

Report and Recommendations of the Review of School-based Traineeships in the Sport and Recreation Industry



Training Ombudsman
Queensland Government

Supporting apprenticeships and traineeships

BACKGROUND

The User Choice Program 2010-2015 as approved by the former Minister for Education and Training on 8 April 2010 included a revised role of the Training Ombudsman in investigation of complaints and issues regarding the delivery of government funded training to apprentices and trainees.

The Office of the Training Ombudsman was requested to conduct a review of the User Choice funded school-based traineeships (SATs) within the sport and recreation industry by the Department of Education, Training and Employment (DETE). Data indicates a significant increase in the number of school-based trainees in this sector.

The focus of this review is to establish:

- if suitable employment arrangements are in place for school-based trainees in this industry;
- whether registered training organisations are delivering outcomes that align with the intent of the User Choice Program and are suitable to continue to receive government funding;
- whether the User Choice Program is delivering quality outcomes for this industry.

METHODOLOGY

Data was provided by Training System Information Unit, Department of Education, Training and Employment. This data indicated a 100% increase in the number of SATs within the sport and recreation industry for the period 2009-2011.

The decision that established the breadth of the review was that the four supervising registered training organisations (SRTOs) with the highest number of training contract commencements nominated against Certificate III Sport and Recreation qualifications would be reviewed to ascertain their activities.

These SRTOs are:

- Australian Sports Academy Pty Ltd
- Australian YMCA Institute of Education and Training
- Binnacle Training College
- Training Sense Pty Ltd

In addition to interviewing representatives of the selected SRTOs and reviewing a selection of their current training contract records, 94 contacts were made with a range of stakeholders utilising the

services of these SRTOs from both current and completed training contracts. Stakeholders were interviewed in person and by way of telephone and included: trainees, guardians, employers/host employers and school representatives. The purpose of these contacts was to obtain specific information regarding: employment arrangements, training arrangements, services provided by SRTOs and general feedback on performance.

FINDINGS

Business Structure

With the exception of Australian YMCA Institute of Education and Training, all SRTOs were aligned with their own Group Training Organisation (GTO) or Private Employer Organisation (PEO).

The SRTO and Employer Entities are:

SRTO	Employer
Australian Sports Academy Pty Ltd	Australian Academy of Sport
Binnacle Training College	Binnacle Group Training
Training Sense Pty Ltd	Leisure Ready Go

In the process of conducting this review, information was sourced collectively from the above mentioned entities. For the purposes of documenting the findings, the SRTO name will be used as reference.

Australian Sports Academy Pty Ltd

Training Contact review

During visit with the SRTO representative Ahmed Sokarno, it was requested that 10 active training contract files be reviewed. Mr Sokarno sought clarification regarding the requirement to provide this information. On explanation of the authority of the Office of the Training Ombudsman Mr Sokarno advised he was willing to provide access to the view records however he could not provide the records immediately as he needed to liaise with a trainer to obtain the nominated records.

A list of nominated active training contract records was provided with a checklist of documents and questions relating to employment and training issues. Mr Sokarno gave an undertaking to provide the requested records via email later the same day. The requested information was not provided within the nominated period. A written request was submitted to Mr Sokarno and the requested documents were received 48 hours after visit.

Mr Sokarno was informed that additional consultation would occur with other stakeholders (i.e. trainees, host employers etc.) involved in training contracts with the SRTO. A summary of the contacts and feedback obtained from the additional consultation is:

Stakeholder Contacts

A total of 39 contacts with stakeholders were conducted (see *Appendix 1*). These were made up of:

- 16 interviews with current active trainees

- 13 interviews with completed trainees/guardians
- 6 interviews with host employers
- 4 interviews with school representatives

Stakeholder Feedback

Feedback provided by the stakeholders identified numerous incidences of:

- Lack of on-the-job training
- Inadequate hours of work
- No host employer available on sign up of the training contract
- Direction by the SRTTO for parties to source host employer themselves
- Required to complete 360 hours of work
- Delay/issues with receiving payment of wages
- Lack of support with off-the-job training
- Lacked confidence to use qualification to seek job in industry
- Lack of communication and general disorganisation
- Host employer nominated by SRTTO having no knowledge of the nominated trainee and/or that the nominated trainee was a SAT
- Would not recommend or use the services of the SRTTO

School feedback

- Bulk sign ups of trainees were conducted
- SRTTO adamant about being able to sign up any student interested
- Host employer arrangements not in place at sign up
- Very disorganised and school felt they had "lost control" of the management of these groups
- Continuous ongoing issues led two schools to determine they would never utilise this SRTTO again

It is considered that this organisation has consistently been negligent in meeting its obligations as an employer and an SRTTO. Specific incidences cited by stakeholders align with the potential following breaches:

Vocational Education, Training and Employment Act 2000

Section 79 Employer to provide facilities

The employer of an apprentice or trainee must provide, or arrange to provide, to the apprentice or trainee the facilities, range of work, supervision and training required under the training plan for the apprentice or trainee.

Section 93 Supervising registered training organisation to ensure delivery of training

A supervising registered training organisation for an apprentice or trainee must ensure the training required to be delivered under the apprentice's or trainee's training plan is delivered to the apprentice or trainee.

Section 222 Function of group training organisation

The main function of a group training organisation is, by agreement between the organisation and an entity, to arrange for the entity to train under a training plan, an apprentice or trainee employed by the organisation.

Apprenticeship/Traineeship Training Contract

Training Contract Obligations – For the employer

- b) 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
- c) make sure the apprentice/trainee receives on-the-job training and assessment in accordance with our Training Plan
- d) provide work that is relevant and appropriate to the vocation and also to the achievement of the qualification referred to in this contract
- f) Meet all legal requirements regarding the apprentice/trainee, including but not limited to, occupational health and safety requirements and payment of wages and conditions under the relevant employment arrangements

It is concerning to note that the issues identified with this SRTO were initially made apparent to the Department in October 2010. Although educational intervention occurred between the SRTO and the relevant regional office, the inappropriate practices of this SRTO have continued.

Binnacle Training College

Training Contract review

During visit with the SRTO representative Aaron Burlow, it was requested that 10 active training contract files be reviewed. The SRTO willingly provided access to view all of the nominated records and provided answers to any questions to substantiate the employment and training arrangements in place for the reviewed records. Mr Burlow forwarded electronic copies of all Employment Training Education Schedule (ETES) and training plan forms the same day.

Fitness In Schools Program

Binnacle Training College has a unique partnering arrangement with schools in Queensland which enables the qualification Certificate III in Fitness to be delivered as a school subject to students in Year 11 and 12.

Currently approximately 1400 students participate in the Fitness in Schools program over 56 schools. During the Fitness in Schools Program a formal application process occurs and participants in this program can apply for and be selected to participate in a school-based training contract. Of the 1400 students participating in the Fitness in Schools program approximately 70 of these students have been selected for and are now participating in a school-based traineeship.

Binnacle Training College provided a detailed explanation and demonstration of their on-line resources that are used in conjunction with schools. This included the resource checklist to ensure the school had adequate physical and human facilities to provide the range of on-the-job experience required and relevant qualified staff.

Mr Burlow was informed that additional consultation would occur with other stakeholders (i.e. trainees, host employers etc.) involved in training contracts with the SRTO. A summary of the contacts and feedback obtained from the additional consultation is:

Stakeholder Contacts

June 2012

A total of 14 contacts with stakeholders were conducted (see *Appendix 2*). These were made up of:

- 3 interviews with current active trainees
- 7 interviews with completed trainees
- 1 interview with host employer
- 3 interviews with school representatives

Feedback provided by the stakeholders identified:

- Some trainees may not be meeting the minimum 48 day requirement
- Hosts were available at time of sign up
- Positive and well organised experience

School feedback

- Binnacle Training College paid the school a financial incentive of \$5000 over two years to participate in the Fitness in Schools Program.
- The school was the host employer for its students
- School feels they do all the work for the SRT0
- Schools continuing to enter into partnering arrangements

It is considered that this organisation may not be meeting the minimum requirement to provide an equivalent of 48 days of full time paid employment to all school-based trainees as per the School-based Apprenticeship and Traineeship Operational Policy.

Training Sense Pty Ltd

Training Contact review

During visit with the SRT0 representative [redacted] pursuant to s 47(3)(b) of [redacted] it was requested that eight active training contract files be reviewed. The SRT0 willingly provided access to view all of the nominated records and provided answers to any questions to substantiate the employment and training arrangements in place for the reviewed records.

On reviewing the selected files the SRT0 was unable to present several copies of ETES forms and training plans. [redacted] pursuant to s 47(3)(b) presented schedules of upcoming training sessions for perusal.

[redacted] pursuant to s 47(3)(b) had recently taken over the role as Queensland Training Co-ordinator and advised that initially Victoria administrators were not aware of Queensland regulatory requirements. She advised that there were issues with the GTO status for Leisure Ready Go which caused delays in the registration of many training contracts and accounts for short period of time in which some training contracts were completed.

[redacted] pursuant to s 47(3)(b) was informed that additional consultation would occur with other stakeholders (i.e. trainees, host employers etc.) involved in training contracts with the SRT0. A summary of the contacts and feedback obtained from the additional consultation is:

Stakeholder Contacts

A total of 29 contacts with stakeholders were conducted (see *Appendix 3*). These were made up of:

- 9 interviews with current active trainees
- 12 interviews with completed trainees
- 4 interviews with host employers
- 4 interviews with school representatives

Stakeholder Feedback

Feedback provided by the stakeholders identified numerous incidences of:

- Lack of on-the-job training
- No host employer available on sign up of the training contract
- Issues with receiving payment of wages
- Lack of support with off-the-job training
- Lack of communication and general disorganisation
- Host employer does not pay wages
- Host employer would not employ trainee if they were required to pay wages

School feedback

- Bulk sign ups of trainees were conducted
- Host employer arrangements not in place at sign up
- School representative refused to engage the services of the SRTTO

It is considered that this organisation has consistently been negligent in meeting its obligations as an employer and an SRTTO. Specific incidences cited by stakeholders align with the potential following breaches:

Vocational Education, Training and Employment Act 2000

Section 79 Employer to provide facilities

The employer of an apprentice or trainee must provide, or arrange to provide, to the apprentice or trainee the facilities, range of work, supervision and training required under the training plan for the apprentice or trainee.

Section 93 Supervising registered training organisation to ensure delivery of training

A supervising registered training organisation for an apprentice or trainee must ensure the training required to be delivered under the apprentice's or trainee's training plan is delivered to the apprentice or trainee.

Section 222 Function of group training organisation

The main function of a group training organisation is, by agreement between the organisation and an entity, to arrange for the entity to train under a training plan, an apprentice or trainee employed by the organisation.

Apprenticeship/Traineeship Training Contract

Training Contract Obligations – For the employer

- b) 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
- c) make sure the apprentice/trainee receives on-the-job training and assessment in accordance with our Training Plan
- d) provide work that is relevant and appropriate to the vocation and also to the achievement of the qualification referred to in this contract
- f) Meet all legal requirements regarding the apprentice/trainee, including but not limited to, occupational health and safety requirements and payment of wages and conditions under the relevant employment arrangements

Australian YMCA Institute of Education and Training

Training Contact review

During visit with the SRTTO representative [redacted] used pursuant to s 47(3)(b) of [redacted] it was requested that 9 active training contract files be reviewed. The SRTTO willingly provided access to view all of the nominated records and provided answers to any questions to substantiate the employment and training arrangements in place for the reviewed records.

This SRTTO does not have an alignment with an employer entity and works as an independent SRTTO with a range of small to large employers.

[redacted] ed pursuant to s 47(3)(b) of [redacted] was informed that additional consultation would occur with other stakeholders (i.e. trainees, host employers etc.) involved in training contracts with the SRTTO. A summary of the contacts and feedback obtained from the additional consultation is:

Stakeholder Contacts

A total of 12 contacts with stakeholders were conducted (see *Appendix 4*). These were made up of:

- 10 interviews with completed trainees
- 2 interviews with employer/host employers

Stakeholder Feedback

- All feedback obtained was of a positive nature and indicated employment and training arrangements were being met and quality training outcomes are being provided.

Employment Outcomes

Clarification was sought through consultation with the Queensland Fitness Sports Recreation Skills Alliance regarding the employment opportunities available to trainees on completion of the qualification through a training contract. Information provided by the Skills Alliance was that genuine employment opportunities to meet the quantity of qualifications being issued did not exist in industry; however, there was no specific research to support this claim.

Research was conducted as a part of the review, via the recruitment website Seek.com to monitor the advertised job vacancies in the sport and recreation industry for a period of 5 consecutive weeks. The average number of jobs advertised in this industry during this period was 190 per week. (*See Appendix 5*)

It should be noted that approximately 50% of the advertised jobs were for personal trainers which require the completion of a higher level qualification (Certificate IV in Fitness) than that obtained through the traineeship.

Feedback from host employers who utilise the services of Australian Sports Academy, Binnacle Training College and Training Sense Pty Ltd indicated that the host employer does not pay wages for the placement of the trainee with the host employer. When host employers were questioned as to whether they would still engage a school-based trainee if they were required to pay wages all responded that they would not with the exception of one host employer who stated they would if they received government incentives.

It is considered that the placement of trainees in arrangements where the host employer does not pay wages; and the numbers of job advertised in the sport and recreation industry provides anecdotal data which support statements provided by the Skills Alliance that there are not adequate genuine employment opportunities available in industry to meet the demand of qualifications being obtained through the school-based traineeship pathway.

CONCLUSION

The practise of SRTOs who align with their own employer organisation and undertake bulk sign ups of training contracts has demonstrated complete disregard to the quality of training outcomes and would not align with the intent of the User Choice program. The feedback obtained regarding the actions of Australian Sports Academy and Training Sense Pty Ltd demonstrates a blatant disregard to their obligations as Pre-qualified suppliers and employers.

The findings obtained from contact with the stakeholders who have training contracts with the SRTOs Australian Sports Academy and Training Sense Pty Ltd has shown:

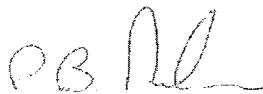
- suitable employment arrangements are not in place for all school-based trainees in this industry;
- have not delivered outcomes that align with the intent of the User Choice Program;
- have not delivered quality outcomes for this industry.

