangements

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General direction	<p>Payments to training providers are generated for successful completion of each unit of competency on submission of compliant AVETMISS files. The payment amount is the total subsidy amount the training provider is eligible to receive for that student, including any loadings, minus the initial payment, divided equally across the total number of units of competency required for the qualification.</p> <p>Training activity must be submitted through an AVETMISS upload in the RTO portal.</p> <p>Payments to training providers under User Choice are paid by electronic funds transfer (EFT) within 30 calendar days of the lodgement of required data elements on the RTO portal and/or compliant AVETMISS files.</p> <p>Refer to the <a href="#">ACT VET AVETMISS Data Standard</a> for information on the ACT AVETMISS requirements.</p>
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Procedure	<p>A detailed payment report and recipient created tax invoice (RCTI) will be available to the training provider within 10 business days of receipt by ACT Shared Services (the section of the ACT Government responsible for payment of invoices). Training providers can view details of payments and adjustments against individual student records on the RTO portal.</p>
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## Payment model

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Initial payment	<p>Training providers receive a payment of \$100 per student, per qualification, per training contract upon notification that a training plan has been completed. This is called an initial payment.</p> <p>The training provider is not eligible for a further initial payment, where the training contract is cancelled and the AA enters into another training contract, for example because of a change of employer, but remains in the same (or updated) qualification and with the same training provider.</p> <p>The training provider must enter the training plan signed date in the RTO portal to be eligible to claim the initial payment. The training provider will not be eligible for an initial payment if the date entered is before the start date of the training contract or more than eight weeks after the NOB date, unless approval for an extension has been obtained from the Directorate prior to the expiry of the 8-week period.</p> <p>A claim for an initial payment must only be submitted after the training contract has been approved, the training provider has accepted the NOB and must be before the training contract is completed.</p> <p>A claim for an initial payment on a cancelled training contract will only be paid if:</p> <ol style="list-style-type: none"> <li>a) the claim is submitted within 30 calendar days from the suspension or cancellation action date in AVETARS</li> <li>b) the training plan signed date is before the cancellation date and</li> <li>c) all other eligibility criteria have been met.</li> </ol>
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	<p>Entry of a training plan signed date in the RTO portal confirms the training provider has completed a training plan for the AA. A training plan does not need to be submitted.</p> <p>Unfunded or fee-for-service training contracts are not eligible for initial payments.</p>
Credit transfer	<p>User Choice funding will not be paid for units of competency the AA has already achieved. Where an AA commences a qualification and has previously completed any relevant units of competency, the training provider must recognise this prior achievement and apply a credit transfer result. This includes units of competency in superseded training package qualifications that have been deemed to be equivalent in the new/replacement training package. The credit transfer code must be clearly identified for the unit/s in the relevant AVETMISS file.</p>
Unit payment	<p>Training providers can only claim payment for successfully completed units of competency.</p> <p>Payment by unit of competency is calculated using the following formula:</p> $\text{Unit payment} = (\text{Individual student price} - \text{Initial payment}) \div \text{minimum number of required units for successful completion of the qualification.}$ <p>Unit payments will only be made for the minimum number of units in a qualification.</p> <p>The training provider must submit all unit activity through its AVETMISS submissions. The training provider will not be eligible for payment for units of competency already achieved by an AA.</p> <p>A claim for a unit payment must only be submitted after the training contract has been approved, the training provider has accepted the NOB and the training plan signed date has been entered in the RTO portal.</p> <p>Payment claims must be submitted within eight weeks of the date deemed competent or cancellation date; or by the due to complete date, whichever comes first.</p> <p>Unit payments will not be made where any unit result date is:</p> <ol style="list-style-type: none"><li>outside the dates of the training contract</li><li>after the date deemed competent</li><li>during the period of a suspension</li><li>after the cancellation date</li><li>after the due to complete date unless a compliant extension variation has been received.</li></ol> <p>Training providers will not be eligible for payment, in the above scenarios, unless prior approval has been obtained through formal discussions and agreement with the Directorate.</p>

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Recognition of prior learning (RPL)

Funding for units of competency achieved through recognition of prior learning (RPL) is available for up to 50 per cent of the total units in a qualification. This will be paid at 100 per cent per unit of competency calculated on the total qualification subsidy amount.

Units of competency achieved through RPL beyond 50 per cent will not be paid. Funding is also not available for units of competency already achieved (identified through credit transfer).

RPL unit payments will only be made if the unit was successfully completed on or before the cancellation or due to complete date and the 50 per cent limit has not been reached. Payment claims must be received within eight weeks of the date deemed competent or cancellation date; or by the due to complete date, whichever comes first.

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Pre-requisite units of competency

User Choice funding will not be paid for the delivery of pre-requisite units of competency.

If, during an initial skills assessment it becomes evident that pre-requisite units of competency have not been delivered and need to be successfully completed by the AA prior to the start date of the training contract, training providers must contact the Directorate by email to [skills@act.gov.au](mailto:skills@act.gov.au) to discuss the most appropriate action in relation to the training contract.

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## Payment scenarios

General direction	These payment scenarios outline the impact of training contract variations to the payment model.
Change of employer (New training contract)	<p>The initial payment is not payable to a training provider where an initial payment has already been paid for the same AA and qualification, under a previous training contract. The initial payment will be deducted from the individual student price value.</p> <p>In this scenario the remaining value of the active training contract will be divided by the minimum number of units required, to determine the unit price.</p>
Cancellation	Where an AVETMISS file is received and the unit activity end date is after the cancellation date, the training provider will not be eligible for payment, unless prior approval has been obtained through formal discussions and agreement with the Directorate.
Suspension	When an AVETMISS file is received and the unit activity end date is within a period when the training contract has been suspended, the training provider will not be eligible for payment, unless prior approval has been obtained through formal discussions and agreement with the Directorate.
Extension	Training contracts not extended prior to the due to complete date will expire and no further Australian Apprenticeships training can occur until an extension variation has been submitted and approved. Expired training contracts do not attract payments if an extension variation is not received by the Directorate before the due-to-complete date.
Change of qualification	Any eligible payments already made under the original qualification will be adjusted accordingly.
Change of RTO	<p>Where an employer changes the training provider in an active training contract, the new training provider will only be eligible to receive the remaining value of the training contract. It is the new training provider's responsibility to contact the Directorate to discuss the transfer of business, the value remaining on the training contract, the approval process and the remaining timeframe before agreeing to accept the new business.</p> <p>The training provider the AA is transferring to may only receive the initial payment where the training contract and training provider meet all the eligibility requirements, and the previous training provider has not made a claim for the Initial Payment.</p>

