

07/11/18

LEGISLATIVE COUNCIL STANDING COMMITTEE ON ESTIMATES AND FINANCIAL OPERATIONS
QUESTION PRIOR TO HEARING

Department of Training and Workforce Development
The Committee asked:



- 1 For each matter that had an impact in 2017-18, how much was spent on
 (a) each spending change identified in the 2017-18 Budget and the 2018-19 Budget

Answer.

- i For each matter that had an impact in 2017-18, the actual spending change identified in the 2017-18 Budget was as follows:

	2017-18 Budget Estimate \$'000	2017-18 Actual \$'000
Election Commitments		
Apprenticeships in Craft Industries	963	85
Vocational Education and Training Fee Freeze	638	638
Other		
Adjustment to Commonwealth Grants	(554)	(9,754)
Adjustment to Training Delivery Forecast	26,900	26,900
Freeze Salaries and Allowances Tribunal Determined Salaries	(27)	(27)
Non-Government Human Services Sector Indexation Adjustment	(90)	(90)
Regional Workers Incentives Allowance	(830)	(830)
Revision to Indexation for Non-Salary Expenses	(1,101)	(1,101)
Revision to Own Source Revenue Estimates	(3,000)	(3,000)

- ii For each matter that had an impact in 2017-18, the actual spending change identified in the 2018-19 Budget was as follows:

	2017-18 Estimated Actual \$'000	2017-18 Actual \$'000
Election Commitments		
Senior Executive Service Reduction	(875)	(875)
Other		
Adjustments to Commonwealth Grants	(9,200)	(9,200)
Government Office Accommodation Reform Program	(380)	(380)
Government Regional Officer Housing	(1,484)	(1,484)

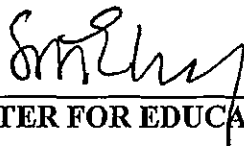
Muresk Institute Agricultural Degree and Agricultural Skills Pathway Programs	686	686
New Public Sector Wages Policy	(1,187)	(1,187)
Payroll Tax Revenue Redistribution for Training Delivery	11,000	11,000
Regional Workers Incentives Allowance	121	121
Repositioning of Expenses for Training Delivery	(13,810)	(13,810)
Revision to Commercial Activity Expense Estimates	(2,658)	(2,658)
Revision to International Student Training Activity Estimates	(7,759)	(6,890)
State Fleet Policy and Procurement Initiatives	(315)	(315)
Transfer of the Goldfields Arts Centre to the Department of Local Government, Sport and Cultural Industries	(325)	(325)
Voluntary Targeted Separation Scheme	4,755	4,061

(a) each capital project listed in the 2018-19 Budget asset investment program?

Answer:

For each matter that had an impact in 2017-18, the actual spend on each capital project listed in the 2018-19 Budget asset investment program was as follows.

	2017-18 Estimated Expenditure \$'000	2017-18 Actual Expenditure
WORKS IN PROGRESS		
ICT Student Management System for the Training Sector	5,793	4,134
Regional Capital Works Initiative - Muresk Agricultural Skills Development	443	442
Remedial Works Program	16,420	17,308
COMPLETED WORKS		
New Buildings and Additions at South Metropolitan TAFE		
Engineering Training Centre (Munster)	1,813	1,598
Murdoch Stage 4	9,940	9,940
Pilbara Education Partnership - North Regional TAFE Electrical Instrumentation Centre of Specialisation	1,172	1,141
Regional Capital Works Initiative - Central Regional TAFE - Student Services Interactive Hub	311	336
Skills Training Initiative - Muresk Institute	159	159
North Regional TAFE - South Hedland and Karratha Campuses Upgrade and Expansion	644	644
Training Record System and Quality Business System	767	495
Total Cost of Asset Investment Program	37,462	36,197


MINISTER FOR EDUCATION AND TRAINING

LEGISLATIVE COUNCIL STANDING COMMITTEE ON ESTIMATES AND FINANCIAL OPERATIONS
QUESTION PRIOR TO HEARING

Department of Training and Workforce Development
The Committee asked:

- 2 How frequently do you review your
- (a) key performance indicators
 - (b) key performance indicator targets?

Answer.