RECOMMENDATIONS

1. *That funding is provided to the Queensland Fitness Sports Recreation Skills Alliance to conduct formal industry research to determine employment opportunities within the sport and recreation industry;*
2. *That until such time as industry research is conducted no further RTOs be granted pre qualified supplier status within the sport and recreation industry;*
3. *Based on the findings of the industry research, a determination be made as to whether the User Choice funding priorities for school-based trainees be reviewed to align with the funding priority allocated to full time and part time trainees within the sport and recreation industry;*
4. *That a "working group" be formed with representatives of Education, Training, and Industry bodies with the intent to review the employment and skill outcomes achieved across all*

school-based traineeship callings to determine whether the current User Choice funding priorities and expenditure align with the current state government priorities; and where necessary amend the funding priority of these traineeships;

- 5. That a hold is placed on the organisations Australian Sports Academy and Training Sense Pty Ltd from signing and registering any further training contracts for school-based traineeships until they can substantiate adequate employment arrangements are in place for all existing registered school-based training contracts; and that if these SRTOs are unable to substantiate these arrangements within a 21 day period that they are required to show cause why their Pre-qualified supplier status should not be terminated;*
- 6. That an independent audit is scheduled against Australian Sports Academy and Training Sense Pty Ltd to evaluate both organisations compliance against the National Standards for Group Training Organisations;*
- 7. That school-based traineeships in the sport and recreation industry be added to the regional monitoring strategy range of qualifications to enable monitoring and feedback of all SRTOs performance with the directive that regional offices of DETE take actions to address inappropriate activity should it come to their attention.*
- 8. That DETE in consultation with Group Training Australia QLD & NT develop stronger mechanisms and regulatory arrangements for the objective of ensuring GTOs in Qld are totally compliant with the GTA Qld & NT Code of Practice and the DETE Operating requirements for GTOs in Queensland.*



Peter Ruhanen
Training Ombudsman

SUMMARY OF CONTACTS FOR AUSTRALIAN SPORTS ACADEMY

Appendix 1

NAME	QUAL	SCHOOL	MODE OF CONTACT	FEEDBACK	HOST EMPLOYER
Information removed as irrelevant	Cert III in Fitness	[Information removed as irrelevant]	<ul style="list-style-type: none"> RTO visit selection School interview 	<ul style="list-style-type: none"> Active TC Chose traineeship as career path Trainee expressed concerns regarding the amount of cleaning duties being undertaken PT joined gym 2 months into traineeship and trainee now assists PT Works 1 day per week for 7 hours Theory 1 day per month 	Access refused pursuant to s 47(3)(b) of the RTI Act
	Cert III in Fitness - ACTIVE		RTO visit selection	<ul style="list-style-type: none"> TC still active Quit due to inadequate on-the-job training Mainly cleaned equipment Didn't feel learnt anything 	<u>Feedback from host employer</u> <ul style="list-style-type: none"> Access refused pursuant to s 47(3)(b) of the RTI Act Trainee only lasted 2-3 weeks Employer provides work experience to numerous students and didn't realise this person was a SAT Employs own SATs directly and uses YMCA as SRTO.
	Cert III in Sport & Recreation - ACTIVE		RTO visit selection	<ul style="list-style-type: none"> TC active <p>DET involvement identified:</p> <ul style="list-style-type: none"> lack of provision of SRTO trainer lack of work lack of support by SRTO tc still active although completion agreement provided by SRTO with proposed completion date as 18/11/11 	<u>Feedback from host employer</u> <ul style="list-style-type: none"> Access refused pursuant to s 47(3)(b) of the RTI Act Current store manager has worked with store for last 7 months and has no knowledge of this trainee
	Cert III in Fitness -		<ul style="list-style-type: none"> RTO visit selection Host employer 	<ul style="list-style-type: none"> Active TC Copy of ETES provided by SRTO not signed by Principal 	<u>Feedback from host employer</u> <ul style="list-style-type: none"> Access refused pursuant to s 47(3)(b) of the RTI Act College - host and school Trainees not getting paid

June 2012

NAME	QUAL	SCHOOL	MODE OF CONTACT	FEEDBACK	HOST EMPLOYER
			feedback		<ul style="list-style-type: none"> Meeting called with [redacted] pursuant to s 47 who tried to employ a school staff member to do the training [redacted] pursuant to s 47(3)(b) were also trying to sign up students and complete in a period of 8 months - school refused School refuses to use [redacted] again TRBs provided were photocopies with a student's name inside Received applications for DAWs funding for students that did not participate in program - school refused to sign. Now entered into partnering arrangement with Binnacle
(Information removed as in	Cert III in Fitness	(Information removed as irre	RTO visit selection	<ul style="list-style-type: none"> Active TC Change of SRTO - Unrealistic expectations re training from guardian; DETE involvement 	
	Cert III in Sport & Recreation - ACTIVE		RTO visit selection; School interview	<ul style="list-style-type: none"> Active TC Chose traineeship as career path Commenced TC in November 2010 did not commence host placement until Late March 2011 Theory and on-the-job did not compliment each other Worked every 2nd week initially then told had to do 200hrs of work experience Shifts 2-8 hours long Very unorganised and rushed Lack of communication Signed amendment of qual form 3 or 4 times Finished training in November 2011 took until April 2012 to receive certificate 	[redacted] refused pursuant to s 47(3)(b) of the

NAME	QUAL	SCHOOL	MODE OF CONTACT	FEEDBACK	HOST EMPLOYER
				<ul style="list-style-type: none"> Has not received First Aid certificate but was told she would Would not recommend ASA. 	
					<u>Feedback from host employer</u> <ul style="list-style-type: none"> Access refused pursuant to s 47(3)(b) of the RTI Act Works one day per week Received call approx month ago "bizarre" asking what the trainee did Ridiculous amount of forms at start which host refused to sign Host knows pursuant to s 47(3)(b) of the RTI Act No real use to host does it to help pursuant to s 47(3)(b) of the RTI Act Would not employ trainee if incurred wages expense
(Information removed as irrelevant)	Cert III in Sport Coaching – ACTIVE	(Information removed as irrelevant)	RTO visit selection	<ul style="list-style-type: none"> Active TC ETES form supplied by SRTTO – impact on school timetable and working arrangements not clear 	<u>Feedback from host employer</u> <ul style="list-style-type: none"> Access refused pursuant to s 47(3)(b) of the RTI Act Host employer had no knowledge of this student as a SAT Engaging a SAT is not something they would consider if an expense was to be incurred.
	Cert III in Fitness - ACTIVE		RTO visit selection	<ul style="list-style-type: none"> Active TC SRTTO provided host details – host unaware of trainee 	<u>Feedback from host employer</u> <p>Access refused pursuant to s 47(3)(b) of the RTI Act</p> <ul style="list-style-type: none"> Worked for school as soccer coach School commenced 27 students Offered incentive of \$400 per trainee by s 47(3)(b) of the RTI Act to use Premier Soccer as host Has never received payment of any incentive Part of his role was to source additional host employers
	Cert III in Sport Coaching		RTO visit selection	<ul style="list-style-type: none"> Copy of ETES provided by SRTTO is incomplete 	

NAME	QUAL	SCHOOL	MODE OF CONTACT	FEEDBACK	HOST EMPLOYER
					<ul style="list-style-type: none"> Received no advice from [redacted] ant to s 4 regarding his obligations as host 22 of 27 trainees completed No trainees have continued working in industry Host responsible for conducting assessment of soccer units. Host does not hold any training/assessment qualifications Assessments submitted by host to [redacted] ant to s 4 had been misplaced Very unhappy with [redacted] ant to s 4
(Information removed as in	Cert III in Fitness	(Information removed as irre	Destination Survey	<ul style="list-style-type: none"> Completed in 7.5 months Found own host Was directed by ASA to find host Lack of support with off-the-job training 	[redacted] pursuant to s 47(3)(f
	Cert III in Fitness		Destination Survey	<ul style="list-style-type: none"> Completed in 9 months Found own host Worked 15 hours per week 	[redacted] refused pursuant to s 47(3)(b) of the
	Cert III in Fitness		Destination Survey	<ul style="list-style-type: none"> Completed in 10 months Host found by ASA within one month of commencement Positive feedback Currently doing a carpentry apprenticeship 	[redacted] refused pursuant to s 47(3)(b) of the f
	Cert III in Fitness		Destination Survey	<ul style="list-style-type: none"> Completed in 8.5 months Told to find own host Worked 6-7 hrs per week Positive experience 	Access refused pursuant to s 47(3)(b) of the RTI Act
	Cert III in Fitness		Destination Survey	<ul style="list-style-type: none"> Completed in 11.5 months Took a few months for ASA to find host Worked Tuesday 9-5 	[redacted] cess refused pursuant to s 47(3)(b) of the RTI
	Cert III in Fitness		Destination	<ul style="list-style-type: none"> Completed in 12 months 	[redacted] s refused pursuant to s 47(3)(b) of the R

NAME	QUAL	SCHOOL	MODE OF CONTACT	FEEDBACK	HOST EMPLOYER
Information removed as in			Survey	<ul style="list-style-type: none"> Found own host – “company useless” Trouble receiving wages No support 	
(Guardian F/B)					
				<ul style="list-style-type: none"> Completed in 9.5 months Told to find own host Trainee approached gym he went to Choose traineeship for career path but has since started studying nursing 	
	Cert III in Fitness		Destination Survey		Access refused pursuant to s 47(3)(b) of the RTI Act
	Cert III in Fitness		Destination Survey	<ul style="list-style-type: none"> Completed in 8 months Worked every Weds – 4 hours Joining army 	Refused pursuant to s 47(3)(b) of the RTI Act
Information removed as in		Information removed as in		<ul style="list-style-type: none"> Completed in 11.5 months Took a few months to start with host Found host themselves Majority of on-the-job training was cleaning Expressed concerns re on-the-job training Concerns re quality of off-the-job training Experience has turned trainee off industry 	
	Cert III in Fitness		Destination Survey		Access refused pursuant to s 47(3)(b) of the RTI Act
	Cert III in Fitness		Destination Survey	<ul style="list-style-type: none"> Completed in 9 months Told to find own host Worked 10-15 hours per week Chose traineeship for QCE points 	Refused pursuant to s 47(3)(b) of the RTI Act
				<ul style="list-style-type: none"> Completed in 13 months Found own host ASA told they would place in gym but this did not happen Worked with PE teacher Theory training excellent 	Refused pursuant to s 47(3)(b) of the RTI Act
(Guardian F/B)	Cert III in Fitness		Destination Survey		

NAME	QUAL	SCHOOL	MODE OF CONTACT	FEEDBACK	HOST EMPLOYER
Information removed as in	Cert III in Fitness	Information removed as in	Destination Survey	<ul style="list-style-type: none"> Completed in 9 months Worked Friday – all day Chose traineeship for career path and is continuing to study Cert IV 	Access refused pursuant to s 47(3)(b) of the RTI A
	Cert III in Fitness		Destination Survey	<ul style="list-style-type: none"> Completed in 11.5 months Chose traineeship as liked sport and QCE points were of value Worked 6-7 hours per week Theory once per month On-the-job training considered just adequate 	Access refused pursuant to s 47(3)(b) of the RTI A
	Cert III in Fitness		School Visit Interview	<ul style="list-style-type: none"> Active TC Chose traineeship as career Took 1-2 months to commence with host Hasn't worked all of this year but has been told has finished hours Very disorganised Worked for 2 months before receiving any payment of wages Theory 1 x month Would not recommend ASA 	Access refused pursuant to s 47(3)(b) of the RTI A
	Cert III in Sport & Recreation		School Visit Interview	<ul style="list-style-type: none"> Completed in 13 months Chose traineeship as he likes sport Took approx 1 month to start with host Found host himself Worked 1 x week 8 hours Last 3 months worked 2 x wk and told had to do 360 hours Theory 1 x month Wants to obtain Cert IV to enable him to work as a PT 	Access refused pursuant to s 47(3)(b) of the RTI A
	Cert III in Sport Coaching		RTO Visit Selection	<ul style="list-style-type: none"> Active TC ETES provided by SRT0 – impact on timetable unclear 	Access refused pursuant to s 47(3)(b) of the RTI A
	Cert III in Sport &		School Visit	<ul style="list-style-type: none"> Active TC 	Access refused pursuant to s 47(3)(b) of the RTI A

NAME	QUAL	SCHOOL	MODE OF CONTACT	FEEDBACK	HOST EMPLOYER
	Recreation		Interview	<ul style="list-style-type: none"> Chose traineeship as wanted to work in gym No practical experience gained Was told would be employed in a gym but could not find host so ended up working at school Irregular pay - ASA lost wages records and trainee went for a period of 6 weeks without being paid Trainee does not know what she is competent in No confidence to use qualification 	
				<ul style="list-style-type: none"> Active TC Chose traineeship as career path Host - pursuant to s 47(3)(b) approached student with opportunity Has been paid correctly Works Fridays 2-2.5 hours and occasionally on weekend Completes theory during school spare 	refused pursuant to s 47(3)(b) of the R
(Information removed as irrelevant)	Cert III in Sport Coaching	(Information removed as irrelevant)	School Visit Interview	<ul style="list-style-type: none"> Active TC Chose traineeship as loves dancing - is studying for OP Paid for 3 hours work each Thursday Theory 1 day per month Assists teacher with warm up, run through dances, give students tips. 	refused pursuant to s 47(3)(b) of the R
	Cert III in Sport Coaching		School Visit Interview	<ul style="list-style-type: none"> Active TC Chose traineeship as wanted to be a dance teacher Has only worked on 3 occasions in 2012 Worried about on-the-job experience and not being able to complete - NOT WORKING AT 	s refused pursuant to s 47(3)(b) of the R
	Cert III in Sport Coaching		School Visit Interview		