## Student completion payment

General direction	<p>The completion payment is available for AAs who commenced a funded training contract between 1 January 2016 - 31 December 2023.</p> <p>A completion payment will be paid directly to eligible AAs upon completion of the qualification and a survey. The completion payment is \$300 for each qualification.</p>
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Eligibility criteria	<p>An AA <u>is not</u> eligible for a completion payment where more than 50 per cent of the units are achieved through RPL.</p> <p>An AA <u>may</u> be eligible for a completion payment if more than 50 per cent of the units are achieved via credit transfer where the achievement is the result of:</p> <ul style="list-style-type: none"> <li>• a training contract variation i.e. change of RTO and/or qualification, or</li> <li>• the AA undertaking a training contract with a new employer for the same qualification or its replacement in a new training contract.</li> </ul> <p>This completion payment eligibility criteria applies to AAs that complete a qualification after 1 January 2019.</p> <p>The following AAs are not eligible to claim a completion payment:</p> <ul style="list-style-type: none"> <li>• an AA with a training contract commencement date on or after 1 January 2024</li> <li>• an AA in an unfunded or fee-for-service training contract.</li> </ul>
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Procedure	<p>Skills Canberra will email a survey to AAs eligible to receive the completion payment after the training provider completes the training contract in AVETARS (refer <i>Completing a training contract</i>).</p> <p>The completion payment to an eligible AA will be paid when the student has submitted their survey response and has lodged and/or confirmed their bank account via the AVETARS student portal.</p> <p>AAs will be eligible to receive the completion payment for up to one (1) year after successful completion of the qualification, provided up to date email and bank account details are confirmed. The AA must lodge their bank account details via the AVETARS student portal.</p>
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## Completing a training contract

General direction	<p>Training contracts must be completed before the due to complete date and within eight (8) weeks of the date deemed competent.</p>
Procedure	<p>To complete a training contract the training provider must:</p> <ol style="list-style-type: none"> <li>a) enter the date deemed competent and qualification issuance date on the RTO portal and select 'save'</li> <li>b) upload the NAT130 file indicating the AA's completion and a NAT120 file containing at least one corresponding unit enrolment record for the AA to ensure the completion is matched to the correct contract on AVETARS</li> <li>c) select the 'process payments' button (even if no payments are due).</li> </ol> <p>The training provider's completion of the above steps will facilitate the contract status being changed to 'completed'.</p>

## Implementation of new or replacement training packages

General direction	<p>The Directorate determines the qualifications available via an Australian Apprenticeships pathway in the ACT. Training packages are deemed to be publicly available from the date they are published on the <a href="#">TGA website</a>.</p> <p>Information on the application process for adding new qualifications to the ACT Qualifications Register is available on the <a href="#">Skills Canberra website</a>.</p>
Procedure	<p>Replacement qualifications will be added to the ACT Qualifications Register within six months of being published on the TGA website, depending on availability of information to determine the qualification subsidy amount.</p> <p>Training providers must regularly monitor the ACT Qualifications Register for the addition of new or replacement qualifications.</p>

## Management of replacement training package qualifications

General direction	<p>Where there is a change in the minimum number of units of competency in a replacement qualification, the total qualification subsidy amount does not change. For example, if the minimum number of units in the replacement qualification increases, the unit payment amount will decrease as the unit payment amount is recalculated based on the original qualification funding amount.</p> <p>Where the qualification subsidy amount (QSA) differs between the superseded and replacement qualification, the higher subsidy amount will be applied to the training contract.</p>
Procedure	<p>The training provider must ensure payment claims for units of competency completed in the replaced (superseded) qualification are submitted prior to lodging the change of qualification variation. The training provider will not be able to claim payment for units of competency achieved in the superseded qualification after the change of qualification has been processed.</p> <p>User Choice funding will not be paid for training delivered in the replaced (superseded) qualification after the transition period unless prior approval has been obtained through formal discussions and agreement with the Directorate.</p>

# PART C: GUIDELINES FOR AUSTRALIAN APPRENTICESHIPS

## Australian Apprenticeship eligibility

General direction	AA's and their employers must meet the eligibility requirements before being signed into an Australian Apprenticeships training contract.
Eligibility requirements	<p>To be eligible for an ACT training contract the AA must:</p> <ol style="list-style-type: none"> <li>work in the ACT. This means, they must work for an ACT employer. An ACT employer is an employer with a workplace address in the ACT. Refer to Terms and Definitions: ACT employer.</li> <li>be at least 15 years old</li> <li>be: <ul style="list-style-type: none"> <li>an Australian citizen, permanent resident or New Zealand passport holder who has been a resident in Australia for more than 6 months, or</li> <li>a person who holds a visa that is identified as being eligible (refer to the <a href="#">Skills Canberra website</a> for a full list of eligible and ineligible visa types: <a href="http://www.act.gov.au/skills - Australian Apprenticeship">www.act.gov.au/skills - Australian Apprenticeship</a>)</li> </ul> </li> <li>receive remuneration for their work</li> <li>complete a minimum of 15 hours combined work and training per week (employment and training hours may be averaged over four weeks for non-ASBA training contracts)</li> <li>undertake an approved Australian Apprenticeships qualification with an approved RTO, as listed on the ACT Qualifications Register</li> <li>have the required supervision in the workplace. In the case of apprentices in the licensed trades of electrotechnology and plumbing, the supervisor must have the relevant qualification and license</li> <li>have not previously completed the same qualification within the last seven years unless the AA is required to upskill to meet ACT licensing requirements.</li> </ol> <p>In addition to the above, to be eligible for an ACT training contract an ASBA must:</p> <ol style="list-style-type: none"> <li>be enrolled in a school under legislation that covers education in the relevant state/territory</li> <li>combine part time work with an employer and structured industry-approved training whilst attending school</li> <li>continue employment and on/off-the-job training throughout the year including school holidays.</li> </ol> <p>The Australian Apprenticeship must form part of their education program or individual learning plan whilst attending school. Students must speak with their VET coordinator, prior to the commencement of an ASBA or any subsequent ASBA as any qualifications must fit into the student's pathway plan.</p>