- (a) As required in response to functional reviews and structural changes, and to address annual feedback from Treasury and the Office of the Auditor General.
- (b) Yearly, as part of the budget papers process


MINISTER FOR EDUCATION AND TRAINING

LEGISLATIVE COUNCIL STANDING COMMITTEE ON ESTIMATES AND FINANCIAL OPERATIONS
QUESTION PRIOR TO HEARING

Department of Training and Workforce Development

3. When were your key performance indicators last reviewed?

Answer. August 2018



MINISTER FOR EDUCATION AND TRAINING

LEGISLATIVE COUNCIL STANDING COMMITTEE ON ESTIMATES AND FINANCIAL OPERATIONS
QUESTION PRIOR TO HEARING

Department of Training and Workforce Development
The Committee asked:

- 4 Can you provide any documentation from your last review of your key performance indicators?

Answer. Yes As part of the implementation of Jobs and Skills Centres modifications to KPIs were recommended to capture career and workforce development outcomes. Attached is the proposed Outcome Based Management structure discussed with the Auditor General and Treasury



MINISTER FOR EDUCATION AND TRAINING

LEGISLATIVE COUNCIL STANDING COMMITTEE ON ESTIMATES AND FINANCIAL OPERATIONS
QUESTION PRIOR TO HEARING

Department of Training and Workforce Development
The Committee asked:

5. Can you list any new key performance indicators for this year?

Answer. Yes The Department is currently liaising with Treasury to add two new KPIs, reflecting the transfer of the Training Accreditation Council from the Department of Education.

- Key Effectiveness Indicator. Percentage of registered training organisations compliant with the Australian Quality Training Framework Essential Standards for Registration
- Key Efficiency Indicator. Cost of regulatory services per registered provider/institution



MINISTER FOR EDUCATION AND TRAINING

LEGISLATIVE COUNCIL STANDING COMMITTEE ON ESTIMATES AND FINANCIAL OPERATIONS
QUESTION PRIOR TO HEARING

Department of Training and Workforce Development
Hon Donna Faragher MLC asked:

1. I refer to Jobs and Skills Centres (p.31) and I ask.
- (a) For each of the operating Jobs and Skills Centres how many "students, local businesses, employers and industries" have accessed "career training and employment services" as at September 2018

Answer:

The seven currently operating Jobs and Skills Centres (JSCs) have reported the following number of clients having accessed JSC services to 30 September 2018.

- Joondalup JSC – 661 (commenced operation 16 April 2018)
- Balga JSC – 338 (commenced operation 16 April 2018)
- Northbridge JSC – 1157 (commenced operation 16 April 2018)
- Thornlie JSC – 1396 (commenced operation 16 April 2018)
- Rockingham JSC – 915 (commenced operation 16 April 2018)
- Peel JSC – 624 (commenced operation 1 August 2018)
- Kalgoorlie JSC – 58 (commenced operation 27 August 2018)

- (b) What is the current status of the regional centres?

Answer.

The Peel JSC and Kalgoorlie JSC have been operating since August 2018. Albany and Bunbury JSCs are expected to open before the end of 2018. The remaining regional JSCs (Northam, Geraldton, Karratha and Broome) are expected to commence operation early 2019.


MINISTER FOR EDUCATION AND TRAINING

LEGISLATIVE COUNCIL STANDING COMMITTEE ON ESTIMATES AND FINANCIAL OPERATIONS
QUESTION PRIOR TO HEARING

Department of Training and Workforce Development
Hon Donna Faragher MLC asked:

2. I refer to page 42 of the Annual Report which makes reference to the introduction of a quality control system for private registered training organisations delivering government funded training places and I ask.
- (a) Please provide details of this new quality control system and how it will be implemented by the Department of Training?

Answer

The Registered Training Organisation (RTO) quality control framework comprises three components which together help ensure that high quality training providers are contracted to deliver Government subsidised training and that the risks to Government are minimised through the life of the agreements. The key elements of the framework are:

- Pre – qualification - The process by which private RTOs are evaluated against a set of established criteria to determine their suitability to be contracted by the Department of Training and Workforce Development (DTWD).
- Contract Management - Contracted private RTOs are assigned a case manager responsible to ensure that they meet contractual requirements including achievement of Key Performance Indicators and performance milestones as well as identifying and managing risks.
- Audit and Compliance - An annual audit and compliance program examines private RTO compliance with the Conditions of Contract and associated Policies and Business Rules.

The framework has been developed following consultation with private RTOs and is characterised by an emphasis on improved risk assessment, an increase in the number of onsite audits, a broadening of the scope of the audit program including direct contact with students, increasing the amount of evidence (samples) reviewed and an improved focus on outcomes as part of the development of a more robust audit and compliance program.