NAME	QUAL	SCHOOL	MODE OF CONTACT	FEEDBACK	HOST EMPLOYER
				PRESENT	
Information removed as in	Cert III in Fitness	n (Information removed as irre	School Visit Interview	<ul style="list-style-type: none"> Active TC Chose traineeship as career path Trainee found host himself Shifts varied between 4-6/7 hours - No set day Completes theory 1 day per month and during school spare 	refused pursuant to s 47(3)(b) of the
	Cert III in Sports (Coaching) - CANCELLED FRUSTRATED - 3 MONTHS		School Visit Interview	<ul style="list-style-type: none"> Worked 1 day per week 8 hours Host was unsure what trainee had to do and felt ASA did not give host sufficient instruction Only paid once Undertook 1 theory session and felt assessment was very hard and rushed Cancelled due to assessment pressures and what she felt was an inadequate host employer 	Host - ed pursuant to s 47(3)(b) of
	Cert III in Fitness		School Visit Interview	<ul style="list-style-type: none"> Active TC Chose traineeship for QCE points Took a couple of months to find host ASA told trainee to look for host employer themselves Does not feel confident he would be able to get work in the future Took a while to get paid Would not recommend ASA Very unorganised Worked 1 day per week 7 hours 	ed pursuant to s 47(3)(b) of
	Cert III in Sport Coaching		School Visit Interview	<ul style="list-style-type: none"> Trainee cancelled for personal reasons Chose traineeship for career pathway and QCE points Worked 1-2 days per week for 4-5 hours each shift 	refused pursuant to s 47(3)(b) of the

NAME	QUAL	SCHOOL	MODE OF CONTACT	FEEDBACK	HOST EMPLOYER
				<ul style="list-style-type: none"> Disorganised with late notice to changes 	
	Cert III in Fitness -		School Visit Interview	<ul style="list-style-type: none"> Cancelled after 5.5 months Never had a host employer Never worked ASA tried to place him at an AFL football club but trainee declined as it was not a gym Theory 1 day per fortnight 	NO HOST
	Cert III in Fitness		School Visit Interview	<ul style="list-style-type: none"> Chose traineeship for career path and QCE points Traineeship advertised through school Commenced employment immediately Works 2 x per week 4 hours each shift Theory 1 day per month Traineeship going well 	ed pursuant to s 47(3)(b) c
(Information removed as irr	Cert III in Fitness	on (Information removed as irrele	School Visit Interview	<ul style="list-style-type: none"> Active TC Chose traineeship as interested in becoming a personal trainer No host employer on signup Took approx 3 months to be placed with host Lack of on-the-job training – only duty was cleaning. Raised concerns with SRTO and was told to talk to host herself Off-the-job training rushed 3 different SRTO trainers No confidence to work in industry – "I couldn't work in a gym, I wouldn't know how to teach a class" Would never recommend this SRTO 	d pursuant to s 47(3)(b)
	Student Services Officer			<ul style="list-style-type: none"> Issues regarding trainees not 	

NAME	QUAL	SCHOOL	MODE OF CONTACT	FEEDBACK	HOST EMPLOYER
Information removed as it is irrelevant to the purpose of this report		Information removed as it is irrelevant to the purpose of this report		receiving payment of wages	
	Head of Department			<ul style="list-style-type: none"> • Bulk sign up – SRTTO adamant they wanted to sign up any interested students • Range of issues which lead school to determine they would never use this SRTTO again. Issues included: • Non payment of wages • No host employer placement • No qualifications issued after training completed • Continuously needing to follow up with SRTTO • Lack of organisation 	
	BRITN (Beenleigh Regional Industry Training Network)			<ul style="list-style-type: none"> • ASA did not comprehend their obligations as a GTO • Advised ASA she would report them to the regional DET office • Would never recommend this SRTTO 	
	Head of School Industry Liaison Off		School Visit	<ul style="list-style-type: none"> • School was approached by SRTTO CEO Ahmed Sokarno • Large numbers of trainees were signed up • Non payment of wages • No host employers at sign up • After first sign up round school refused to engage in any more bulk sign up activities however will consider on a case by case basis 	

SUMMARY OF CONTACTS FOR BINNACLE TRAINING COLLEGE

Appendix 2

NAME	QUAL	SCHOOL	MODE OF CONTACT	FEEDBACK	HOST EMPLOYER
(Information removed as irrelevant)	Cert III in Fitness	(Information removed as irrelevant)	SRTO Visit	<ul style="list-style-type: none"> Active TC Signed into Cert III in Fitness qual on 3/10/2011 Trainee is amending to Cert III in Sport and Rec School has no fitness facility Works 5 hours per week at (Information removed as irrelevant) Primary School SRTO provided completed ETES, Tplan SRTO/Emp provided explanation on delivery of on-the-job experience 	(Information removed as irrelevant) School is refused pursuant to s 47(3)(b) of the R
	Cert III in Fitness		SRTO Visit	<ul style="list-style-type: none"> Active TC 2 shifts per week up to 3 hours each shift SRTO provided completed ETES, Tplan SRTO/Emp provided explanation on delivery of on-the-job experience 	(Information removed as irrelevant) school gym suant to s 47
	Cert III in Fitness		SRTO Visit	<ul style="list-style-type: none"> Active TC 2 shifts per week up to 3 hours each shift SRTO provided completed ETES, Tplan SRTO/Emp provided explanation on delivery of on-the-job experience 	(Information removed as irrelevant) school gym rsuant to s 47
	Cert III in Fitness		SRTO Visit	<ul style="list-style-type: none"> Active TC Minimum of 3 hours per week - up to 6 hours per week SRTO provided completed ETES, Tplan SRTO/Emp provided explanation on delivery of on-the-job experience 	School
	Cert III in Fitness		SRTO Visit	<ul style="list-style-type: none"> Active TC Minimum of 3 hours per week - up to 6 hours per week SRTO provided completed ETES, Tplan SRTO/Emp provided explanation on delivery of on-the-job experience 	School
	Cert III in Fitness		SRTO Visit	<ul style="list-style-type: none"> Active TC Works at neighbouring primary school after school hours and assists in delivering community fitness 	School

NAME	QUAL	SCHOOL	MODE OF CONTACT	FEEDBACK	HOST EMPLOYER
				<ul style="list-style-type: none"> program - term 1 Information removed as irrelevant will be providing one-on-one sessions at school gym - term 2 SRTO provided completed ETES, Tplan SRTO/Emp provided explanation on delivery of on-the-job experience 	
Information removed as irrelevant	Cert III in Fitness	Information removed as irrelevant	SRTO Visit	<ul style="list-style-type: none"> Active TC Works 2 shifts up to 3 hours each shift; SRTO provided completed ETES, Tplan SRTO/Emp provided explanation on delivery of on-the-job experience 	Host - pursuant to s 47(3)(b) Commercial gym on school premises
	Cert III in Fitness		SRTO Visit	<ul style="list-style-type: none"> Active TC Afterschool program based out of school School facility has minimum standards required for gym SRTO provided completed ETES, Tplan SRTO/Emp provided explanation on delivery of on-the-job experience 	School
	Cert III in Fitness		SRTO Visit; School interview	<ul style="list-style-type: none"> Active TC SRTO advised - works 2 shifts up to 3 hours each shift Trainee advised - works 1 shift of 2-3 hours per week Has a friend completing same qual at TAFE and it is far more detailed than what trainee learns Does theory during school time 	Host - pursuant to s 47(3)(b) Commercial gym on school premises
	Cert III in Fitness		SRTO Visit	<ul style="list-style-type: none"> Active TC Signed into Sport and Rec however correct qual is Cert III in Fitness - qual to be amended SRTO provided completed ETES, Tplan SRTO/Emp provided explanation on delivery of on-the-job experience 	School
	Cert III in Fitness		Destination Survey	<ul style="list-style-type: none"> Completed TC in 8 months Chose traineeship as interested in career as PE teacher Worked 1 days per week full day 	Host - pursuant to s 47(3)(b) Commercial gym on school premises
	Cert III in Fitness		Destination Survey	<ul style="list-style-type: none"> Completed in 8 months Chose traineeship as he was in golf academy program at school and course aligned 	Host - pursuant to s 47(3)(b) Commercial gym on school premises

NAME	QUAL	SCHOOL	MODE OF CONTACT	FEEDBACK	HOST EMPLOYER
(Guardian F/B)				<ul style="list-style-type: none"> Worked 4 hours per week Currently working in golf industry 	
Information removed as irrelevant	Cert III in Fitness	Information removed as irrelevant (Information removed as irrelevant)	Destination Survey	<ul style="list-style-type: none"> Completed in 8 months Worked one day per week full day Not currently working in industry No issues identified by trainee 	Host - [redacted] pursuant to s 47(3)(b)
(Guardian F/B)	Cert III in Fitness		Destination Survey	<ul style="list-style-type: none"> Completed in 12 months Chose traineeship to pursue career in industry Currently studying Cert IV in Fitness and progressing to sports and exercise science with sunshine coast uni Worked Monday morning 3 hours and all day Wednesday Trainer very supportive 	School
Information removed as irrelevant	Cert III in Fitness		School interview	<ul style="list-style-type: none"> Active TC Chose traineeship for career path and QCE points Host was available at sign up Works 1 shift per week for 2 hours 	Host - [redacted] pursuant to s 47(3)(b) Commercial gym on school premises
	Cert III in Fitness		School interview	<ul style="list-style-type: none"> Active TC Chose traineeship for career path and QCE points Host was available at sign up Works 1 shift per week for 2 hours Works outside of the traineeship directly for the gym as well 	[redacted] pursuant to s 47(3)(b) Commercial gym on school premises
	Cert III in Fitness		Destination Survey	<ul style="list-style-type: none"> TC completed in 21 months On-the-job training and theory during school time Now at uni studying to be PE teacher 	Host - [redacted] pursuant to s 47(3)(b) of
	Cert III in Fitness		Destination Survey	<ul style="list-style-type: none"> TC completed in 21 months Chose traineeship as interested in health and could assist with uni Worked during school hours 3 times per week and after school 1 day per week Currently at university studying occupational therapist Positive experience 	[redacted] pursuant to s 47(3)(b) of
	Cert III in Fitness		Destination Survey	<ul style="list-style-type: none"> TC completed in 21 months Worked 3 days per week for 3 hours and after school Well structured, a lot of practical elements, interesting 	Host - [redacted] pursuant to s 47(3)(b) of

NAME	QUAL	SCHOOL	MODE OF CONTACT	FEEDBACK	HOST EMPLOYER
				<ul style="list-style-type: none"> Mountain Creek first school to run model which has since been replicated with other schools Certificate III in Fitness is delivered to Yrs 11 and 12 students as an elective subject Select group of students progress to the traineeship School feels that they do the work for little return and are considering registering as an RTO to deliver program 	
(Information removed as irrelevant)	Teacher	(Information removed as irrelevant)	Phone Interview		
	Owner		Visit	<ul style="list-style-type: none"> Host up to 15 students Each student works 3 hours per week Wages are paid by Binnacle Exposed to full range of work – always start with cleaning and then structured approach to learning different aspects of the business Host would be willing to pay wages if they received a subsidy 	
	Head of Dept		Phone call	<ul style="list-style-type: none"> Proactive contact with OTO Has been approached by Binnacle and wanted to clarify obligations Clarification of requirement for qualified person at school Students would work in school and deliver programs to teachers, parents and school community Financial incentive paid by Binnacle to the school – Total of \$5000 - \$2000 initial payment + \$3000 at end of traineeship 	
	Teacher		Phone call	<ul style="list-style-type: none"> School entering into partnering agreement with Binnacle Refuses to use ASA or Training Sense 	

SUMMARY OF CONTACTS FOR TRAINING SENSE

Appendix 3

NAME	QUAL	SCHOOL	MODE OF CONTACT	FEEDBACK	HOST EMPLOYER
(Information removed as irrelevant)	Cert III in Sport & Recreation	(Information removed as irrelevant)	SRTTO Visit	<ul style="list-style-type: none"> Active TC Training Friday morning and work Saturday ETES and training plan sighted 	Works in a netball club but unsure which one
	Cert III in Sport & Recreation		SRTTO Visit	<ul style="list-style-type: none"> Active TC Training Wednesday afternoon and work Saturday ETES form sighted No training plan available 	<u>Host employer feedback</u> Access refused pursuant to s 47(3)(b) of the RTI Act <ul style="list-style-type: none"> 9 trainees hosted Became aware of t/ship when approached by SRTTO No wages cost to host employer Would not pay for trainees as a not for profit organisation A number of hiccups initially Previously had a bad experience with trainees through
	Cert III in Sport Coaching		SRTTO Visit	<ul style="list-style-type: none"> ETES sighted, no impact on school timetable SRTTO advised training occurs every 2nd Monday morning and trainee works at club on weekends 8 hours per week Host supervisor 	<u>Host employer feedback</u> Access refused pursuant to s 47(3)(b) of the RTI Act pursuant to s 47(3)(b) <ul style="list-style-type: none"> 4 trainees hosted Worked on week days and weekend up to 15 hours dependant on students school commitments and where they live No wages cost to club Volunteer organisation which only has 1 paid employee. Club would struggle to pay wages to SATs Overall a good program as it enables club to keep youth engaged Not a lot of communication

NAME	QUAL	SCHOOL	MODE OF CONTACT	FEEDBACK	HOST EMPLOYER
					<p>between SRTO and club regarding on-the-job competencies</p> <ul style="list-style-type: none"> • All theory training completed during school time • Time sheets are approved and log of duties completed are checked by host
					<p><u>Host employer feedback</u></p> <div> <p>Access refused pursuant to s 47(3)(b) of the RTI Act</p> </div> <ul style="list-style-type: none"> • Trainee gives 7 hours time to the club each week to undertake duties around club • Wages are paid by SRTO • Highly unlikely the club would engage trainees if they had to pay wages as they are volunteer organisation • Hosted approx 18 trainees in 2011 • Rated program as 6/10 • SRTO should provide a greater degree of structure required around how the trainee should be required to fulfil their weekly hours • As a volunteer organisation they do not have the resources to schedule and monitor the training the same as a normal workplace
Information removed as it	Cert III in Sport & Recreation	(Information removed as it)	SRTO Visit	<ul style="list-style-type: none"> • ETES and training plan sighted • Works 8 hours per week • Supervisor name unknown • Off-the-job training Every Thursday 	
	Cert III in Sport and Recreation		SRTO Visit	<ul style="list-style-type: none"> • ETES signed • No training plan – file note to be completed • 8 hours worked per week Tuesday after school and Saturday • Off-the-job training every 2nd Thursday 	<div> <p>Access refused pursuant to s 47(3)(b) of the RTI Act</p> </div>