Eligibility requirements (continued)	<p>Casual employees cannot undertake an Australian Apprenticeship in the ACT. An employee can be a casual employee up to the point of entering into the training contract, however, the effect of establishing a casual employee as an AA under a training contract is that the individual becomes an employee under a legal contract for a fixed term. Under an Australian Apprenticeship the AA must be provided with regular hours every week and thus by definition they can no longer be a casual employee.</p>
People in a business relationship with the employer	<p>Two of the requirements that must be satisfied for an Australian Apprenticeship to be established in ACT are:</p> <ol style="list-style-type: none"> <li>the proposed AA must be able to enter into a contractual arrangement with the employer (the 'training contract')</li> <li>establishment of the training contract should not result in a conflict of interest that impacts on the capacity of the parties to meet their obligations under the training contract.</li> </ol> <p><b>Parties not able to enter into a training contract</b> An employer and an AA cannot enter into a training contract unless they are distinct legal entities. Consequently:</p> <ol style="list-style-type: none"> <li>sole traders may not register as an AA in their own business</li> <li>partners in a partnership that is the legal employer cannot be registered as an AA in the ACT</li> <li>a person cannot be registered as an AA if the legal employer is a trust and they are the trustee of that trust, or a partner in a partnership that is the trustee of that trust.</li> </ol> <p><b>Parties able to enter into a training contract</b> A person may be able to undertake an Australian Apprenticeship if:</p> <ol style="list-style-type: none"> <li>the employer is an incorporated body (such as a proprietary limited company) of which they are a director</li> <li>the employer is a trust, and the trustee is an incorporated body of which they are a director</li> <li>the employer is a proprietary limited company in which they are a shareholder.</li> </ol>
Australian Apprenticeship work and training hours	<p>The AA must fulfil the following hours of combined work and training per week towards their Australian Apprenticeship:</p> <ol style="list-style-type: none"> <li>unless otherwise stated in the relevant modern award, the standard proportion of work hours to training hours is 80 per cent work and 20 per cent structured training per week</li> <li>the maximum hours of combined work and training per week for all ACT AAs is 38 (hours) and for part-time AAs the minimum number of combined hours per week is 15.</li> </ol> <p>An ASBA must fulfil the following combined work and training hours per week towards their Australian Apprenticeship:</p> <ol style="list-style-type: none"> <li>complete a minimum of nine hours per week towards their Australian Apprenticeship if undertaking a certificate I qualification, this includes six hours of work and three hours per week of structured training</li> <li>complete a minimum of 11 hours per week towards their Australian Apprenticeship if undertaking a certificate II qualification, this includes eight hours of work and three hours per week of structured training</li> </ol>

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- c) complete a minimum of 15 hours per week towards their Australian Apprenticeship if undertaking a certificate III or higher-level qualification, this includes 12 hours of work and three hours per week of structured training. Employment and training hours may be averaged over 12 weeks
  - d) participate in a maximum of 20 hours (combined employment and training) towards their Australian Apprenticeship per week.

During school holidays, an ASBA may work up to full-time hours as per the award.

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## Training plan

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### General direction

All training delivered under an Australian Apprenticeships training contract is required to be documented in a training plan. The training plan sets out details of how, when and by whom training and assessment is conducted for the student to achieve the competencies required for a qualification.

In accordance with Standard 2.5 of the *ACT Standards for Delivery of Subsidised Training*:

*“Information on training and assessment is to be documented in a training plan for all students. The training plan must be developed by the training provider and agreed with the student and, where required by the specific training initiative, the employer.”*

All training providers delivering training under an Australian Apprenticeships training contract are required to use the training plan template or, if integrated within the student management system, ensure all components of the training plan are implemented.

All parties to the training plan must be:

- a) actively involved in making decisions about the services provided
  - b) informed of their respective obligations in the delivery of these services.
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### Training plan obligations

#### Signatures

Where the AA is under the age of 18 a parent or guardian signature is not required. Similarly, where the training plan is for an ASBA, the ASBA's school is not required to sign the training plan. The school principal and parent or guardian however must be included when negotiating the impact of the employment and/or training arrangements of the Australian Apprenticeship on the ASBA's school timetable.

#### Requirements of the workplace

If the employer does not have the necessary range of work or facilities for a particular unit of competency, a temporary transfer must be arranged to place the AA with another employer or, provided the training package permits, the unit may be done in a simulated environment. In this instance, the training plan must clearly document the agreed alternative arrangements.

#### Monitoring the training plan

The details of the training plan should be monitored and amended where required. For example, changes to the timeframes for delivery and assessment or elective units of competency should be amended on the training plan.

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## Overview of training plan components

The [Training Plan](#) template contains, but is not limited to:

Section 1 –  
Contact details and  
training contract  
information

The training plan must state:

- a) AA name and registration number (the training contract identification number (TCID) issued by the Directorate)
- b) the qualification national code and qualification name
- c) the RTO trading name, RTO code, address, contact person, contact phone number and email address.

Section 2 –  
Responsibilities

This section lists the responsibilities of each of party.

Any additional responsibilities or other expectations of the AA, employer and training provider agreed to by the parties to the training contract, consistent with state legislation. The training contract may be included as an attachment to the training plan.

Section 3 –  
Support services

This section identifies any additional support required for the AA to successfully undertake and complete the training, including on-the-job workplace-based support and/or support through structured learning and training materials provided by the training provider.

The training provider must identify (where applicable):

- a) if the AA has any special needs
- b) alternative methods of training and assessment
- c) support services required by the AA
- d) the suitability of the workplace to support workplace training or any alternative arrangements (e.g. simulated environment, temporary transfer).

Section 4 –  
Training and assessment

This section identifies how the training and assessment will take place and specifies when each unit will be undertaken. Where appropriate the training and assessment can be broken down into phases/stages.

The training provider must confirm (where applicable):

- a) that supervisory staff are in place
- b) that the employer understands their obligation to provide the AA with access to structured training and assessment.

The training plan must contain:

- a) the agreed method of providing feedback on progress, participation and achievement
- b) the date formal training in the qualification will commence
- c) the number of units to be delivered to achieve the qualification
- d) qualification delivery mode
- e) unit of competency code, name and identification of core and electives
- f) the planned start and end dates for formal training against each unit of competency, including the agreed training mode and who is responsible for delivering the training – the RTO, employer or in partnership

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- g) the assessment arrangements against each unit of competency, including the identification of RPL or credit transfer and the assessment method
  - h) the assessment outcome and date deemed competent for each unit
  - i) the employer support of competence for each unit. This may be in the form of a signature, initials or a date transcribed from other information where the employer has provided verification in support of competence, for example third party verification or the training record. Employer support of competence is not required where a unit is delivered and assessed in a simulated environment (refer to AA19 and AA20).
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## Section 5 – Signatures

All signatories to the training plan should read and understand the document before signing.

The training plan must contain:

- a) the AA, employer and RTO declarations
  - b) the AA's full name, signature and date
  - c) the employer's authorised representative full name, signature and date
  - d) the RTO's authorised representative full name, signature and date
  - e) training plan version number and date.
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## Training record book

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### General direction

Under an Australian Apprenticeship, both the training provider and employer have an obligation to provide training to the AA. The training provider must provide formal training in the underpinning knowledge and skills and ensure the AA can apply their learning to the workplace tasks required for the unit of competency. The employer must provide informal training and learning in the workplace and ensure the AA has learnt and practiced the workplace tasks and skills required for the unit of competency, under appropriate supervision, to industry and company standards. The purpose of the training record book is to cumulatively record and track the progress of this training. It is a formative record of progress rather than a summative record of eventual achievement.