Under the program, private RTOs are assessed against a number of key risk criteria and allocated a risk rating. The rating determines the type and priority of the audits conducted. Audit types include desktop, on-site, spot and strategic and may be scheduled or unscheduled, undertaken in-house or out-sourced. The depth and breadth of these audits has been increased and the intention is to conduct more on-site audits than in 2016 and 2017

The quality control framework has been published as a PDF on the DTWD website. The Framework includes a statement of Ministerial expectations of quality RTO service provision and comprises four key components:

- Planning Context
- Supplier Eligibility and Selection
- Contract Management and Compliance
- Consumer Information and Support

The Quality Framework for Publicly funded Private RTO's is attached


MINISTER FOR EDUCATION AND TRAINING



Government of Western Australia
Department of Training
and Workforce Development



Jobs and Skills WA

**Quality framework for
publicly funded private
registered training organisations**





Minister's foreword

To drive the future economic development of our State we must have a responsive and high quality vocational education and training (VET) system.

Our *Plan for Jobs* recognises the importance of any provider who accesses government funding to deliver training that meets standards, as well as the needs of students, industry and employers. By doing this students can have confidence in the training they receive and employers, industry and the community have confidence in the VET system.

The quality framework for publicly funded private registered training organisations (RTOs) underpins the Government's commitment to a quality VET system in Western Australia. It aims to promote market-wide confidence that VET delivered by Government funded private RTOs equals quality; whether it is training delivery, assessment, or work readiness.

Within the VET system, quality is a shared responsibility between the Australian government, State and Territory governments, industry, students, employers and training providers.

The Western Australian Government sets the policy and procurement frameworks for subsidised training and, in doing so, monitors the quality of that training through a comprehensive approach involving engagement, oversight and compliance.

As Minister for Education and Training, my expectations of contracted private RTOs are clear; as recipients of Government funding I expect private RTOs to operate consistent with the following key principles.

- Deliver quality training that provides skilled and job ready people.
- Engage with students and employers to ensure that clients have confidence in your products and services and receive value for money.
- Deliver training that is consistent with the requirements of training packages and meets the *Standards for registered training organisations*.
- Implement systems and processes to ensure that Government contracting and regulatory requirements are met.
- Maintain the highest standards in teaching and professional development for staff so the training delivered is current and meets industry needs.
- Be flexible, innovative and agile in responding to the changing needs of students, industry and government.
- Work collaboratively and engage in meaningful partnerships with all stakeholders, particularly industry.

The Government's approach to ensuring quality from contracted private RTOs is based on an integrated framework. This framework has been designed to assist stakeholders of the VET system to understand the Western Australian Government's expectations of the sector and the mutual obligations that underpin the delivery of quality VET.

I look forward to you working with Government under this framework to deliver excellence for clients of the Western Australian VET system.

Sue Ellery MLC
Minister for Education and Training





Introduction

The Western Australian Department of Training and Workforce Development (the Department) contracts and funds private registered training organisations (RTOs) to deliver accredited training across the State.

The procurement and delivery of this training takes place within an integrated funder, purchaser and provider framework, which also includes the network of TAFE colleges, the goal of which is to ensure a highly skilled and adaptable workforce is available to meet the economic and community needs of the State.

With a focus on the procurement and contracting of private RTOs, the purpose of this document is to outline the processes and mechanisms that are in place to ensure that only high quality providers are contracted and continue to deliver Government subsidised training in Western Australia.

The Jobs and Skills WA quality framework for publicly funded private RTOs has the following four key components that express the Government's commitment to quality assurance in training, under *Plan for Jobs*.





Planning context

The Department works with a range of state, territory and Australian government agencies, industry associations, employers and community groups to develop strategies and actions that are used to inform a responsive training system that supports the development of a skilled and flexible workforce.

The key planning documents and frameworks that help determine training and workforce development priorities include the following.