NAME	QUAL	SCHOOL	MODE OF CONTACT	FEEDBACK	HOST EMPLOYER
				<ul style="list-style-type: none"> Now studying Certificate IV in Fitness 	
				<ul style="list-style-type: none"> Completed in 6 months Chose traineeship as wanted to be a PT Worked approx 6 hrs per week Took quite a while to be placed with host Taught nothing on the job "just laid about" Did not think the host employer cared Now studying Certificate IV in Fitness 	Access refused pursuant to s 47(3)(b) of the RTI Act
	Cert III in Fitness		Destination Survey		
(Information removed as irre	Cert III in Sport and Recreation Coaching		Destination Survey	<ul style="list-style-type: none"> Completed in 3 months Averaged a TOTAL of approx 18 hours paid work No hands on experience in coaching was received Worked in canteen Chose traineeship to make some money 	refused pursuant to s 47(3)(b) of the
		(Information removed as irre			
(Guardian F/B)	Cert III in Sport and Recreation		Destination Survey	<ul style="list-style-type: none"> Completed in 18 months Chose traineeship as career path – considering sports journalism or sports management Hiccups between Vic and Qld systems - Paperwork was very messy - Company tried to pull it together More checks and balances by the government to make sure the right thing is being done by boys Approx 10 boys participating in this club 	Access refused pursuant to s 47(3)(b) of the RTI Act
				<ul style="list-style-type: none"> Completed in 3 months Employment with host commenced approx 1 month after TC commencement Very disorganised VET co-ordinator highlighted future funding implications Training Sense approached football club 	
ed pursuant to s 47(3)(b) o	Cert III in Sport and Recreation		Destination Survey		ess refused pursuant to s 47(3)(b) of the RT
(Guardian F/B)				<ul style="list-style-type: none"> Completed in 3.5 months Chose traineeship as interested in sport Commenced with host on sign up Training Sense approached football club Currently studying accounting 	Access refused pursuant to s 47(3)(b) of the RTI Act
ed pursuant to s 47(3)(b) c	Cert III in Sport and Recreation		Destination Survey		

NAME	QUAL	SCHOOL	MODE OF CONTACT	FEEDBACK	HOST EMPLOYER
Information removed as irre (Guardian F/B)	Cert III in Sport and Recreation	Information removed as irre	Destination Survey	<ul style="list-style-type: none"> Completed in 5.5 months Chose traineeship as club was promoting and a friend was participating Training Sense approached football club Lack of communication with set up 	Access refused pursuant to s 47(3)(b) of the RTI Act
Information removed as irre (Guardian F/B)	Cert III in Sport and Recreation		Destination Survey	<ul style="list-style-type: none"> Completed in 4 months "Worst training provider I have dealt with. Shonky and a waste of government money" Training Sense approached football club School VET co-ordinator unimpressed 	Access refused pursuant to s 47(3)(b) of the RTI Act
Information removed as irre (Guardian F/B)	Cert III in Sport and Recreation		Destination Survey	<ul style="list-style-type: none"> Completed in 3 months Chose traineeship as interested in career in fitness Commenced work on sign up of TC Leisure Ready Go approached club Not informed of user choice funding implications 	Access refused pursuant to s 47(3)(b) of the RTI Act
Information removed as irre (Guardian F/B)	Cert III in Sport and Recreation		Destination Survey	<ul style="list-style-type: none"> Completed in 7 months Chose traineeship as interested in sport Worked once per week Commenced work with host a matter of weeks after signing TC Currently studying marine science. 	Access refused pursuant to s 47(3)(b) of the RTI Act
Information removed as irre	Cert III in Sport and Recreation		School Interview	<ul style="list-style-type: none"> Active TC Was placed with host within 1 month of signup Works Mon 8-5 and sometimes Sat 8-11 Theory every 2nd Thursday Started with Training Sense and converted to Access refused pursuant to s 47(3)(b) of the RTI Act Wants to be a fire fighter 	Access refused pursuant to s 47(3)(b) of the RTI Act
	Cert III in Sport and Recreation		School Interview	<ul style="list-style-type: none"> Pending registration Chose traineeship as a back up career option – wants to be a landscaper Was placed with host on sign up Works Mon, Wed, Sat 1 hour before training Theory once a fortnight Training Sense approached club re traineeship 	Access refused pursuant to s 47(3)(b) of the RTI Act

NAME	QUAL	SCHOOL	MODE OF CONTACT	FEEDBACK	HOST EMPLOYER
				<ul style="list-style-type: none"> Pending registration Commenced TC in February and has yet to be paid Works Fri 4-4.5hours + w/end approx 4 hours Has tried to sort issue out with SRTTO rep uant to s 47 told to call help line and nobody follows through assisting him Theory every 2nd Wed Wants to become a plumber 	ss refused pursuant to s 47(3)(b) of the RT
(Information removed as irr	Cert III in Sport and Recreation	(Information removed as irr	School Interview	<ul style="list-style-type: none"> Active TC Chose traineeship as career pathway Works once or twice a week for 4 hour shifts Theory every 2nd Thursday 	Access refused pursuant to s 47(3)(b) of the RTI Act
	Cert III in Sport and Recreation		School Interview	<ul style="list-style-type: none"> Active TC Chose traineeship as QCE points Works Thursdays 2.5-3 hours each shift Off-the-job training every 2nd Thursday Few issues with set up of paperwork and pays 	Access refused pursuant to s 47(3)(b) of the RTI Act
	Cert III in Sport and Recreation		School Interview	<ul style="list-style-type: none"> Pending registration Chose traineeship as career pathway & QCE points A student in ant to s 4 school athletics program Works 1 day per week however has only worked 3 days so far as waiting for school to organise work rosters Has not yet been paid Trainee thought host employer arrangements should have been figured out before contract 	Host - School – Waiting to be placed
	Cert III in Sport and Recreation		School Interview	<ul style="list-style-type: none"> Completed in 10 months Chose traineeship as career pathway Attended 13 weeks of theory training before was allowed to attend work Majority of theory completed in first 13 weeks Worked 1 day per week – 7 hours Difficulties being paid Has ongoing employment 	ss refused pursuant to s 47(3)(b) of the RT
	Cert III in Fitness		School Interview		

NAME	QUAL	SCHOOL	MODE OF CONTACT	FEEDBACK	HOST EMPLOYER
(Information removed as irrelevant)	Cert III in Sport and Recreation	(Information removed as irrelevant)	School Interview	<ul style="list-style-type: none"> Completed in 8.5 months Had host at commencement of TC Worked 1 day per week 8am-6pm Trainee had good experience Has ongoing employment with [redacted] pursuant to s 47(3)(b) 	[redacted] is refused pursuant to s 47(3)(b) of the RTI Act
	Cert III in Sport and Recreation		School Interview	<ul style="list-style-type: none"> Pending registration Chose traineeship as career pathway Had host at commencement of TC Works Weds and Sat – 8 hours/wk Off-the-job training Thurs fortnight and school hols Trainee has had good experience 	Access refused pursuant to s 47(3)(b) of the RTI Act
	Cert III in Sport and Recreation		School Interview	<ul style="list-style-type: none"> Active TC Chose traineeship as career pathway Had host at commencement of TC Works evening and weekend after training Does theory in school holidays Induction sufficient however some issues with paperwork 	Access refused pursuant to s 47(3)(b) of the RTI Act
	Industry Liaison Off Teacher		School Visit	<ul style="list-style-type: none"> 20 trainees bulk sign up with all trainees participants in the athletics program Thorough sign up process Theory well organised SRTTO keen at start but enthusiasm has dropped Approx half students not yet placed with a host School never intended to be long term host for these trainees 	[redacted] ss refused pursuant to s 47(3)(b) of the RTI Act
	Head of school Industry Liaison Off		School Visit	<ul style="list-style-type: none"> SRTTO approached school Host employers available prior to sign up Theory training occurs 3 hours per fortnight 	
	Student Services Off		School Visit	<ul style="list-style-type: none"> Poor communication from SRTTO Training sessions cancelled on short notice Recalled one incident where student had no work and was required to find own work 	

NAME	QUAL	SCHOOL	MODE OF CONTACT	FEEDBACK	HOST EMPLOYER
(Information removed as irre)		(Information removed as irre)	Phone Interview	<ul style="list-style-type: none"> • SRTO attempted to sign up 8 trainees with an undertaking to complete traineeship within 8 months • School refused to support training contracts 	
	d pursuant to s 47(3)(b)		Phone Interview	<ul style="list-style-type: none"> • <u>Issues which caused the change of SRTO from TS to</u> <u>ess refused pursuant to s 47(3)(b) of the RTI</u> <u>related to the style of training</u> • Issues with trainees progress where the trainee missed a scheduled training session and there was minimal support provided to the student to catch up • Several instances where trainees had turned up for training and no venue had been booked and vice versa where a trainer would turn up at <u>suant to s 47(</u> facility without booking ahead • No cost for wages to host employer; Host employer found prior to sign up 	

SUMMARY OF CONTACTS FOR AUSTRALIAN YMCA INSTITUTE OF EDUCATION AND TRAINING

Appendix 4

NAME	QUAL	SCHOOL	MODE OF CONTACT	FEEDBACK	HOST EMPLOYER
Information removed as it is irrelevant to the purpose of this document	Cert III in Community Recreation	Information removed as it is irrelevant to the purpose of this document	SRTO Visit	<ul style="list-style-type: none"> Active TC Works 7 hours per week SRTO provided completed ETES, Tplan, ERA 	Employer - refused pursuant to s 47(3)(b) of the pursuant to s 47(3) Host - refused pursuant to s 47(3)(b) of the refused pursuant to s 47(3)(b) of the
	Cert III in Community Recreation		SRTO Visit	<ul style="list-style-type: none"> Active TC Works 7.5 hours per week SRTO provided ETES and Tplan – no training arrangements on ETES 	Employer - refused pursuant to s 47(3)(b) of the pursuant to s 47(3) Host - refused pursuant to s 47(3)(b) of the refused pursuant to s 47(3)(b) of the
	Cert III in Community Recreation		SRTO Visit	<ul style="list-style-type: none"> Active TC Works 7.5 hours per week SRTO provided completed ETES and Tplan 	Employer - refused pursuant to s 47(3)(b) of the pursuant to s 47(3) Host - refused pursuant to s 47(3)(b) of the
					<u>Employer Feedback</u> ss refused pursuant to s 47(3)(b) of the R <ul style="list-style-type: none"> Trainee works one day per week plus additional hours before and after school Theory completed during school time SRTO monitor trainees progress regularly Trainee heard of traineeship through school Trainee is paid for time worked by the employer. Employer would recommend SRTO
	Cert III in Fitness		SRTO Visit	<ul style="list-style-type: none"> Active TC Works 8 hours per week 	
	Cert III in Fitness		SRTO Visit	<ul style="list-style-type: none"> Active TC Works 8 hours per week 	Employer - refused pursuant to s 47(3)(b) of the pursuant to s 47(3)
	Cert III in Fitness		SRTO Visit	<ul style="list-style-type: none"> Active TC Works 9 hours per week 	Employer - refused pursuant to s 47(3)(b) of the

NAME	QUAL	SCHOOL	MODE OF CONTACT	FEEDBACK	HOST EMPLOYER
				<ul style="list-style-type: none"> SRTO provided completed ETES and Tplan 	
Information removed as it is irrelevant to the purpose of this report	Cert III in Fitness		SRTO Visit	<ul style="list-style-type: none"> Active TC Works 12 hours per week SRTO provided completed ETES and Tplan 	Employer - refused pursuant to s 47(3)(b) of the Privacy Act 1988
	Cert III in Sport and Recreation		SRTO Visit	<ul style="list-style-type: none"> Active TC Works 7 hours per week SRTO provided incomplete ETES 	Employer - refused pursuant to s 47(3)(b) of the Privacy Act 1988 (left message for host)
	Cert III in Sport and Recreation		SRTO Visit	<ul style="list-style-type: none"> Active TC Works 8 hours per week SRTO provided completed ETES and Tplan 	Employer - refused pursuant to s 47(3)(b) of the Privacy Act 1988
	Cert III in Community Rec		Destination Survey	<ul style="list-style-type: none"> Completed in 18 months Chose traineeship for career pathway Worked minimum 8 hours per week Guardian very complimentary of program Studying HPE 	Employer - refused pursuant to s 47(3)(b) of the Privacy Act 1988 Host - refused pursuant to s 47(3)(b) of the Privacy Act 1988
(Guardian F/B)	Cert III in Community Rec	Information removed as it is irrelevant to the purpose of this report	Destination Survey	<ul style="list-style-type: none"> Completed in 8 months Chose traineeship for career pathway Commenced employment immediately Worked every school holidays Theory training in spare Started cabinet making apprenticeship after school however cancelled this and following his passion which is a career in fitness Currently working at Fitness First 	Employer - refused pursuant to s 47(3)(b) of the Privacy Act 1988
Information removed as it is irrelevant to the purpose of this report	Cert III in Community Rec		Destination Survey	<ul style="list-style-type: none"> Completed in 12 months Commenced employment immediately Worked full time during school holidays 	Employer - refused pursuant to s 47(3)(b) of the Privacy Act 1988
	Cert III in Community Rec		Destination Survey	<ul style="list-style-type: none"> Completed in 3 months Chose traineeship as career path Worked approx 4 hours each week Initial employer host was unqualified (TC withdrawn during probation), new employer was sourced with relevant qualifications Currently studying Diploma in Fitness at Southbank TAFE 	Employer - refused pursuant to s 47(3)(b) of the Privacy Act 1988
(Guardian F/B)	Cert III in Fitness		Destination Survey		