Once the AA has acquired the underpinning knowledge and skills through formal training with the training provider and the employer is satisfied that the AA is competent in the workplace to industry and company standards (i.e. has completed informal training and learning/workplace tasks) as indicated in the training record book, the training provider is responsible for making a judgment on whether competency has been achieved by conducting the assessment process.

The AA can also use the training record book as evidence of achievement in the event they change training provider or employer and the assessment process has not been conducted.

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### Training record book content

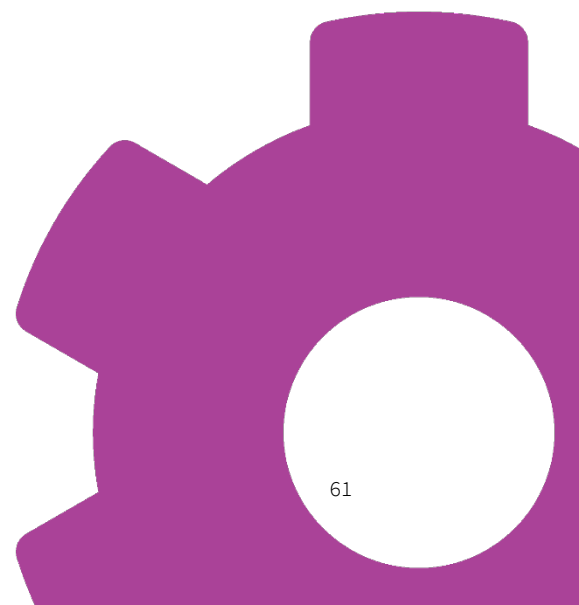
The training record book (electronic or printed) must include the relevant information from the training package for the qualification such as the units of competency, elements and performance criteria, as well as the required workplace tasks.

The training record book must also include the following for each unit of competency:

- a) employer's signature - agreement that the AA is competent in the workplace for the unit of competency to industry and company standards.
  - b) AA's signature - agreement that they can competently perform the workplace tasks for the unit of competency.
  - c) training provider's signature - agreement that formal training in the underpinning knowledge and skills has been completed.
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## Use of electronic signatures

General direction	<p>An electronic signature is acceptable on auditable records relating to the delivery of training and assessment services provided:</p> <ol style="list-style-type: none"> <li>a method is used to identify the person and to indicate the person's approval of the contents</li> <li>the method used is reliable and appropriate for the purposes of the record and</li> <li>the person who requires the signature has consented to the use of the method.</li> </ol>
Examples	<p>An electronic signature can appear in many forms, including but not limited to:</p> <ul style="list-style-type: none"> <li>a scanned signature</li> <li>a declaration or agreement tick box</li> <li>an electronic representation of a handwritten signature.</li> </ul>
Specifications for using electronic signatures	<p>The electronic signature must include the date the signature was applied.</p> <p>The capture of an electronic handwritten signature, for example use of a stylus or pen, to evidence enrolment or for some alternative one-off purpose is acceptable (e.g. use of a stylus on a tablet).</p> <p>An electronic audit trail may be used to confirm the validity of an electronic signature, for example, email correspondence.</p> <p>Electronic signatures include the use of digital signatures.</p>
Exclusions	<p>Typing a person's name into a record is not accepted by the Directorate in isolation as evidence that the record was signed and approved by the person.</p> <p>Subsequent use of an identical electronic handwritten signature is not accepted (e.g. a scanned signature). Signatures stored electronically are not to be replicated on auditable records.</p>



## Supervision in the workplace

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General direction	<p>Training providers must formally assess and retain evidence of the employer's capacity to support structured training in the proposed qualification including ensuring access to available supervisory staff with the required knowledge, skills and qualifications to build the AA's required competencies in the workplace (refer to AA9).</p> <p>It is the employer's responsibility to establish and maintain adequate training and supervision arrangements for all AAs (both apprentices and trainees) in the workplace. ANPs must inform employers of AAs of their obligations for supervision in the workplace.</p> <p>The Directorate has a statutory responsibility to ensure the employer has adequate supervision arrangements and the required licensing (in licensed trades) in place at the time of approving a training contract, under which the employer must:</p> <ol style="list-style-type: none"> <li>a) provide the appropriate facilities and experienced people to facilitate the training and supervise the apprentice/trainee while at work, in accordance with the training plan</li> <li>b) make sure the apprentice/trainee receives on-the-job training and assessment in accordance with the training plan</li> <li>c) provide work that is relevant and appropriate to the vocation and to the achievement of the qualification referred to in the training contract.</li> </ol>
Trainee supervision	<p>For trainees, a suitably qualified supervisor can be the employer or a staff member who already has the skills and knowledge the trainee is learning, as well as appropriate on-the-job experience.</p> <p>The supervisor must be employed by the same employer and work predominantly in the same workplace as the trainee. Where a trainee progresses to an apprenticeship with the same employer, the employer must ensure the supervisor responsible for supervising the apprentice in the workplace has the relevant trade qualifications.</p> <p>Other circumstances not identified above will be considered on an individual basis.</p>
Apprentice supervision	<p>For apprentices, a suitably qualified supervisor can be the employer or another staff member who has an equivalent or higher-level qualification in same field or trade to the one being undertaken by the apprentice. In the case of licensed trades, the supervisor also requires the relevant current licence.</p> <p>Some industries publish standards or guidelines for the level of supervision of apprentices, for example the electrotechnology industry. Where standards or guidelines exist, they must be followed in supervising apprentices. Supervision requirements may also be found in some industrial awards.</p> <p>Other circumstances not identified above will be considered on an individual basis.</p>
Employer/supervisor and Australian Apprentice ratios	<p>There may be requirements about apprentice/tradesperson ratios in industrial instruments to which employers are bound, and employers must make themselves aware if relevant.</p>

# TERMS AND DEFINITIONS

In this document the word ‘must’ indicates mandatory requirements to be strictly followed to comply with the ACT Standards for the Delivery of Subsidised Training (ACT Standards) and from which no deviation is permitted.

Terms	Definitions
Aboriginal and Torres Strait Islander	<p>Person who:</p> <ol style="list-style-type: none"> <li>is of Aboriginal or Torres Strait Islander descent</li> <li>identifies as being of Aboriginal or Torres Strait Islander origin</li> <li>is accepted as such by the community with which the person associates.</li> </ol> <p>Note: This term is interchangeable with Indigenous Australian.</p>
ACT	See Territory.
ACT AVETMISS	See AVETMISS. The ACT mandates additional compliance obligations related to AVETMISS outlined on the <a href="#">Skills Canberra website</a> .
ACT employer	<p>An employer who has a workplace address in the ACT. The workplace address must be:</p> <ul style="list-style-type: none"> <li>a physical address in the ACT, not a PO Box, and</li> <li>the usual work site of the Australian Apprentice.</li> </ul> <p>Where the Australian Apprentice works across various work sites or in the field, the street address of the employer’s shop, workshop, depot or home base must be in the ACT.</p>
ACT Government training initiative	The training products funded by the Territory and listed on the ACT Qualifications Register available on the Skills Canberra website. Training initiatives may target specific student groups, such as equity groups and/or specific skills and qualifications. Specific contractual provisions apply for each initiative.
ACT Qualifications Register	A register containing information about training products available through ACT Government training initiatives, including approved Training providers and fee-for-service RTOs.
ACT Skills Needs List	Identifies the ACT priorities for VET in the ACT at a qualification level. The list will allow targeted funding of training for the development of a productive and highly skilled workforce to contribute to the ACT’s economic future.