- *WA State Training Plan* – The State Training Board prepares a State Training Plan each year, which contributes to the policy and purchasing direction for the State's training system for the short to medium term.
- *Industry workforce development plans* – These plans are based on extensive research undertaken by each industry training council. They provide a targeted focus for responding to industry specific workforce issues and offer a comprehensive industry profile section with industry and employment analysis and trends, including labour and skills demand.
- *Training Together/Working Together – Aboriginal workforce development strategy* – This strategy was developed in collaboration with Aboriginal communities and industry to increase the number of Aboriginal people in training for sustainable employment.
- *State priority occupations list* – The SPOL is produced each year by the Department in consultation with key stakeholders to inform and guide workforce planning and development for Western Australia. It is a list of occupations rated according to their priority status for the State

Industry in particular plays an important role in identifying the current and future training and workforce development needs in Western Australia through their input to the SPOL and their participation and engagement with the industry training councils and State Training Board.

Jobs and Skills WA is the way the State Government, through the Department, prioritises its investment in training to focus on courses that equip people to take up jobs that are, or will be, in high demand.

Jobs and Skills WA provides a guaranteed, subsidised training place for eligible students enrolled in courses that are deemed State priority qualifications, where a training place is available.

Under Jobs and Skills WA, priority training includes apprenticeships, eligible traineeships and priority industry qualifications. Many other important industry qualifications are also subsidised, including general industry training courses and foundation skills and equity courses

For further information:

dtwd.wa.gov.au/jswa

dtwd.wa.gov.au/workforce-development



Supplier eligibility and selection

RTOs seeking to be contracted under Jobs and Skills WA to deliver government subsidised training are required to meet a number of entry requirements, including general and program specific requirements, to determine their suitability to be placed on a panel of preferred training providers.

The common criteria include mandatory, regulatory/contractual and organisational capacity requirements and these must be satisfactorily addressed before an RTO can be considered for inclusion on a program panel. In addition, the RTO must address a number of program specific criteria relevant to the particular program(s) that they are interested in delivering.

The full set of current common and program specific criteria are outlined below.

Note: the Department reserves the right to vary any or all of these criteria when undertaking its procurement and contracting process.

RTOs must meet all of the following mandatory compliance requirements.

Mandatory requirements

- Registered to deliver training in Western Australia by the Australian Skills Quality Authority (ASQA), Western Australia's Training Accreditation Council (TAC) or the Victorian Registration Qualifications Authority (VRQA).
- Registered for the Goods and Services Tax (GST).
- Registered with an Australian Business Number (ABN) on the Australian Business Register.
- Must have submitted a Total VET Activity (TVA) report to NCVER for the previous one and/or two calendar years.
- Must give permission for the state or territory training authority, the regulator (ASQA, TAC or VRQA) and NCVER to release data related to the RTO.

The following criteria are used to determine an RTO's suitability to be appointed to a provider panel. The criteria cover an RTO's regulatory, contractual and financial performance and organisational capacity.

Regulatory and contractual requirements

Record of regulatory compliance

- Are there any conditions currently imposed on the RTO by the regulator (TAC, ASQA or VRQA)? If yes provide details.
- Have any sanctions been applied to the RTO by the regulator in the past three years? If yes provide details.
- Has any audit in the past three years found the RTO to be significantly or critically non-compliant prior to any rectification period? If yes provide details.



- Has the Executive Officer of the RTO including the legally responsible officer been employed with another RTO in the past five years where that RTO has voluntarily withdrawn their registration or had their registration cancelled by the regulator? If yes provide details.

Record of contractual compliance

- In the past three years has the RTO held a contract to deliver training with the commonwealth or other state or territory training authorities? If yes provide details.
- Does the RTO (and/or its Executive Officers) have any contractual compliance issues pending with the commonwealth or other state or territory training authorities? If yes provide details.
- In the past three years has the RTO (and/or its Executive Officers) had any contracts for the provision of training held with commonwealth/state/territory training authorities suspended, terminated or cancelled? If yes provide details.
- Is the RTO acting as an agent or trustee for another organisation or person? If yes provide details.
- Is the RTO acting jointly or in association with another organisation or person? If yes provide details.

Financial compliance and disclosure requirements

Financial disclosure

- Has legal action been taken against the RTO (and/or its Executive Officers) (whether successful or not) within the last three years? If yes provide details.
- Has the RTO (and/or its Executive Officers) experienced any prior business failure, liquidation (winding up/receivership/administration)? If yes provide details.
- Are any of the RTO's Executive Officers or the legally responsible officer undischarged bankrupts under the *Bankruptcy Act 1996 (Commonwealth)*? If yes provide details.
- Does the RTO currently have a shared ownership or operational structure with, and/or any financial interests in, other RTOs operating in or outside of Western Australia? If yes provide details.
- Does the RTO currently have capacity to offer VET student loans (VSLs)?
- Does the RTO or any of its Executive Officers have any conflict of interest or perceived conflict of interest in submitting a response to this request? If yes please provide details.
- Has any Executive Officer of the RTO including Directors and the legally responsible officer ever had any criminal conviction or training related adverse ACCC finding? If yes please provide details.