NAME	QUAL	SCHOOL	MODE OF CONTACT	FEEDBACK	HOST EMPLOYER
				<ul style="list-style-type: none"> Great opportunity whilst at school to see if you like industry 	
Information removed as irre	Cert III in Fitness - COMPLETED 7 MONTHS	n (Information removed as irre	Destination Survey	<ul style="list-style-type: none"> Completed in 7 months Chose traineeship to assist with QCE points Worked Wed and Fri pm approx 5 hours each Commenced employment immediately Would have liked more regular contact with YMCA - visited every 2 months 	Employer refused pursuant to s 47(3)(b) of the pursuant to s 47(3)
	Cert III in Comm Recreation		Destination Survey	<ul style="list-style-type: none"> Completed in 8 months Worked 8 hours every Friday Commenced employment immediately Currently working as school development officer Felt qualification was beneficial and put her ahead of others coming out of school 	Employer pursuant to s 47(3)(
	Cert III in Comm Recreation		Destination Survey	<ul style="list-style-type: none"> Completed in 13 months Worked 3 days per week 3/30-6pm SRTO helpful and very good Already working with employer 	Employer refused pursuant to s 47(3)(b) of the F
	Cert III in Comm Recreation		Destination Survey	<ul style="list-style-type: none"> Completed in 15 months Chose traineeship as wanted to do something else other than school Worked 'a few hours' each week Currently working in hospitality 	Employer refused pursuant to s 47(3)(b) of the F pursuant to s 47(3) Host sed pursuant to s 47(3)(b) of
	Cert III in Comm Recreation		Destination Survey	<ul style="list-style-type: none"> Completed in 18 months Worked once per week 8.30 - 2.30 Some theory seemed irrelevant to on-the-job work Currently working in gym and has completed additional qualification 	Employer used pursuant to s 47(3)(b) of th
	Cert III in Fitness		Destination Survey	<ul style="list-style-type: none"> Completed in 16 months Chose traineeship as career path Worked 8 hours per week Felt emp and SRTO did a good job 	Employer refused pursuant to s 47(3)(b) of the F fused pursuant to s 47(3)(b) of th
	refused pursuant to s 47(3)(b) of the F		Phone Interview	<ul style="list-style-type: none"> Have used YMCA for many years as preferred SRTO for sport and rec trainees SRTO very responsive to employers training 	

NAME	QUAL	SCHOOL	MODE OF CONTACT	FEEDBACK	HOST EMPLOYER
				needs and adapt training to individual needs • Only take trainees where there is a host vacancy • Hosts are invoiced each fortnight • Closely monitor the 48 day requirement • Average rate of completion 15-16 months • Confident this SRTTO is delivering quality training outcomes	

Seek advertisements within the Sports & Recreation industry

Appendix 5

Sports & Recreation Category (includes Coaching & Instruction; Fitness & Personal Training and Management)

	Total	PT	
20/04/2012	162	95	59%
Brisbane	64	39	61%
Gold Coast	11	6	55%
Sunshine Coast	5	1	20%
Regional Qld	82	49	60%

	Total	PT	
27/04/2012	182	97	53%
Brisbane	75	42	56%
Gold Coast	12	7	58%
Sunshine Coast	7	2	29%
Regional Qld	88	46	52%

	Total	PT	
4/05/2012	190	105	55%
Brisbane	72	41	57%
Gold Coast	13	7	54%
Sunshine Coast	9	2	22%
Regional Qld	96	55	57%

Total **PT**

11/05/2012	197	103	52%
Brisbane	74	40	54%
Gold Coast	16	8	50%
Sunshine Coast	4	0	0%
Regional Qld	103	55	53%

	Total	PT	
18/05/2012	216	109	50%
Brisbane	79	41	52%
Gold Coast	19	9	47%
Sunshine Coast	5	1	20%
Regional Qld	113	58	51%

Minister's Office File Ref:	
Department File Ref:	12/289226

Briefing Note

The Honourable John-Paul Langbroek MP
Minister for Education, Training and Employment

Action required: For Noting

Noting required by: ASAP

Urgent – There are ongoing investigations by departmental officers regarding the refusal of Sport and Recreation School-Based Traineeship Training contracts.

SUBJECT: ISSUES AFFECTING SCHOOL STUDENTS WHERE TRAINING CONTRACTS IN SPORT AND RECREATION QUALIFICATION HAVE BEEN REFUSED OR CANCELLED

Summary of key objectives

- As at 30 July 2012, 158 school students signed into sport and recreation training contracts had their training contracts refused.
- 132 training contracts are being reviewed to determine if appropriate arrangements are in place to allow registration.
- A further 141 school based trainees currently registered with Training Sense as the employer may also be cancelled should the company fail to achieve compliance against the National Standards for Group Training Organisations. This is part of a show cause process by the Training and Employment Recognition Council (the Council) as to why its recognition as a group training organisation (GTO) should not be withdrawn.

Key issues

1. Of the 158 refused training contracts, 144 were with Training Sense as the employer and 14 were refused a training contract with the Australian Academy of Sport as the employer.
2. Training Sense Pty Ltd, trading as Leisure Ready Go, was 'show caused' as Training Sense had failed to achieve compliance against the National Standards for GTOs. Training Sense was given 14 days to respond to the show cause notice.
3. The Council reviewed the analysis of Training Sense's response to the show cause notice at its meeting of 26 June 2012. The Council determined that Training Sense had still not achieved compliance against the national standards.
4. The Council has given Training Sense another 90 days in which to achieve compliance against the national standards or its recognition as a GTO will be withdrawn.
5. The Queensland Training Ombudsman has undertaken a review of school-based trainees in the sport and recreation industry resulting in a freeze on new entrants from 1 July 2012, and an increased review process for training contracts which commenced prior to 1 July 2012 but were not yet registered.
6. If the students' training contracts are cancelled and or refused, it may affect their capacity to achieve Queensland Certificate of Education (QCE) points prior to the completion of the 2012 school year.
7. Where this is the case, school students who are unable to access an appropriate traineeship pathway will be offered an alternative pathway towards the completion of the sport and recreation qualification through TAFE Queensland.

Minister's Office File Ref:	
Department File Ref:	12/289226

8. This will be funded with existing resources under the User Choice Program and coordinated by the Gold Coast Institute of TAFE in conjunction with Department of Education, Training and Employment (DETE) officers.
9. QCE points are awarded based on the achievement of a qualification regardless of whether the student achieves the qualification through a school based traineeship or VET in schools pathway.
10. When a training contract is refused, the parties (employer and trainee) may rectify the issues which led to refusal and submit a new training contract for consideration to be registered.
11. DETE officers will work with these students and their schools to ensure the students are not disadvantaged.

Implications

12. Under the show cause process, Training Sense has until 24 September 2012 to achieve compliance. The failure of Training Sense to achieve compliance against the National Standards for Group Training Organisations will result in their recognition as a GTO being withdrawn under the *Vocational Education, Training and Employment Act 2000*.
13. This could result in the cancellation of the 141 school based trainees currently registered with Training Sense as the employer.
14. Training Sense has provided advice that it has contracted an auditor to undertake the audit on 10 August 2012.
15. This has resulted in extended delays in both the receipt of and the review of training contracts prior to registration or refusal to register.

Background

16. National Standards for Group Training Organisations is a requirement for recognition and continued recognition as a GTO in Queensland. On 18 April 2012, as a result of failing to achieve compliance against the National Standards for Group Training Organisations, DETE advised Training Sense that it would not register any further training contracts pending the Council's decision on its recognition as a GTO.
17. On 2 May 2012, after advice was received from the Queensland Training Ombudsman, the Department advised the Australian Academy of Sport that all future training contracts would need to meet the following conditions within 21 days of training contract lodgement before the Department would register any further training contracts:
 - Evidence from the employer, showing the negotiated schedule for education, employment and training. The evidence must show the proposed days/hours the trainee is working in paid employment and when the trainee is undertaking training. The training and paid employment must have an impact on the trainee's student timetable; and
 - A signed and dated letter from the host employer, on their letterhead, outlining the trainee's dates of employment with the host and the host's capability to provide the range of work, supervision and training.
18. On 28 May 2012, following a request from Training Sense, DETE agreed to register those pending training contracts received prior to 18 April 2012. However, Training Sense were required to meet the same conditions listed above that were placed on the Australian Academy of Sport.

Minister's Office File Ref:	
Department File Ref:	12/289226

19. On 26 June 2012, 144 training contracts from Training Sense were refused registration. These training contracts were refused due to Training Sense not supplying information to support appropriate traineeship arrangements.
20. On 2 July 2012, following the receipt of the Queensland Training Ombudsman's review of school based sport and recreation traineeships, funding for all school-based sport and recreation traineeships, exclusive of racing were suspended until further notice.
21. The number of school based trainees in the sport and recreation industry increased by approximately 350% from 2007-11. The number of full time and part time trainees in the industry has remained fairly consistent over the same period.
22. The Department has stopped the automatic registration process for school-based training contracts across a range of traineeship qualifications including sport and recreation. These training contracts are all sent to the relevant region for review prior to registration or refusal to register.
23. The number of active school based apprentices and trainees in Queensland as 30 July 2012 is 10,745. Of these, 2,460 are apprentices and 8,285 are trainees. Of the 8,285 trainees, 1,687 are in a sport and recreation (excluding racing) qualification. Of these, 1,687 eight employers account for 73% of the total number of active training contracts.

Employer	Active School based sport and recreation trainees
Pass Sports	391
Bluefit	263
Australian Academy of Sports	160
Training Sense	141
Fitnance	86
On-line Fitness	72
Binnacle	69
BAMP Ind.	50

Right to information

24. I am of the view that the contents or attachments contained in this brief are **not suitable** for publication.

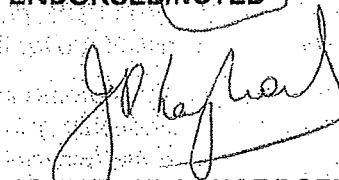
Minister's Office File Ref:	
Department File Ref:	12/289226

Recommendation

That the Minister **note** the issues that may impact on current Year 11 and 12 school students who have been refused or have had their school based training contract in the sport and recreation industry cancelled.

NOTED**APPROVED/NOT APPROVED
ENDORSED/NOTED**


FIONA CRAWFORD
Chief of Staff
Office of the Hon John-Paul Langbroek MP
Minister for Education, Training and
Employment



JOHN-PAUL LANGBROEK MP
Minister for Education, Training and
Employment

1318 112

☐ Copy to Assistant Minister

14.8.12

Minister's comments

--

Action Officer Wayne Stephens Director Training Services Skills Investment	Endorsed by: ED Steve Mathieson Skills Investment	Endorsed by: ADG Geoff Favell Skills and Training Investment	Noted by: A/DDG Jodi Schmidt Training and Tertiary Education Queensland	Endorsed by: DG 
Tel: 58168	Tel: 32354307 Mob: 0418700236 Date: 2/8/2012	Tel: 32371315 Mob: 0417743889 Date: 2/8/2012	Date: 3/8/12	Date: 10/8/12

DEPARTMENT OF EDUCATION, TRAINING AND EMPLOYMENT

Title: Response regarding the suspension of school-based traineeships in Sport and Recreation

- [Access refused pursuant to s 47(3)(b) of the RTI Act] is currently registered as the employer for 37 active traineeship registrations in the Sport, Fitness and Recreation and Fitness Industry training packages, with [Access refused pursuant to s 47(3)(b) of the RTI Act] registered as the supervising registered training organisation.
- The Training Ombudsman recently completed a review of school-based traineeships in Sport and Recreation.
- The Ombudsman's report identifies widespread practices in breach of the *Vocational Education, Training and Employment Act 2000* (the Act) and issues regarding suitability of employment arrangements for school based trainees. The Training Ombudsman recommended that a hold be placed on the signing and registering of any further training contracts pending further review in consultation with Queensland Fitness, Sport and Recreation Skills Alliance (QFSRSA). Consequently, the Department of Education, Training and Employment suspended funding for school-based traineeships in Sport and Recreation from 1 July 2012 until further notice.
- The Training Ombudsman advised that to date, no issues were identified with [Access refused pursuant to s 47(3)(b) of the RTI Act].
- The Department has reached an agreement with the relevant industry skills body — QFSRSA — and has developed a comprehensive response to the issues raised by the Ombudsman.
- The Department and QFSRSA have also agreed that recognition of prior learning is not suitable for school based trainees and will no longer be funded under User Choice.
- Additionally, all school-based Sport and Recreation contracts will be actively monitored by regional offices for compliance with the Act. Non-compliant contracts will not be registered.
- The funding suspension for school-based traineeships in Sport and Recreation was lifted on 10 August 2012.

Communication Strategy

- An email was sent to all User Choice stakeholders on 9 August 2012 advising of the removal of the funding suspension. The text of the email is as follows:

Good afternoon,

You were advised in early July that as a result of a review of Sport & Recreation traineeships undertaken by the Training Ombudsman, funding for all school-based traineeships in sport and recreation, exclusive of racing, would be suspended until further notice.

While there are a number of issues requiring resolution, the key problem stems from a lack of legitimate employment for sport and recreation trainees. All User Choice stakeholders are reminded that the intent of the User Choice program is to provide funding for the training which supports the apprenticeship and traineeship system, as defined by the *Vocational Education, Training and Employment Act 2000* (the Act).

User Choice funding is only available when all arrangements, particularly employment arrangements, are consistent with the Act. Thus the employer of an apprentice or trainee must provide adequate facilities, range of work, supervision and the on-the-job training

required by the Act and documented in a training plan agreed to with the SRTTO and the apprentice or trainee. The SRTTO is required to assess these employment arrangements by completing an employer resource assessment to ensure compliance with the Act (see <http://www.apprenticeshipsinfo.qld.gov.au/resources/pdf/forms/er-assessment.pdf>). If the employment arrangements are non-compliant with the Act then the SRTTO should not commit to the training plan and must advise the employer, the Australian Apprenticeships Centre and the Department of Education, Training and Employment immediately.

After careful examination of all issues raised by the Ombudsman, the Department, in conjunction with the Queensland Fitness, Sport and Recreation Skills Alliance (QFSRSA), has developed a comprehensive response to these issues, and is lifting the funding restriction as of 10 August 2012.