ACT Standards for Delivery of Subsidised Training (known as ACT Standards)	Schedule to the Training Initiative Funding Agreement (Agreement). Mandatory standards for training provider management and delivery of training in the ACT.
Additional support	Individual support provided to a student to undertake and/or complete a Training Product under an ACT Government training initiative. This could include interpreter services, specialised LLN tuition, mentoring, counselling, and note-taking. Training providers may identify that a student requires additional support at the time of enrolment, during the initial skills assessment, or anytime during the delivery of training.
Alternative program	A year 12 equivalent program outside of a mainstream/traditional secondary school or college context.
Apprentice	Person contracted to an employer through an Australian Apprenticeships training contract who is undergoing training for a recognised trade occupation.
Apprenticeships Data Management System (ADMS)	ADMS is the platform supporting the delivery of Australian Apprenticeship programs. It replaces the Training and Youth Internet Management System (TYIMS).
Apprenticeship Network Provider (ANP)	<p>Contracted by the Australian Government to deliver Australian Apprenticeship services in the ACT, including providing advice and support services tailored to the needs of employers and apprentices throughout the apprenticeship lifecycle – from pre-commencement to completion – through:</p> <p><b>Universal services</b> for all employers and Australian Apprentices providing contract signup and administration, marketing, information and advice</p> <p><b>Targeted services</b> (gateway and in-training support) for employers and individuals assessed as needing additional support to complete the Australian Apprenticeship.</p>
Approval statement	Formal written statement issued by the Director-General (or delegate) of the Education Directorate under Part 2.4 of the <a href="#">Education Act 2004</a> . Further information is available on the <a href="#">Education Directorate's website</a> .
Assessment (competency)	Process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard required in the workplace, as specified in a training package VET accredited course ( <i>Standards for Registered Training Organisations (RTOs) 2015</i> ).



Assessment (initial skills)	Includes: a) an individual assessment per student of: i) LLN and additional support needs ii) the training product level to determine its appropriateness b) an offer of RPL and explanation of credit transfer obligations.
Assessment (LLN)	Process of collecting evidence and determining the student's language, literacy and numeracy skills. The assessment must: a) be in the form of an interview, test or activities b) customised to the competencies required in the qualification c) consider documented evidence of the student's history for example prior education, work history, impairments or disabilities d) must assess the student's performance in the five core skills of learning, reading, writing, oral communication and numeracy e) identify the ACSF level of the student.
Assessment item (completed)	Actual piece/s of work completed by a student or evidence of that work, including evidence collected for an RPL process.
Assessment tools	Tools that include the following components: context and conditions of assessment, tasks to be completed by the student, an outline of the evidence to be gathered from the candidate and evidence criteria used to judge the quality of performance (i.e. the assessment decision-making rules). This term also takes in the administration, recording and reporting requirements and may address a cluster of competencies as applicable for holistic assessment.
Australian Apprentice	Term used to describe both apprentices and trainees, who have entered into an Australian Apprenticeships Training Contract.
Australian Apprenticeship	a) Combination of practical work on-the-job, with structured training to achieve a nationally recognised qualification under an Australian Apprenticeships Training Contract. More information is available at the <a href="#">Australian Apprenticeships website</a> b) Involves a student and employer.
Australian Apprenticeship Support Network (the Apprenticeship Network)	Refer to Apprenticeship Network Provider.

**Australian Apprenticeships training contract**

Legally binding agreement between an Australian Apprentice and an employer which defines the rights and responsibilities of each party. These include:

- a) the employer guaranteeing to train the Australian Apprentice in the agreed occupation or training area and to allow time off work to attend any required off-the-job training
- b) the Australian Apprentice agreeing to learn all aspects of the occupation or training area and to work for the employer for a specified period.

Also referred to as a training contract.

**Australian Core Skills Framework (ACSF)**

A tool designed to describe an individual’s performance in the five core skills of learning, reading, writing, oral communication and numeracy across five levels of performance ranging from 1 (low level) to 5 (high level). The ACSF contains the endorsed language, literacy and numeracy (LLN) standards that are reflected in all training packages.

**Australian Qualifications Framework (AQF)**

The framework for regulated qualifications in the Australian education and training system as agreed by the Commonwealth, State and Territory ministerial council with responsibility for higher education (*Standards for Registered Training Organisations (RTOs) 2015*).

**Australian School-based Apprenticeship (ASBA)**

Part of the national Australian Apprenticeship system. It provides school students with the opportunity to combine practical paid work with structured training as part of their education program to achieve a nationally recognised qualification.

**Australian Skills Quality Authority (ASQA)**

National regulator for Australia’s VET sector.

**AVETARS**

ACT Vocational Education and Training Administration Records System (AVETARS) is the system for managing the administration of ACT Government training initiatives.

**AVETMISS**

Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) is the agreed national data standard for the collection, analysis and reporting of VET information in Australia. See also ACT AVETMISS.

**AVETMISS Compliant Student Management System**

Student management system capable of producing AVETMISS compliant and validated NAT files for all funded training activity that occurs in the ACT.

**AVETPAK**

NCVER AVETMISS validation software.

<b>Cancellation date (Australian Apprenticeships)</b>	The last day the AA was employed as an Australian Apprentice (if ceasing employment), or the last date of involvement with the training provider if still employed but ceased training. This is identified as the 'Actual end date' on AVETARS.
<b>Cancellation date (Skilled Capital)</b>	The date: <ul style="list-style-type: none"> <li>the student advised the training provider or the Directorate they have withdrawn from the training product, or</li> <li>of the training provider's decision to cancel the student's enrolment in the training product for reasons such as lack of attendance or inability to contact the student after several attempts.</li> </ul>
<b>Certification documentation</b>	The set of official documents that confirms that an AQF qualification certificate or statement of attainment has been issued to an individual.
<b>Commencement date of Australian Apprenticeships training contract</b>	Date an Australian Apprentice commences an Australian Apprenticeship.
<b>Commencement of training</b>	Participation in a minimum of one unit of competency. See Participation.
<b>Completion (training plan)</b>	The process of completing the training plan in its entirety including obtaining signatures from all relevant parties.
<b>Completion payment</b>	A payment made to eligible students on successful completion of a funded training product and a survey.
<b>Compliance Guides</b>	The guides issued by the Territory and published on the Skills Canberra website which set the Territory's requirements for compliance with the ACT Standards for each training initiative. The Compliance Guides <ol style="list-style-type: none"> <li>provide direction to training providers on how to interpret and comply with ACT Standards</li> <li>include additional mandatory requirements</li> <li>outline administrative arrangements.</li> </ol>
<b>Credit transfer</b>	Granting of status or credit by an institution or training organisation for units of competency completed at the same or another institution or training organisation.
<b>Date deemed competent (Australian Apprenticeships)</b>	The date of the final agreement that competence in the workplace for the full qualification has been achieved.