Financial compliance

- Does the RTO have all insurances specified in the contract?



Organisational capacity requirements

- Does the RTO have owned/leased training facilities in Western Australia?
- How many staff does the RTO have to service training activity in the State? Please provide details.
- How many students does the RTO estimate it can service with its staff resources and skills to competently train?

An RTO that meets these criteria and is subsequently contracted to a program/s will be deemed prequalified for up to three years, subject to satisfactory performance. This means that subsequent contracting processes can be streamlined for those RTOs and, in some cases, restricted to them.

Program specific criteria

In addition to the entry or pre-qualification requirements listed previously, RTOs must meet a set of program specific criteria. These are used to assess an RTO's understanding of and capacity to deliver training in keeping with the requirements of the training program they are seeking to deliver (apprenticeships, traineeships, priority industry training or Participation–Equity Program).

Apprenticeships

Understanding the market

- Key strategies that the RTO will use to secure new employers to employ apprentices in this region.
- Detail the relationships the RTO has or will put into place with key bodies/associations to maintain its understanding of industry's training needs and capacity to deliver and to maximise apprenticeship completions.

Training and delivery arrangements

- List the facilities and physical resources that the organisation has or can access within Western Australia that will be available to apprentices during and outside of work hours that will maximise their chance of completing the qualification.
- What is the estimated number of hours of face to face delivery the organisation will provide over the duration of the apprenticeship?
- What is the minimum number of times the organisation will visit each apprentice's workplace each year?
- Detail the arrangements that will be put into place to keep the employer informed of the apprentice's progress during their training contract.



Traineeships

Understanding the market

- From your current understanding of the Western Australian market please list the regions you intend to deliver the traineeship(s) requested under this trade category.
- Detail the relationships the RTO has or will put into place with key bodies/associations to maintain understanding of industry's training needs and capacity to deliver and maximise traineeship completions in this industry/occupational category.

Training and delivery arrangements

- As per apprenticeships (see previous).

Priority institutional training (PIT)

Demonstrated capacity to deliver the training

- Please give a brief overview of the RTOs capacity to deliver PIT.
- List partnerships that are or will be put into place with specific organisations that will enhance the training program or assist with engagement and retention of students or employment outcomes post qualification completion.

Demonstrated training and delivery arrangements

- List the facilities, physical resources that your organisation has or can access within Western Australia that will be available to students during and outside of work hours that will maximise their chance of completing the qualification.

Providers on the PIT panel are also required to submit a *Training Delivery and Resources (TDAR) form*. The TDAR outlines the estimated time to complete a qualification and the method and amount of delivery to be provided.

Participation–Equity Program

The RTOs capacity to deliver to the target group

- The breadth of experience the RTO has providing training to the cohort in various programs.
- Brief details of specific RTO staff who are particularly experienced or qualified in working with the target group.
- Partnerships with target group specific organisations that will enhance the training program or assist with engagement and retention of students or employment outcomes.
- Other information that demonstrates the RTO's ability to deliver training to the target group.



The RTO's infrastructure and student support services to the target group

- Detail any infrastructure the RTO has that will benefit the cohort. For example: specific furniture and/or equipment for people with disabilities.

Under this criterion RTOs are also required to submit a *Delivery and Support Services (DASS) form*. The DASS form outlines the additional support services the RTO will provide to assist students who face barriers to accessing mainstream training. In this criterion RTOs are justifying the additional funding provided for equity group support.

RTOs are contracted to a preferred provider panel for each program for a period of one year with up to two one year extensions available subject to funding, program availability and meeting required contractual and regulatory requirements.

By lodging a response, an RTO is deemed to have consented to comply with the terms and conditions in the contract documents including, without limitation, the request document, the general provisions, business rules and the process terms and conditions.

Financial viability assessments are undertaken on all new and existing RTOs.