To ensure compliance with the Act and preservation of the intent of the User Choice Program, the following actions have been implemented and should be noted by all stakeholders:

- There will be no automatic registration of traineeships in sport and recreation. The department's regional offices will examine all new contracts submitted to ensure compliance with the Act, with a particular emphasis on ensuring that legitimate and suitable employment arrangements are in place prior to registration approval being granted. This is to address the principal non-compliance issue identified by the Ombudsman which contravenes the Act – "the failure to ensure that suitable employment arrangements are in place prior to the commencement of a contract".
- The Department will conduct comprehensive contract audits of training providers to ensure compliance with the Act and with the User Choice program. Training providers in the Sport and Recreation sector will be prioritised for audits. Contract audits of User Choice providers will continue into the future and will be conducted across all areas of the Program.
- Funding for Recognition of Prior Learning (RPL) for school-based traineeships will cease immediately, as RPL is not considered appropriate for school students undertaking an entry-level qualification.
- The closure of the Pre-Qualified Supplier process for Sport and Recreation will continue indefinitely – this will prevent the entrance of new training providers and is deemed necessary because of the large number of existing providers relative to the actual employment prospects in Sport and Recreation industries.

Should you have any queries, please direct them to Supplier Management by telephone on 3405 3715 or via email at Supplier.Management@dete.qld.gov.au

Additional information

- The number of school based trainees in the sport and recreation industry increased by approximately 350% from 2007 to 2011. The number of full time and part time trainees in the industry has remained fairly consistent over the same period.
- The Department has stopped the automatic registration process for school-based training contracts across a range of traineeship qualifications including sport and recreation. These training contracts are all sent to the relevant region for review prior to registration or refusal to register.
- As at 30 July 2012, 158 school students signed into sport and recreation training contracts have had their training contract refused.

- 132 training contracts are being reviewed to ascertain whether appropriate arrangements are in place to allow registration.
- A further 141 school based trainees currently registered with Training Sense as the employer may also be cancelled should the company fail to achieve compliance against the National Standards for Group Training Organisations. This is part of a show cause process by the Training and Employment Recognition Council as to why its recognition as a group training organisation should not be withdrawn.
- If the students' training contracts are cancelled or refused, it may affect their capacity to achieve QCE points prior to the completion of the 2012 school year.
- Where this is the case, school students who are unable to access an appropriate traineeship pathway will be offered an alternative pathway towards the completion of the sport and recreation qualification through TAFE Queensland.
- The number of active school-based apprentices and trainees in Queensland at 30 July 2012 is 10,745. Of these 2,460 are apprentices and 8,285 are trainees. Of the 8,285 trainees, 1,687 are in a sport and recreation (excluding racing) qualification. Of these 1,687, eight employers account for 73% of the total number of active training contracts:

Employer	Active school-based sport and recreation trainees
Pass Sports	391
Bluefit	263
Australian Academy of Sports	160
Training Sense	141
Fitnance	86
On-line Fitness	72
Binnacle	69
BAMP Ind.	50
Total (73% of 1,687 sport & rec)	1,232

- [Access refused pursuant to s 47(3)(b) of the RTI Act] has recently received [Access refused pursuant to s 47(3)] funding under the Skilling Queenslanders for Work initiative through the Youth Training Incentives Program. Skilling Queenslanders for Work funding has recently ceased as part of the State Government's costing and savings strategy.

Approved by:

Geoff Favell
Assistant Director-General
Skills and Training Investment

Telephone: 3237 1315

Ref: 12/296474

Minister's Office File Ref:	
Department File Ref:	12/247217

Briefing Note

The Honourable John-Paul Langbroek MP
Minister for Education, Training and Employment

Action required: Noting

Action required by: N/A

Routine – General information for noting

SUBJECT: SUSPENSION OF FUNDING FOR SCHOOL-BASED TRAINEESHIPS IN SPORT AND RECREATION

Summary of key objectives

- The Training Ombudsman has completed a review of school-based traineeships in Sport and Recreation.
- The Ombudsman's report identifies widespread practices in breach of the *Vocational Education, Training and Employment Act 2000* (the Act). Consequently, the Department of Education, Training and Employment has suspended funding for school-based traineeships in Sport and Recreation (**Attachment 1**).
- The suspension of funding is necessary in order to contain the problem, but this action is likely to generate some complaints.
- The Department will work closely with the relevant industry skills body—the Queensland Fitness, Sport and Recreation Skills Alliance—to develop a comprehensive response to the issues raised by the Ombudsman.

Key issues

1. The Training Ombudsman began a review of school-based traineeships in Sport and Recreation in late 2011. The review was initiated because of a significant increase in traineeship numbers, the completion of many traineeships in short durations, and a number of complaints about the quality of training and non-payment of wages.
2. In May 2012, with the support of the Queensland Fitness, Sport and Recreation Skills Alliance, no more Sport and Recreation training providers were accepted into the User Choice program. This decision was made based on the numerous providers delivering training and continuing concerns about training quality.
3. The Ombudsman's report has now been received. The Ombudsman's principal findings include:
 - suitable employment arrangements are commonly not in place;
 - widespread practice of bulk sign ups of students with little regard for quality and contrary to the intent of User Choice;
 - inadequate on-the-job training; and
 - failure to pay wages or significant delays in doing so.
4. All stakeholders, including training providers and schools, were notified on 2 July 2012 of an immediate suspension to funding for school-based traineeships in sport and recreation.
5. Existing trainees will not be disadvantaged by this change as the Department will continue to fund Registered Training Organisations (RTO) to provide training.

Minister's Office File Ref:	
Department File Ref:	12/247217

6. A snapshot of sport and recreation trend data is provided in the table below.

	2009-10	2010-11	2011-12
Number of training providers	9	11	24
Number of SAT commencements	503	1412	1354
User Choice expenditure	\$1.3 m	\$1.6 m	\$4.3 m

Implications

7. The suspension of funding at short notice may cause concern for some stakeholders, however the serious and widespread nature of the problems identified by the Ombudsman is deemed sufficient to justify immediate action. The impact will be minimised by continuing to fund the training of existing trainees.

Background

8. The User Choice program provides public funding for the delivery of accredited, entry-level training to eligible apprentices and trainees.
9. The User Choice program underwent significant changes with a new program implemented on 1 July 2010. The Queensland User Choice 2010-15 program enables apprentices, trainees and their employers to select a preferred RTO from a list of pre-qualified suppliers (PQS) for the delivery of accredited training to meet their specific needs. PQS can claim payment from the Department or training delivered to eligible apprentices and trainees.
10. The procurement strategy for the User Choice 2010-15 program is based on training dollars allocated to each registered apprentice or trainee and paid to RTOs for training delivered. This process empowers apprentices, trainees and their employers to select their training provider of choice and for government funding to be allocated through a demand-led system.
11. RTOs who wish to become PQS must meet a number of requirements and have industry support. The Department assesses applications and approves these if the RTO is deemed suitable to deliver publicly-funded training and assessment services to apprentices and trainees.

Right to information

12. I am of the view that the contents or attachments contained in this brief are **not suitable** for publication.

Minister's Office File Ref:	
Department File Ref:	12/247217

Recommendation

That the Minister **note** the information in this brief regarding suspension of funding for school-based traineeships in Sport and Recreation.

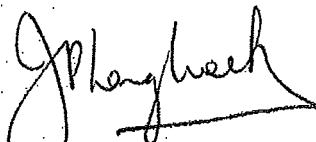
NOTED


FIONA CRAWFORD
 Chief of Staff
 Office of the Hon John-Paul Langbroek MP
 Minister for Education, Training and
 Employment

17/7/12

☐ Copy to Assistant Minister

APPROVED/NOT APPROVED
ENDORSED/NOTED




JOHN PAUL LANGBROEK MP
 Minister for Education, Training and
 Employment

1 1

Minister's comments

Copy to media team please in case of media impact.

Action Officer	Endorsed by:	Endorsed by:	Endorsed by:	Endorsed by:	Endorsed by:
Damien Killin	ED	A/ADG and CFO	ADG STI	A/DDG TTEQ	DG
Director	Steve Mathieson	Nick Shaw	Geoff Favell	Jodie Schmidt	
	Skills Investment		STI		
Tel: 32370711	Tel: 3235 4307	Tel: 3404 3451	Tel: 3237 1315	Tel: 32371578	Tel:
	Mob: 0418 700 236	Mob: 0423 842 314	Mob: 0417 743 889	Mob:	Mob:
	Sighted and Signed	Date: 05/07/2012	Date: 05/07/2012	Date: 05/07/2012	Date: 12/7/12
	Date: 03/07/2012				

Minister's Office File Ref:	
Department File Ref:	12/296905

Briefing Note

The Honourable John-Paul Langbroek MP
Minister for Education, Training and Employment

Action required: Noting

Action required by: N/A

Routine information for the Minister.

SUBJECT: LIFTING OF THE SUSPENSION OF FUNDING FOR SCHOOL-BASED TRAINEESHIPS IN SPORT AND RECREATION

Summary of key objectives

- The Department has reached agreement with the relevant industry skills body, the Queensland Fitness, Sport and Recreation Skills Alliance (QFSRSA) and has developed a comprehensive response to the issues raised by the Queensland Training Ombudsman.
- In the event that any providers are excluded from the User Choice program, TAFE institutes will deliver institutional-based training to students affected by any exclusion. This will enable students to continue training and complete their qualification as planned.
- Additionally, all school-based Sport and Recreation contracts will be actively monitored by regional offices for compliance with *Vocational Education, Training and Employment Act 2000* (the Act). Non-compliant contracts will not be registered.
- The removal of the funding suspension for school-based traineeships in Sport and Recreation is scheduled for late August 2012.

Key issues

1. The key actions agreed with the QFSRSA include:
 - a comprehensive contract audit of the highest risk providers, Australian Sports Academy and Training Sense, is to be undertaken by mid-August 2012, with a view to excluding these providers from the User Choice program should the audit reveal continued breaches of the Act since the time of the Ombudsman's review (February 2012);
 - contract audits of other high risk providers in Sport and Recreation in the coming months;
 - continued closure of the Pre-Qualified Supplier process for Sport and Recreation – this will effectively prevent the entrance of new training providers and is deemed necessary because of the large number of existing providers relative to the actual employment prospects in Sport and Recreation industries; and
 - the cessation of funding for Recognition of Prior Learning (RPL) for school-based traineeships as RPL is not considered appropriate for school students undertaking an entry-level qualification.
2. In the event that the Australian Sports Academy and/or Training Sense are non-compliant with the Act and are excluded from the User Choice program, TAFE institutes will deliver institutional-based training to students affected by any exclusion. This will enable students to continue training and complete their qualification as planned. The qualification can then contribute to a student's Queensland Certificate of Education (QCE).

Minister's Office File Ref:	
Department File Ref:	12/296905

3. The principal non-compliance issue, which contravenes the Act, is the failure to ensure that suitable employment arrangements are in place prior to the commencement of a contract. It is for this reason that, if the Australian Sports Academy and/or Training Sense are excluded, it will not be possible for students to continue their training within the User Choice program. The Act requires that all trainees are employed so that they have access to an appropriate range of work and are adequately supervised. There are insufficient employment opportunities available in Sport and Recreation industry and students signed up with these two providers will not be able to be placed with other employers.
4. The key issue from the student/parent/school perspective is that plans have often been made for the Sport and Recreation qualification to be included as part of the student's QCE. Consequently, the plan to fund TAFE institutes to deliver the qualification via an institutional pathway will ensure that students are not disadvantaged by any exclusions.
5. This same solution will be implemented should future audits result in the exclusion of other non-compliant training providers.

Implications

6. The suspension of funding at short notice has caused concern for some stakeholders, however, the serious and widespread nature of the problems identified by the Ombudsman required immediate action. The imminent lifting of the suspension to funding and the solution for the students of any excluded training providers should mitigate some current concerns.

Background

7. The Training Ombudsman recently completed a review of school-based traineeships in Sport and Recreation (Ref: 12/247217).
8. The Ombudsman's report identifies widespread practices in breach of the *Vocational* the Act. Consequently, the Department of Education, Training and Employment suspended funding for school-based traineeships in Sport and Recreation from 1 July 2012 until further notice.

Right to information

9. I am of the view that the contents or attachments contained in this brief **are not suitable** for publication.

Minister's Office File Ref:	
Department File Ref:	12/296905

Recommendation

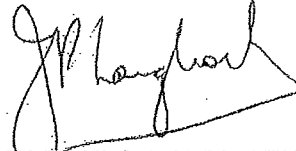
That the Minister **note** the information regarding the lifting of the suspension of funding for school-based traineeships in Sport and Recreation.

NOTED


FIONA CRAWFORD
 Chief of Staff
 Office of the Hon John-Paul Langbroek MP
 Minister for Education, Training and
 Employment

1 19 1 12
☐ Copy to Assistant Minister

APPROVED/NOT APPROVED
ENDORSED/NOTED


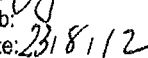


JOHN-PAUL LANGBROEK MP
 Minister for Education, Training and
 Employment

5 19 1 12

Minister's comments

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Action Officer Damien Killin Director CM&P Tel:32370711	Endorsed by: ED SI Steve Mathieson Tel:32354307 Mob:0418700236 Date: 07/08/12	Endorsed by: ADG and CFO Adam Black Tel:34043451 Mob:0423842314 Date: 08/08/12	Endorsed by: ADG STI Geoff Favell Tel:32371315 Mob:0417743889 Date: 14/08/12	Endorsed by: A/DDG TTEQ Jodi Schmidt Tel: 32371578 Mob:0438122318 Date: 16/08/2012	Endorsed by: DG Julie Grantham Tel:  Mob:  Date: 23/8/12
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MURENU, Sandra

From: PETERS, Andrew
Sent: Friday, 10 August 2012 9:47 AM
To: BOPF, Michael; TOM, Rex
Cc: KILLIN, Damien
Subject: FW: Lifting of User Choice Funding Suspension - Sport & Recreation
Attachments: Sport & Rec email 090812.pdf

Gentlemen,

FYI this was sent out to providers yesterday afternoon.

Andrew

From: supplier.management@dete.qld.gov.au [<mailto:supplier.management@dete.qld.gov.au>]
Sent: Friday, August 10, 2012 2:07 AM
To: PETERS, Andrew
Subject: Lifting of User Choice Funding Suspension - Sport & Recreation

Good afternoon

Please see attached letter regarding the lifting of User Choice Funding Suspension for Sports & Recreation.