Date deemed competent (Skilled Capital)	The date the final unit of competency was awarded for the training product.
Delivery mode	<p>The method input by the training provider in AVETARS to indicate how the training for the qualification is delivered. RTOs may select multiple modes to reflect various delivery methods.</p> <p><b>A. Fully off-the-job by RTO</b> Includes learning that takes place away from the workplace at any permanent or semi-permanent training location, and usually involves face-to-face training.</p> <p><b>B. Distance learning and remote e-learning</b> Includes correspondence-based learning, web-based resources, computer-based resources, online interactions both on and off campus, radio, television, videoconference, or audio conference.</p> <p><b>C. Fully on-the-job (other than distance) by RTO</b> Includes learning conducted in the workplace by the training provider.</p> <p><b>D. Blend of training by RTO/employer</b> Used where the predominant method of learning is not fully off-the-job, distance learning/e-learning, fully on-the-job or employer-guided workplace learning.</p> <p><b>E. Employer-guided workplace learning</b> Includes learning conducted in the workplace by the employer. The employer will be supported by learning materials provided by the training provider for this purpose and will include a documented process and delivery strategy to ensure employers carry out their responsibilities.</p>
Delivery strategy	The approach to the delivery of training that includes learning, training and assessment strategies. Additional support and wrap around services may be part of a delivery strategy.
Digital signature	A signature that uses encryption technology to transform a message to a seemingly unintelligible form and back again.
Directorate	Chief Minister, Treasury and Economic Development Directorate and includes any officer of that Directorate who is authorised by the Director-General to perform the functions of the Directorate.
Due to complete date (Australian Apprenticeships)	Date determined by adding the commencement date of the training contract plus the nominal duration (full-time or part-time) of the qualification minus any applicable credit of time (to a maximum of three years and six months).

<p><b>Due to complete date (Skilled Capital)</b></p>	<p>AVETARS system generated date determined by adding 2 years and one month to the commencement date. See Commencement date (Skilled Capital). By this date all training and administrative arrangements for finalising the student record must be completed.</p>
<p><b>Electronic signature</b></p>	<p>An electronic symbol or process attached to, or logically associated with, a contract or other record and executed or adopted by a person with the intent to sign the record.</p>
<p><b>Eligible individual (funding)</b></p>	<p>A person who:</p> <ol style="list-style-type: none"> <li>a) is eligible for subsidised training in accordance with the criteria set out in the Compliance Guides</li> <li>b) continues to meet those criteria for the period for which the person undertakes a training product.</li> </ol>
<p><b>Eligible individual (training contract)</b></p>	<p>A person who:</p> <ol style="list-style-type: none"> <li>a) is eligible to enter into a training contract in accordance with the criteria set out in the Compliance Guides</li> <li>b) continues to meet those criteria for the period for which the person undertakes the training product.</li> </ol>
<p><b>Employer (Australian Apprenticeships)</b></p>	<p>A person who:</p> <ul style="list-style-type: none"> <li>• has delegated authority to make decisions relating to the training contract for the Australian Apprentice</li> <li>• is employed at the same workplace (or host employer workplace) and predominantly for the same hours as the Australian Apprentice</li> <li>• has the appropriate qualification and/or skills and capacity to train and supervise the Australian Apprentice.</li> </ul>
<p><b>Employment services provider</b></p>	<p>Organisation funded by the Australian Government to provide people from all backgrounds with access to services and support to help them overcome barriers and develop the required skills to gain employment and participate in society. They include Workforce Australia service providers and Disability Employment Services (DES) providers.</p>
<p><b>Enrolment (finalisation)</b></p>	<p>Includes familiarising the student with the training provider and the process for participating in the learning and successfully completing training in a specific qualification or skill set. The enrolment process also includes conducting the initial skills assessment [see Assessment (Initial skills)] and the completion of an AVETMISS compliant enrolment form.</p>

Enterprise training provider	An Enterprise training provider is an RTO established by an organisation for the sole purpose of providing VET for the employees of that organisation.
Exemption certificate (ACT)	Formal certificate issued by the Director-General of the Education Directorate (or delegate) under Part 2.3 of the <a href="#">Education Act 2004</a> . An 'Application for an Exemption Certificate' is available on the <a href="#">Education Directorate's website</a> .
Exemption certificate (NSW)	Relevant delegates in NSW may grant exemptions to students of compulsory school age from the requirement to be enrolled in school provided approval has been given to entering a full time Australian Apprenticeship commencing in Year 10. Australian Apprentices working in the ACT who are residing in NSW must have a <i>Certificate for Exemption from Enrolment at School</i> . Information on applying for this exemption and the conditions that apply can be found at the <a href="#">NSW Department of Education website</a> .
Existing worker (EW)	Person who is currently employed. Eligibility criteria may vary according to the specific training initiative. Refer to specific training initiative Compliance Guides.
Fee-for-service RTO	RTOs delivering Australian Apprenticeship training that do not receive ACT Government User Choice funding for delivery of one or more qualifications.
Formal training	Formal training takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment (for example, a certificate, diploma or university degree). Formal training is supported by training materials and delivered by a qualified trainer.
Foundation skills	Foundation skills are defined in the <i>National Foundation Skills Strategy for Adults (2012)</i> as the combination of: <ul style="list-style-type: none"> <li>a) LLN – listening, speaking, reading, writing, digital literacy and use of mathematical ideas</li> <li>b) employability skills, such as collaboration, problem solving, self- management, learning and ICT skills required for participation in modern workplaces and contemporary life.</li> </ul>