2.
out notice by the RTO
ent, or 2) Illegal activity by

Terms:

the following duties
the following

1 days a



Contract management and compliance

Private RTOs contracted by the Department and appointed to one or more program panels are subject to an integrated contract management and compliance regime. The contractual relationship is established and maintained within the context of the quality framework and is designed to ensure that once engaged the contracted RTOs are supported and monitored to meet the requirements of the contract.

Contract management and compliance includes the following key components.

Contract management

Private RTOs contracted by the Department are efficiently managed through an assigned contract manager who is responsible for working with the RTO to assist and ensure that they meet the contractual requirements. This includes undertaking the administration of the contract, monitoring activity levels, ensuring that milestones are achieved and risks are appropriately identified and managed.

Education, advice and support are integral to the contract manager's role to help manage and improve the contractual relationship, encourage good practice and promote an RTO's understanding of the business rules and contract conditions.

Audit and compliance

Contracted private RTOs are systematically reviewed via the Audit and Compliance Program to ensure that they are meeting contractual obligations. An annual *Audit and compliance plan* outlines the approach that is taken to assess RTOs to determine their level of compliance with the conditions of contract and associated policies and business rules and is a key tool to ensure that the overall objectives of the quality framework are achieved.

Contracted providers are assessed against a number of key risk indicators and allocated a risk rating to determine the type and priority of audit(s) to be conducted. The combined total rating of the risk indicators is classified as high, moderate or low risk to determine the type of audit to be conducted for each RTO, as well as the priority of audits.

The risk indicators include:

- amount of funding in current/previous calendar year;
- student growth levels in current/previous calendar year;
- compliance with contract including regulatory performance, timeliness and accuracy of data lodgement and training completion rates;
- contractual arrangements (ie new providers, providers on action plans and providers delivering under sub-contracting arrangements = higher risk);
- audit findings in current/previous calendar year including student, employer and other client feedback;
- qualifications with identified risk; and
- complaints.

The type of audit an RTO receives is largely dependent on the assigned risk level. Audit types include desktop, on site, spot (unannounced on site) and strategic audits.



On site audits

On site audits take place on the RTO's premises and are conducted where an RTO has demonstrated a high risk profile determined by the assessed risk indicators described above. On site audits are usually conducted over two days, and involve at least two Departmental staff.

Spot audits

RTOs may be nominated for spot audits when significant contractual issues are brought to the attention of the Department, including information or complaints received from external parties or as a result of the identification of serious issues or reporting anomalies identified by staff.

A spot audit is a form of an on site audit that takes place at the RTO's premises. In most circumstances RTOs are provided with 24 hours' notice of a spot audit taking place. Generally, the audit is undertaken over three days and involves at least three Departmental staff.

Desktop audits

For desktop audits, the RTO is required to provide the Department with information on a requested sample of students. Upon receipt of the information, Departmental staff conduct a desktop document review of the evidence. This type of audit is most commonly conducted for RTOs with moderate to low risk profiles.

If an RTO is rated a high risk and is based interstate or regionally and their records are also maintained interstate or regionally, the audit type may need to be adjusted to a desktop audit.

Strategic audits

Strategic audits are undertaken to review the performance of multiple RTOs against an issue warranting general assessment of training effectiveness.

Frequency of audits

Contracted private RTOs can expect to be audited via either a desktop, on site or selected to participate in a strategic audit at least once every two years or more frequently for RTOs rated as high risk. This means that all RTOs are likely to receive at least one desktop and one on site audit (as noted previously) over a four-year period.

Managing performance

The conditions of contract and associated policies and business rules provide guidance to RTOs on the expected standards of performance and also outline the processes for dealing with performance issues and disputes.

Where it is not possible to resolve a dispute or where an RTO continues to operate in contravention of the contract there are range of sanctions available that can be applied at the discretion of the Department. These include:

- place the RTO on an action plan;
- withhold paying the service payment to the RTO;
- restrict or change the number of student places allocated to the RTO;
- remove or amend the RTO's eligible delivery from designated preferred provider panels;
- suspend variations in all or some programs;



- not offer a contract extension, and
- terminate the contract of the RTO.

RTOs may request a meeting with the Department at any time to discuss sanctions imposed. In situations where a contract is not extended or terminated, RTOs can appeal the Department's decision using the following process.