Regards

Supplier Management | Vet Contract Management and Performance | Skills Investment | Department of Education,
Training and Employment |
Level 6, Education House, 30 Mary Street, Brisbane | LMB 527, Brisbane 4001 | Tel: 07 3405 3715 |
Fax: 07 322 93470 | Supplier.Management@dete.qld.gov.au

Good afternoon

You were advised in early July that as a result of a review of Sport & Recreation traineeships undertaken by the Training Ombudsman, funding for all school-based traineeships in sport and recreation, exclusive of racing, would be suspended until further notice.

While there are a number of issues requiring resolution, the key problem stems from a lack of legitimate employment for sport and recreation trainees. All User Choice stakeholders are reminded that the intent of the User Choice program is to provide funding for the training which supports the apprenticeship and traineeship system, as defined by the *Vocational Education, Training and Employment Act 2000* (the Act). User Choice funding is only available when all arrangements, particularly employment arrangements, are consistent with the Act. Thus the employer of an apprentice or trainee must provide adequate facilities, range of work, supervision and the on-the-job training required by the Act and documented in a training plan agreed to with the SRTTO and the apprentice or trainee. The SRTTO is required to assess these employment arrangements by completing an employer resource assessment to ensure compliance with the Act (see <http://www.apprenticeshipsinfo.qld.gov.au/resources/pdf/forms/er-assessment.pdf>). If the employment arrangements are non-compliant with the Act then the SRTTO should not commit to the training plan and must advise the employer, the Australian Apprenticeships Centre and the Department of Education, Training and Employment immediately.

After careful examination of all issues raised by the Ombudsman, the Department, in conjunction with the Queensland Fitness, Sport and Recreation Skills Alliance (QFSRSA), has developed a comprehensive response to these issues, and is lifting the funding restriction as of 10 August 2012.

To ensure compliance with the Act and preservation of the intent of the User Choice Program, the following actions have been implemented and should be noted by all stakeholders:

- There will be no automatic registration of traineeships in sport and recreation. The department's regional offices will examine all new contracts submitted to ensure compliance with the Act, with a particular emphasis on ensuring that legitimate and suitable employment arrangements are in place prior to registration approval being granted. This is to address the principal non-compliance issue identified by the Ombudsman which contravenes the Act – "the failure to ensure that suitable employment arrangements are in place prior to the commencement of a contract".
- The Department will conduct comprehensive contract audits of training providers to ensure compliance with the Act and with the User Choice program. Training providers in the Sport and Recreation sector will be prioritised for audits. Contract audits of User Choice providers will continue into the future and will be conducted across all areas of the Program.
- Funding for Recognition of Prior Learning (RPL) for school-based traineeships will cease immediately, as RPL is not considered appropriate for school students undertaking an entry-level qualification.
- The closure of the Pre-Qualified Supplier process for Sport and Recreation will continue indefinitely – this will prevent the entrance of new training providers and is deemed necessary because of the large number of existing providers relative to the actual employment prospects in Sport and Recreation industries.

Should you have any queries, please direct them to Supplier Management by telephone on (07) 3405 3715 or via email at Supplier.Management@dete.qld.gov.au

Regards

Damien Killin
Director, VET Contract Management & Performance
Skills Investment
Department of Education, Training & Employment
Tel: 07 3237 0711 (W) 0407 121 625 (M)

MURENU, Sandra

From: HAAGSMA, Brett
Sent: Tuesday, 14 August 2012 5:45 PM
To: HUDSON, Kym; KANE, Roanna; POWER, Ray; SCHOFIELD, Yvonne; TAYLOR, Lynette; CUNNINGTON, Tim; SUTHERS, John; GOTTLE, Kay; MULLER, Carl; FAIFAI, Stephen; ADBY, Diane
Cc: WALKER, Deborah; KREBS, Kerry; MCNEALE, Peter; MATHIESON, Steve; FAVELL, Geoff; KILLIN, Damien; BOYLAN, Pamela; STEPHENS, Wayne; EMERY, John; Bareham, Mike; Russell, Lee; WHYTE, Karen; HANCOCK, Caeleigh; MCANDREW, Glenn; SWINDELL, Wayne
Subject: Info re calls to sport and rec trainees
Attachments: Cert III Fitness_v2.docx

Hello all

As per previous advice DETE will be offering an alternate pathway to a qualification for students who have been adversely impacted by the extended delays in refusing their training contracts in sport and recreation qualifications. GCIT are co-ordinating the delivery of an institutionally based qualification in either certificate 3 in fitness or certificate 3 in sport and rec.

The certificate 3 in fitness has options for training delivery in place and ready to go through the Ashmore campus, alternate arrangements will be made for those who cannot attend Ashmore or who wish to undertake the sport and rec qual instead of fitness. These arrangements will be determined once we have some definite numbers of those students who do not wish or are unable to attend Ashmore for the fitness program.

The TQCC will start to attempt to contact the parents/guardians of the affected students tomorrow. Attached is the script which the TQCC have developed to assist the call centre staff when making these initial contacts. Depending on how tomorrow goes the next phase will be put in place to get students started ASAP. For those students who indicate an interest other than Fitness at Ashmore we will work out what alternatives are going to be appropriate and make contact with them at a later date to confirm.

For regions this is an FYI in case it generates anything for you.

Please let me know if you have any questions or need additional information (Ekka day tomorrow so I am on mobile if urgent)

Thanks

Brett

Brett Haagsma
A/Manager Regional Operations
Training Services - Skills Investment
Department of Education, Training and Employment
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Certificate III in Fitness – Gold Coast TAFE

[Brief overview](#)
[Outbound calls](#)
[Options to be provided](#)
[FAQs](#)
[Add Outcome to DELTA](#)

Brief overview

As a result of reviews by the Training Ombudsman's office and DETE regions, many school-based training contracts were not approved for registration by the Department because the employment arrangements were not considered suitable to be classified as a traineeship.

In addition to this, for the time period 01/07/2012 to 10/08/2012, there was an overall ban on all school-based training contracts in the area of sport and recreation.

The Department of Education, Training and Employment has since given approval for students who had signed into a training contract in the sport and recreation industry (and whose training contract had been refused) to be given the opportunity to attend the Gold Coast Institute of TAFE, Ashmore Campus to undertake Certificate III in Fitness. This will be under the institutional pathway and is not the same as the employment based traineeship program. For students who are unable to attend the Ashmore campus or wish to undertake a certificate 3 in sport and recreation instead of the certificate 3 in fitness alternate arrangements will be made available. These alternate arrangements will depend on the number of students who are unable to attend Ashmore or wish to undertake the certificate 3 in sport and recreation. The details of the alternate arrangements will be determined as soon as the level of interest is gauged.

Completion of the qualification Certificate III in Fitness being offered through this institutional pathway will provide the equivalent number of QCE points that would have been available under the traineeship pathway.

TQCC have been asked by the Operational Policy area of the Department, to make outbound calls parents/guardians to gauge interest in participating in any of the (3) options listed below, or whether these outcomes are not suitable and the students is interested in undertaking the training through a different pathway

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Outbound calls

Prior to making the outbound call, TQCC will:

- Make sure there are currently no 'active' training contracts for the trainee;
- Find the relevant 'refused' training contract in the DELTA in-tray;
- Check for any previous contact/notes. If you find any notes which you believe should be taken into consideration before a call is made to the parent/guardian, refer to your supervisor;
- Check the residential address for the trainee, to make sure it would be reasonable for the trainee to be able to get to the Gold Coast Institute of TAFE, Ashmore. Refer to your supervisor if you believe there to be an issue with travel.

The following is a suggested script for making these outbound calls:

Good morning/afternoon, this is [your name] from Training Queensland. I would like to speak to a parent or guardian of [trainee's name], please, about training now being offered by the State Government to some school students who signed into Sport and Recreation school-based traineeships earlier this year, which did not go ahead. Would [trainee's name]'s parent or guardian be available to speak with me at the moment?

If no:

Would you be able to provide me with another telephone number so I could contact [trainee's name]'s parent/guardian. If you are provided with a telephone number, include the number in your contact/note and make the 'Outcome' of the call 'Unable to contact'.

When you are speaking with the guardian:

The reason for my call today is to let you know that the Gold Coast Institute of TAFE is offering training for some students to achieve a Certificate III in Fitness. The offer is only being made to those students who had previously signed into a school-based traineeship in Sport and Recreation and their training contract was refused for registration. Our records show that your son/daughter was one of these students. Would you be interested in hearing about other options for training for your son/daughter or does [trainee's name] have other training arrangements in place.

If no:

Have other training arrangements been made for your son/daughter? (*Hopefully, the parent/guardian will provide a response to this question.*)

Thank-you for taking time to speak with me.

Record details of the call in the DELTA in-tray record along with an outcome.

If yes:

Provide information about options 1,2,3 which are detailed in next sub-heading. Would any of these (3) options be suitable for your son/daughter?

If the parent/guardian provides you with an option:

- Thank them for their time and let them know that their details will be forwarded to the Gold Coast Institute of TAFE and they can expect to hear back from the Institute within the next 2 weeks, to talk more about the training.

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If the parent/guardian wants to discuss this with their son/daughter and return a phone call:

- TQCC will advise the parent/guardian to contact the **Gold Coast Institute of TAFE . Contacts**
for Gold Coast Institute of TAFE are:
 - Vicky Donaldson – Ph 5581 8540 (Vicky works Tuesday to Thursday)
 - Leonie Blair – Ph 5581 8482

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If the parent/guardian wants something in writing sent to them:

- use the email template in the section 'Options to be provided' to send details of the offer.

If the parent indicates that they may have been interested but the location of Gold Coast is not suitable or they do not want to do fitness and wish to continue in the sport and recreation qualification:

- advise the parent/guardian that alternate arrangements will also be made available. Details of the alternate arrangements cannot be confirmed until the number of interested students is determined; the options for alternate arrangements include the Southbank Institute of TAFE or the Sunshine Coast Institute of TAFE. Would they be interested in either of these locations? Similarly the options for sport and recreation instead of fitness will not be determined until the level of interest has been confirmed; there is no confirmation of location as yet.
- If yes,
 - We are gauging the interest in the alternate locations and will be able to provide further information when the numbers are known. We anticipate details of any alternate arrangements will be communicated back to you within 14 days.
 - Record full details of call, including contact details for guardian/parent and use appropriate 'outcomes'.

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If the parent/guardian wants to complain about the traineeship being refused in the first place:

- TQCC will let the parent/guardian know that the decision to refuse and not register school-based training contracts for sport and recreation came as a result of a review by the Training Ombudsman as well as the Department finding out that the employment arrangements were not considered suitable to be classified as a traineeship.
- Please try to discourage anyone wanting to make a formal complaint.

- If the parent/guardian is wanting to put a complaint in writing, they may send their complaint to:
Wayne Stephens
Director
Training Services
LMB 527
GPO Brisbane Qld 4001
Email address: wayne.stephens@dete.qld.gov.au

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Record details of the call in the DELTA in-tray record for the trainee, including an outcome.

- Use DELTA contact reason '**Option for SATs in S&R industry**'
- Choose appropriate 'outcome'.

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Options to be provided

The Gold Coast Institute of TAFE will make the following options available to achieve a Certificate III in Fitness:

- **Option 1** – Intensive (2) week program to be offered at the Ashmore Campus during the September school holidays (24 September to 5 October, inclusive);
- **Option 2** – one day per week at the Ashmore Campus (days would be selected dependant on when the majority of students are able to attend). Delivery could start as soon as possible and would complete by 2nd November at the latest;
- **Option 3** – Two evenings per week (these would be selected dependant on when majority of students are able to attend)

All of the above options would be for delivery at Ashmore to enable students to make use of the on-campus gym facilities for practical sessions. All of the above options would also be supported by access to some self-paced online learning and assessment and by email and telephone support from the Ashmore campus fitness team.

Students will be required to complete quite a bit of theory in their own time and will also tap in to on-line resources **With the timeframes for training, the students will need to be committed and motivated to complete prior to the end of the school year.**

If these options above are not suitable but students are interested in completing the Certificate III in Fitness or the Certificate III in Sport and Recreation, alternate arrangements will be made available. At this stage we are assessing the level of interest and will be able to provide further details in the near future (14 days).

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FAQs

The following questions and answers are to assist with these outbound calls:

Some of the calls being made will be to students who were doing a Cert III in Sport & Rec and it is reasonable to expect these students may ask can they continue to do Cert III in Sport & Rec rather than Cert III in Fitness.

- The certificate being offered through this program is **Certificate III in Fitness**. If students wish to pursue Cert III in Sport and Rec it will be made available however the details of how it will be delivered will not be available until the numbers of interested people has been determined.

Any questions about credits for any competencies already completed as part of Cert III in Sport &

Rec would need to be addressed by Gold Coast Institute of TAFE.

Will this training be part of a traineeship?

- No, this is an institutionally delivered qualification. There is no involvement in a training contract with an employer.

Will the student be paid wages while attending training?

- No this is not a traineeship arrangement and does not have any wages or payments for participants.

Does the student have to do this training?

- No, if other arrangements have been sought or has no further interest in the training, the student does not have to take this alternative.

Will there be any costs for the student for the training?

- No, the cost of the training is being paid by DETE. The e-learning resources will be provided free of charge by Gold Coast Institute of TAFE. There will be no charges.

Will the student get QCE points for the training?

- Yes, if the qualification is completed in enough time for the information to be reported to the Queensland Studies Authority. If a student is awarded their qualification by early November, it is expected that there will be time for the registered training organisation to report the training activity. If the completion of the certificate is not received by Queensland Studies Authority until after their reporting closure time, the reporting will still take place after that date.

What happens if the student does not finish before the end of their year 12 or in time for Queensland Studies Authority to receive the reporting of their qualification?

- Most students are awarded a Queensland Certificate of Education (QCE) at the end of their Year 12. Students who do not meet the QCE requirements at the end of Year 12 can continue to work towards the certificate, as their learning account remains open, regardless of their age. Credit for QCE expires after 9 years – more information can be obtained directly from Queensland Studies Authority. The Queensland Studies Authority will award a QCE in the following July or December, whenever a person becomes eligible.