Funding	<p>The total of the following amounts in relation to all funded places approved by the Territory pursuant to clause 4.2 of the Agreement:</p> <ul style="list-style-type: none"> <li>a) the subsidy for each training product advertised on the ACT Qualifications Register</li> <li>b) the loadings, support funding, and any other amount specified in the Compliance Guides,</li> </ul> <p>less any deductions specified in the Compliance Guide.</p> <p>For this definition, the amount of each subsidy, loading or deduction will be as specified in the relevant document as at the date each application is made by the training provider.</p>
Funded place	<p>An allocation of funding by the Territory for delivery of a training initiative by the training provider to an eligible individual.</p>
Genuine hardship (financial)	<p>Term used in relation to fee concession. A determination of the student's inability to pay the required tuition fee, based on relevant evidence.</p>
Government entity	<p>A government, or public sector, entity is one of the following:</p> <ul style="list-style-type: none"> <li>• Commonwealth Government Entity</li> <li>• Commonwealth Government Other Incorporated Entity</li> <li>• Commonwealth Government Statutory Authority</li> <li>• State/Territory Government Entity</li> <li>• State/Territory Government Statutory Authority</li> <li>• State/Territory Government Other Incorporated Entity</li> <li>• any other Commonwealth, State or Territory Government entity type listed on the Australian Government's Australian Business Register <i>Entity Types</i> list which can be found at <a href="https://www.business.gov.au/Entity-types">Entity types   ABN Lookup (business.gov.au)</a>.</li> </ul>
Host employer	<p>Host employer means an organisation that hosts, under a written host employer agreement, an apprentice or trainee employed at that time by a group training organisation (GTO), provides supervision and on-the-job training and pays the GTO for the apprentice/trainee services.</p>
ICT	<p>Information and communication technology.</p>
Indigenous Australian	<p>See Aboriginal and Torres Strait Islander.</p>
Individual student price (ISP)	<p>The subsidy paid by the ACT Government to training providers for a student to complete training. This includes the QSA and any additional loadings (See QSA).</p>

<b>Informal training and learning</b>	Informal training and learning results through experience of work-related, social, family, hobby or leisure activities. Informal training and learning includes activities undertaken in the workplace under appropriate supervision, specifically new tasks or skills taught and learnt in the workplace that contribute to the development of the skills required for the qualification.
<b>Initial skills assessment</b>	See Assessment (Initial skills).
<b>Interstate training</b>	Australian Apprentices in an ACT training contract for qualifications which are currently not delivered by RTOs in the ACT may be required to travel interstate to undertake their formal training. This normally occurs in blocks of time.
<b>Language, literacy and numeracy (LLN)</b>	<p>Component of foundation skills.</p> <ol style="list-style-type: none"> <li>Language – refers to the understanding and use of spoken and written English.</li> <li>Literacy – refers to the integration of listening, speaking, reading, writing and critical thinking. It incorporates numeracy and it includes the cultural knowledge that enables a speaker, writer or reader to recognise and use language appropriate to different social situations.</li> <li>Numeracy – refers to the ability to use mathematics effectively to meet the general demands of life at home, in paid work and for participation in community and civic life.</li> </ol>
<b>Lead training provider</b>	The training provider approved to deliver and receive payment directly from the Territory for services under the specific training initiative.
<b>Loadings</b>	An additional payment added to the QSA based on eligibility of the student and/or training provider.
<b>Long-term unemployed</b>	A person who has been registered as unemployed for at least the last 52 weeks.
<b>Minimum tuition fee</b>	The minimum fee the training provider must charge for subsidised training.
<b>National register</b>	See TGA. The register maintained by the Australian Government department responsible for VET and referred to in section 216 of the <i>National Vocational Education and Training Regulator Act 2011</i> .
<b>National Standards</b>	The <i>Standards for Registered Training Organisations (RTOs) 2015</i> (Cth) made under subsection 185(1) and subsection 186(1) of the NVETR Act.



<b>NCVER</b>	National Centre for Vocational Education Research is an independent body responsible for collecting, managing, analysing, evaluating and communicating research and statistics about VET nationally.
<b>New worker (NW)</b>	Person who has been employed within an enterprise for less than three months full-time or 12 months part-time or casually prior to commencing an Australian Apprenticeship.
<b>Notification of business (NOB)</b>	Electronic process by which the Directorate advises the training provider it has been nominated as the RTO on an Australian Apprenticeships training contract.
<b>NVETR Act</b>	National Vocational Education and Training Regulator Act 2011 (Cth)
<b>Off-the-job</b>	Learning that takes place away from the workplace at any permanent or semi-permanent training location, and usually involves face-to-face teaching.
<b>On-the-job</b>	Training undertaken in the workplace as part of the productive work of the learner under normal operating conditions.
<b>Participation</b>	<p>Participation in training is determined when:</p> <ol style="list-style-type: none"> <li>the student has commenced training in at least one (1) unit of competency</li> <li>the student has interacted and actively participated in the training</li> <li>the training provider has documented the interaction and participation.</li> </ol> <p>To be valid, evidence of participation must contain the student's name or identification number, a unit of competency identifier and a date.</p>
<b>Person with a disability</b>	Person that identifies as having a disability (intellectual, mental health, physical) that impacts on the person's ability to undertake training and work in the chosen qualification and may result in the person requiring additional training and/or work-related support services and/or modifications.
<b>Probationary period</b>	See Training contract probationary period.
<b>Progressing employee</b>	An Australian Apprentice with continuing and unbroken employment with the same employer, progressing within three months of completing one AQF level qualification to a higher AQF level.

Qualification certificate	Formal certification awarded by an accredited authority in recognition of the successful completion of an educational program. Qualification certificates are awarded when a person has met the RTO requirements and has satisfied all requirements of the units of competency that comprise an AQF qualification, as specified by a nationally endorsed training package or an accredited course that provides training for that qualification. Includes a record of results.
Qualification subsidy amount (QSA)	The base subsidy available for a qualification prior to the application of any loadings.
Recognition of prior learning (RPL)	<p>An assessment process that assesses the competency of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited course.</p> <p>a) Formal learning refers to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment (for example, a certificate, diploma or university degree)</p> <p>b) Non-formal learning refers to learning that takes place through a structured program of instruction, but does not lead to the attainment of an AQF qualification or statement of attainment (for example, in house professional development programs conducted by a business)</p> <p>c) Informal learning refers to learning that results through experience of work-related, social, family, hobby or leisure activities (for example the acquisition of interpersonal skills developed through several years as a sales representative).</p> <p>(<i>Standards for Registered Training Organisations (RTOs) 2015</i>).</p>
Registered training organisation (RTO)	Training organisation registered to provide VET and/or assessment services and issue nationally recognised qualifications. All RTOs are required to meet the <i>Standards for Registered Training Organisations (RTOs) 2015</i> . The nationally recognised qualifications an RTO can issue are defined by its scope of registration as listed on <a href="https://training.gov.au">training.gov.au</a> . See TGA.
Replacement training product/qualification	Most up-to-date training product/qualification in a training package which replaces a training product/qualification that has been superseded.
RTO code	As defined in the National Standards.
Scope of registration	As defined in the NVETR Act.