- Contacting the nominated Department representative that was included in the advice from the Department to the RTO for further information.
- Participate in a 'show cause' meeting that allows the RTO to challenge the reasons provided for the decision. This challenge must be able to provide evidence that demonstrates that the reasons listed are incorrect, and why, and/or have been made on incorrect interpretations of the information provided.
- If after this meeting the Department does not vary its view, the RTO has an opportunity to lodge an appeal if it is of the view that the Department has not followed due process in reaching this decision.
- The Department's appeal template will be provided to the RTO with advice that should the RTO wish to lodge an appeal it must do so within 14 days of the issue date of the this advice.

RTOs that have had their contract terminated may not reapply in the next contracting round.

For further information go to:

dtwd.wa.gov.au/training-providers-and-schools/vet-iswa#contracted-provider-resources

Outcomes focus

A focus on outcomes is an important part of the quality framework. This is achieved in two principal ways.

- *Completion rates* – Student unit and course completion rates are reviewed as part of the process to determine contract eligibility and as a means to monitor the ongoing performance of an RTO. For example, work is in progress to define unit and course completion (rates) as a risk identifier where the rates are either too high or too low against an accepted benchmarked performance range.
- *Surveys* – Used to collect feedback from students and or employers and other stakeholders to validate audit findings and establish levels of satisfaction with private RTO performance. This may include the quality and quantity of training delivery, fee payments and to identify any concerns the students, employers and other stakeholders have regarding the performance and conduct of the RTO.

Information monitoring and exchange

The Department works closely with and has Memoranda of Understanding in place with the Western Australian Training Accreditation Council and the Australian Skills Quality Authority for the exchange of information on the performance of contracted private RTOs.

In addition, the Department exchanges information and meets regularly with a range of other sector stakeholders including industry training councils, Australian Apprenticeship Support Network providers, the Australian Council of Private Education and Training, the Commonwealth Department of Employment and other State and Territory training agencies to more effectively monitor the performance of contracted private RTOs.



Consumer information and support

Students must be supported and have the confidence to raise grievances or complaints about their training provider. Private RTOs contracted by the Department must have a student complaints management process in place.

Feedback can also be made directly to the Department via its website at: dtwd.wa.gov.au/about-us#contact-us or by telephoning: 08 6551 5000

Other agencies available to help students and other stakeholders include the following.

- National Training Complaints Hotline
- Western Australian Ombudsman
- Australian Skills Quality Authority
- Western Australian Training Accreditation Council
- Australian Competition and Consumer Commission

The Department also offers a wide range of other support for students, employers and other stakeholders to make informed decisions about study options and training providers that best meet their needs. For further information go to: dtwd.wa.gov.au/training

Contracted private RTOs can also access RTO NET for the Department's communications and announcements and information sessions for RTOs are also held annually.

Jobs and Skills Centres

Western Australia's TAFE Jobs and Skills Centres are one-stop shops for careers, training and employment advice and assistance. Services are free, and accessible to all members of the community. The centres are located on TAFE campuses, with additional outreach locations for regional areas.

Each of the centres is staffed by people who can provide free professional and practical advice on training and employment opportunities including careers advice, apprenticeship and training information. Support services for employers and business, as well as specialist services for Aboriginal people, ex-offenders and people from a culturally or linguistically diverse background are also available. For further information go to: jobsandskills.wa.gov.au



LEGISLATIVE COUNCIL STANDING COMMITTEE ON ESTIMATES AND FINANCIAL OPERATIONS
QUESTION PRIOR TO HEARING

Department of Training and Workforce Development
Hon Donna Faragher MLC asked:

- 3 I refer to the Regional Labour Market Review Framework (p 42) and I ask
- (a) What is the current status of this Framework?

Answer:

As part of the WA Labor *Plan for Jobs*, the Department of Training and Workforce Development is conducting annual labour market reviews for each region to provide a basis for the development of region-specific lists of occupations, which will inform TAFE college training priorities.

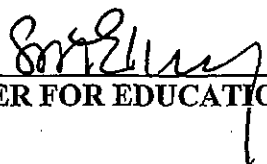
The approach involves interviews of employers, peak bodies and key stakeholders in each region to capture the data required to develop these lists.

My decision to proceed with this methodology was based on a successful pilot in the Goldfields region.

The Premier launched the report of the Goldfields Labour Market Review Report in Kalgoorlie on 21 September 2018.

The Great Southern and Esperance reviews are almost complete, with the South West, Pilbara and Midwest/Gascoyne reviews scheduled progressively

The first round of Labour Market Reviews for each region is expected to be completed by the second quarter of 2019.


MINISTER FOR EDUCATION AND TRAINING