Skills Canberra website	The website for Skills Canberra, or the administrative unit of the Territory which administers this Agreement from time to time.  <a href="https://www.act.gov.au/skills/home">https://www.act.gov.au/skills/home</a>
Skill set	A single unit of competency or a combination of units of competency from a training package which link to a licensing or regulatory requirement, or a defined industry need ( <i>Standards for Registered Training Organisations (RTOs) 2015</i> ). Skill sets approved for ACT Government funding are assigned a specific skill set code on the ACT Qualifications Register.
State Training Authority (STA)	The Directorate is an administrative unit of the ACT Government that acts as the State Training Authority in the ACT. The Directorate is responsible and accountable for the provision of strategic advice on ACT VET. As the STA, the Directorate administers ACT and Australian Government funds for a variety of training initiatives and is responsible for the approval and variation of training contracts for Australian Apprenticeships in the ACT.
Statement of attainment	A statement issued to a person confirming that the person has satisfied the requirements of the unit/s of competency or accredited short course specified in the statement ( <i>Standards for Registered Training Organisations (RTOs) 2015</i> ).
Structured training	Includes formal training and informal training and learning.
Student	Has the same meaning as eligible individual.
Student identifier	Has the meaning given in the <i>Student Identifiers Act 2014</i> (also see <i>Standards for Registered Training Organisations (RTOs) 2015</i> ).
Subcontract	An arrangement where any third party (organisation or individual) provides services on behalf of the RTO, where there is not a contract of employment with the RTO.
Subsidised training	The delivery of a training initiative to an eligible individual by the training provider in accordance with the Agreement, and for which the training provider has applied for funding and includes all matters relating to or connected with the delivery of that training initiative.
Substantive visa	Any visa (whether permanent or temporary) other than a bridging visa or Criminal Justice visa.
Superseded training product/qualification	A training product/qualification that has been replaced by a newer version. See Transition.

Supervisory staff (Australian Apprenticeships)	Suitably qualified and/or licenced (where required) person/s who is employed at the same workplace and predominately for the same hours as the Australian Apprentice.
Territory	When used: a) in a geographical sense, the Australian Capital Territory b) in any other sense, the body politic established by section 7 of the Australian Capital Territory (Self-Government) Act 1988 (Cth).
TGA	The national register of information on training packages, qualifications, accredited courses, units of competency and RTOs located at <a href="https://training.gov.au">training.gov.au</a> .
Trainee	Person employed in a recognised traineeship vocation and who has entered into an Australian Apprenticeships Training Contract with their employer.
Training contract	See Australian Apprenticeships training contract.
Training contract hours	The total combined work and training hours per week, as agreed in the Australian Apprenticeships training contract.
Training contract probationary period	A probationary period is a period of time after the training contract is signed, which allows either the employer or the apprentice/trainee to terminate the training contract agreement for any reason.
Training initiative	See ACT Government training initiative.
Training Initiative Funding Agreement (Agreement)	Contractual arrangement between the ACT Government and RTOs for the delivery of ACT Government training initiatives. RTOs must hold an approved Agreement prior to applying for, and throughout the delivery of, training and/or other services under training initiatives in the ACT.

**Training mode**

The method used to determine how the training for the unit of competency will be predominantly delivered to the student as defined in the training plan.

Training modes include:

- a) classroom based- training that takes place away from a person’s job, either off the premises or in a separate training area in the workplace, and usually involves face-to-face teaching
- b) electronic based- uses electronic media to deliver flexible vocational education and training. It is suited to distance learning and flexible learning, but is also used in face-to-face teaching
- c) employment based- is training conducted in the workplace as part of the productive work of the Australian Apprentice. Training may be delivered by the RTO and/or the workplace supervisor. If the workplace supervisor is delivering the training, they must be supported by training materials (and possibly learning materials) provided by the RTO
- d) other – may include distance learning (or self-paced study), which can be undertaken independently and supported by a trainer. It may include e-learning approaches.

**Training package**

Training packages comprise: units of competency; assessment requirements (associated with each unit of competency); qualifications; and credit arrangements. The endorsed components of the training package form part of the requirements that an RTO must meet under the Standards for Registered Training Organisations. A training package also consists of a non- endorsed, quality assured companion volume/s which contains industry advice to RTOs on different aspects of implementation (*Standards for Registered Training Organisations (RTOs) 2015*).

**Training plan**

Documented program of training and assessment for an individual student. It is developed by the training provider in consultation with the student and, where required by the training initiative, by the employer, as the basis for training and assessing a person undertaking a training product.

**Training product**

Means AQF qualification, skill set, unit of competency, accredited short course and module.  
*(Standards for Registered Training Organisations (RTOs) 2015).*

**Training provider**

RTO with an approved Training Initiative Funding Agreement.

Training record book	Tool used for tracking progress. Under an Australian Apprenticeship the RTO has an obligation to provide formal training, and the employer has an obligation to provide training in the workplace (informal training and learning). The purpose of a training record book is to record this training.
Transition	<p>The 12 months immediately after publication of a replacement training package or Training Product on TGA. Where the transition period is extended by ASQA, the transition must occur within the approved extension timeframe. Includes all actions required to change the delivery operations of a training provider from an existing training product to a replacement endorsed or accredited training product, including resourcing, registration and transfer of students.</p> <p>The training provider must transfer continuing students from the superseded training product to the replacement qualification as soon as practicable but no later than 12 months from the date of publication of the replacement training product or within the approved extension timeframe unless the student will be genuinely disadvantaged. The training provider must enroll new students in the replacement Training Product as soon as practicable but no later than 12 months from the date of publication of the replacement training product on TGA or prior to the expiry of the approved extension timeframe.</p>
Tuition fee	Contribution towards the cost of training charged by the training provider to the student/ employer.
Unique student identifier (USI)	Has the meaning given in the <i>Student Identifiers Act 2014</i> .
Unit of competency	The specification of the standards of performance required in the workplace as defined in a training package ( <i>Standards for Registered Training Organisations (RTOs) 2015</i> ).
User Choice	National funding policy for Australian Apprenticeships promoting choice in training services provided to employers and Australian Apprentices. Under User Choice the STA administers payments to RTOs, as a contribution towards the cost of training.
VET	Vocational education and training.

VET Quality Framework (VQF)

Comprises:

- a) the Standards for Registered Training Organisations
- b) the Australian Qualifications Framework
- c) the Fit and Proper Person Requirements
- d) the Financial Viability Risk Assessment Requirements
- e) the Data Provision Requirements.

*(Standards for Registered Training Organisations (RTOs) 2015).*

**Work experience placement**

Period of unpaid work with an employer undertaken by VET students to complement and/or support a course or unit of competency, with supervision provided by the employer, the training provider or both.

Work experience placements funded through a Skilled Capital loading are additional to the industry placements required as part of a training package qualification and are intended to provide additional support for students in the identified categories that attract loadings.

**Wrap-around services**

Support services that will significantly assist students to remain engaged in the training process and to successfully progress to further training and/or employment.

**Youth at risk**

A young person aged between 15 and 24 years of age who is at risk of disengaging from education and/or employment.



**ACT**  
Government

Skills Canberra

Chief Minister, Treasury and  
Economic Development Directorate