Why was the school-based training contract refused in the first place?

- There has been a large increase in the number of school-based trainees in the fitness industry. Complaints about school-based arrangements for the sport and recreation qualifications were received by the Queensland Training Ombudsman which led to a review being undertaken by the Ombudsman.

During the Ombudsman review and the Department reviewing training contracts prior to registration, it was identified that many of the employment arrangements in place were not suitable to be classified as a traineeship. Many of the employers in the sport and recreation and fitness industry do not have the range of work required to take on a trainee and it is mainly for this reason that the training contracts were refused.

The review resulted in our Department placing a sanction or ban on the registration of school-based training contracts in the vocational area of sport and recreation. (This refers to time period 01/07/2012 to 10/08/2012).

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Add Outcome to DELTA

After adding and saving your contact/note in DELTA; click on the 'Outcomes' tab; click on 'Add' and choose one or more than one of the contact outcomes from the list; click on 'Apply'.

The outcomes which are available are:

- Interest in cert 3 fitness – Ashmore (This outcome is used where they have expressed interest in attendance at Ashmore for any of the three options)
- Interest in cert 3 fitness – SBIT (This outcome is used when Ashmore was not acceptable and they indicated Southbank Institute of Technology as a viable alternative)
- Interest in cert 3 fitness – SCIT (This outcome is used when Ashmore was not acceptable and they indicated Sunshine Coast Institute of TAFE as a viable alternative)
- Interest in cert 3 Sport&rec details TBA (This outcome is used when the student (parent/guardian) wishes to remain in a cert 3 sport and recreation)
- Not Interested (This outcome is used when there is no interest in any of the options and there was no additional information received about whether the student is undertaking some other training in place of the refused training contract)
- Not interested - has alternative pathway (This outcome is used when the student is not interested in pursuing any of the available options as they have already arranged or entered into alternate training)
- Unable to contact parent/guardian – This outcome is to be used when you were not able to speak with the guardian directly. Department will attempt to contact these guardians again.

[\[top of page\]](#)

LYTHALL, Andrew

From: HAAGSMA, Brett
Sent: Friday, 10 August 2012 10:27 AM
To: FAIFAI, Stephen; KEMP, Heidi; ADBY, Diane; MULLER, Carl; MUFFORD, Brad; HUDSON, Kym; SCHOFIELD, Yvonne; KANE, Roanna; POWER, Ray; TAYLOR, Lynette; SUTHERS, John; CUNNINGTON, Tim; GOTTLE, Kay
Cc: KREBS, Kerry; WALKER, Deborah; MCNEALE, Peter; STEPHENS, Wayne; SWINDELL, Wayne; LYTHALL, Andrew; SANDVICK, Jerry; MATHIESON, Steve; KILLIN, Damien
Subject: RE: Option for refused SATs
Attachments: Option for refused trainees - fitness.doc

And it would help if I included the attachment....must be Friday!

Brett Haagsma
A/Manager Regional Operations
Training Services - Skills Investment
Department of Education, Training and Employment
Level 6, Education House, 30 Mary Street, Brisbane
PO Box 15033, City East QLD 4002
Phone: 07 3237 9757, Mobile: 0400 738 332, Fax: 07 3237 9783
Please note my email address has changed to brett.haagsma@dete.qld.gov.au, please update as required.

From: HAAGSMA, Brett
Sent: Friday, 10 August 2012 10:27 AM
To: FAIFAI, Stephen; KEMP, Heidi; ADBY, Diane; MULLER, Carl; MUFFORD, Brad; HUDSON, Kym; SCHOFIELD, Yvonne; KANE, Roanna; POWER, Ray; TAYLOR, Lynette; SUTHERS, John; CUNNINGTON, Tim; GOTTLE, Kay
Cc: KREBS, Kerry; WALKER, Deborah; MCNEALE, Peter; STEPHENS, Wayne; SWINDELL, Wayne; LYTHALL, Andrew; SANDVICK, Jerry; MATHIESON, Steve; KILLIN, Damien
Subject: Option for refused SATs

Hello all

As you would no doubt be aware there has been some concern expressed for those school students who have had training contracts refused due to the issues in the fitness industry. Many of these students through no fault of their own and in good faith signed in to training contracts at the beginning of this year. Due to the processes and timeframes involved in looking at Training Sense and the GTO status, and also the number of training contracts being sent to regions for review there was in many cases a long delay before the training contracts were refused. Many of these students are in year 12 and face the possibility of not being able to achieve the QCE points they were counting on via the traineeship. As we all know this is not the intent of the traineeship but has been common practice over the last 12 months. I am sure all regions have had communications with local stakeholders to ensure everyone is aware of the employment requirements which are an integral part of school based traineeships and that training contracts being received which do not have adequate employment WILL be refused.

In an attempt to assist these students funding has been made available through user choice to provide an institutional program designed to provide intensive face to face training and the possibility of completion of the qualification by the end of the school year. With the assistance of the TQCC regions will be provided a list of affected students and we will need to contact them all to see if they wish to participate in the program on offer. This is only being made available to those students who have been impacted by the delays with Training Sense and the Australian Academy of Sport. There is also potentially a batch from uant to s 47 which may become part of this program if their contracts are refused. At this stage it is for refused contracts only however if Training Sense do not rectify their issues and lose GTO status there are another 140 odd trainees who may become eligible for this program.

Can you please have a look at the attached draft which outlines what is available and also has some frequently asked questions.

Apologies for the tight timeframe but I need feedback today so we can get the ball rolling on Monday. John and the TQCC have offered to conduct outbound calls on Wednesday as this would be a good day to catch parents and guardians on the EKKA public holiday.

If you would like to discuss further please contact me.

Thanks

Brett

Brett Haagsma
A/Manager Regional Operations
Training Services - Skills Investment
Department of Education, Training and Employment
Level 6, Education House, 30 Mary Street, Brisbane
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Due to the investigations being conducted into school based traineeships in the fitness industry our records show your training contract was refused.

DETE understand that this may have impacted on your capacity to achieve QCE points and have negotiated an option to assist students who may have been disadvantaged.

To assist you in achieving a qualification within the fitness industry a program is being made available for you to attend between now and November.

This program will require a significant commitment from you to attend the available classes and complete the required tasks to achieve the qualification within this period of time. This is an institutional pathway and is not the same as the employment based traineeship program you originally entered. Completion of this qualification will provide the equivalent number of QCE points for which would have been available as a trainee.

The Gold Coast Institute of TAFE will make the following options available to achieve a **certificate 3 in Fitness**.

Option 1; intensive 2 week program to be offered at the Ashmore Campus during the September school holidays

Option 2; one day per week at the Ashmore Campus (days would be selected dependant on when students are able to attend). Delivery could start as soon as possible and would complete by 2nd November at the latest.

Option 3; Two evenings per week (other details as above)

Note that all the above options would be for delivery at Ashmore to enable students to make use of the on campus gym facilities for practical sessions. All the above options would also be supported by access to some self-paced online learning and assessment and by email and telephone support from our fitness team.

For students who are not able to attend classes at the Ashmore Campus alternate arrangements will be made available through the Southbank Institute of Technology or the Sunshine Coast Institute of TAFE.

STUDENT and PARENT/GUARDIAN INTEREST

Is the student interested in participating in this program?

Is the student able to attend the Ashmore Campus?

If not which of the other 2 options are preferred?

FAQs

Is this a traineeship?

- No, this is an institutionally delivered qualification.

I am already enrolled in something else, do I have to do this?

- No, if you have sought other arrangements and do not need to undertake this course you do not have to. It is being offered to students who have not been able to find other alternatives.

Will I still get the QCE points?

- Yes, the completion of the qualification will provide the same QCE points as the completion of the traineeship.

What if I miss some of the classes?

- As this program is being offered to assist students prior to the end of the school year it is crucial that all classes are attended, if a class is missed it will need to be made up as quickly as possible.

Is there enough time to receive effective training in this qualification?

- This program is being tailored to attempt to assist students who have been disadvantaged by the refusal to register the Training Contract. It is being conducted in a shorter timeframe but will be considerably more intensive than the standard flexible delivery which is available. Students will need to be committed and complete all the assigned work to achieve the qualification. While this program has been developed with the intent of providing the students with the qualification and the associated QCE points it is not a given that all those who participate will complete. Completion will depend on each student's individual commitment.

Why was my training contract refused?

- There has been a large increase in the number of school based trainees in the fitness industry. This increase has led to an increase in complaints to DETE and the Queensland Training Ombudsman. This in turn led to Queensland Training Ombudsman conducting a review into the traineeships and DETE preventing the automatic registration of training contracts in this industry.
- During both the Ombudsman review and DETE regions reviewing training contracts prior to registration it was identified that many of the employment arrangements in place were not considered suitable to be classified as a Traineeship.
- A Traineeship, just like an Apprenticeship is an employment based pathway towards a qualification. It requires paid work in a workplace which provides the range of work related to the qualification being completed.
- Many of the employers in the fitness industry do not have the range of work required to take on a trainee and it is mainly for this reason that the training contracts were refused.

Will this cost me anything?

- No, the cost of the training is being paid by DETE.

- What if I do not finish before the end of year 12?

It will still be possible to continue the qualification after the end of the school year and QCE points can still be allocated after the completion of school, these points however would not appear on the school leaving certificate.



HAAGSMA, Brett

From: HAAGSMA, Brett
Sent: Tuesday, 14 August 2012 5:45 PM
To: HUDSON, Kym; KANE, Roanna; POWER, Ray; SCHOFIELD, Yvonne; TAYLOR, Lynette; CUNNINGTON, Tim; SUTHERS, John; GOTTLE, Kay; MULLER, Carl; FAIFAI, Stephen; ADBY, Diane
Cc: WALKER, Deborah; KREBS, Kerry; MCNEALE, Peter; MATHIESON, Steve; FAVELL, Geoff; KILLIN, Damien; BOYLAN, Pamela; STEPHENS, Wayne; EMERY, John; Bareham, Mike; Russell, Lee; WHYTE, Karen; HANCOCK, Caeleigh; MCANDREW, Glenn; SWINDELL, Wayne
Subject: Info re calls to sport and rec trainees
Attachments: Cert III Fitness_v2.docx

Hello all

As per previous advice DETE will be offering an alternate pathway to a qualification for students who have been adversely impacted by the extended delays in refusing their training contracts in sport and recreation qualifications. GCIT are co-ordinating the delivery of an institutionally based qualification in either certificate 3 in fitness or certificate 3 in sport and rec.

The certificate 3 in fitness has options for training delivery in place and ready to go through the Ashmore campus, alternate arrangements will be made for those who cannot attend Ashmore or who wish to undertake the sport and rec qual instead of fitness. These arrangements will be determined once we have some definite numbers of those students who do not wish or are unable to attend Ashmore for the fitness program.

The TQCC will start to attempt to contact the parents/guardians of the affected students tomorrow. Attached is the script which the TQCC have developed to assist the call centre staff when making these initial contacts. Depending on how tomorrow goes the next phase will be put in place to get students started ASAP. For those students who indicate an interest other than Fitness at Ashmore we will work out what alternatives are going to be appropriate and make contact with them at a later date to confirm.

For regions this is an FYI in case it generates anything for you.

Please let me know if you have any questions or need additional information (Ekka day tomorrow so I am on mobile if urgent)

Thanks
Brett

Brett Haagsma
A/Manager Regional Operations
Training Services - Skills Investment
Department of Education, Training and Employment
Level 6, Education House, 30 Mary Street, Brisbane
PO Box 15033, City East QLD 4002
Phone: 07 3237 9757, Mobile: 0400 738 332, Fax: 07 3237 9783

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Certificate III in Fitness – Gold Coast TAFE

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Brief overview

As a result of reviews by the Training Ombudsman's office and DETE regions, many school-based training contracts were not approved for registration by the Department because the employment arrangements were not considered suitable to be classified as a traineeship.

In addition to this, for the time period 01/07/2012 to 10/08/2012, there was an overall ban on all school-based training contracts in the area of sport and recreation.

The Department of Education, Training and Employment has since given approval for students who had signed into a training contract in the sport and recreation industry (and whose training contract had been refused) to be given the opportunity to attend the Gold Coast Institute of TAFE, Ashmore Campus to undertake Certificate III in Fitness. This will be under the institutional pathway and is not the same as the employment based traineeship program. For students who are unable to attend the Ashmore campus or wish to undertake a certificate 3 in sport and recreation instead of the certificate 3 in fitness alternate arrangements will be made available. These alternate arrangements will depend on the number of students who are unable to attend Ashmore or wish to undertake the certificate 3 in sport and recreation. The details of the alternate arrangements will be determined as soon as the level of interest is gauged.

Completion of the qualification Certificate III in Fitness being offered through this institutional pathway will provide the equivalent number of QCE points that would have been available under the traineeship pathway.

TQCC have been asked by the Operational Policy area of the Department, to make outbound calls parents/guardians to gauge interest in participating in any of the (3) options listed below, or whether these outcomes are not suitable and the students is interested in undertaking the training through a different pathway

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Outbound calls

Prior to making the outbound call, TQCC will:

- Make sure there are currently no 'active' training contracts for the trainee;
- Find the relevant 'refused' training contract in the DELTA in-tray;
- Check for any previous contact/notes. If you find any notes which you believe should be taken into consideration before a call is made to the parent/guardian, refer to your supervisor;
- Check the residential address for the trainee, to make sure it would be reasonable for the trainee to be able to get to the Gold Coast Institute of TAFE, Ashmore. Refer to your supervisor if you believe there to be an issue with travel.

The following is a suggested script for making these outbound calls:

Good morning/afternoon, this is [your name] from Training Queensland. I would like to speak to a parent or guardian of [trainee's name], please, about training now being offered by the State Government to some school students who signed into Sport and Recreation school-based traineeships earlier this year, which did not go ahead. Would [trainee's name]'s parent or guardian be available to speak with me at the moment?

If no:

Would you be able to provide me with another telephone number so I could contact [trainee's name]'s parent/guardian. If you are provided with a telephone number, include the number in your contact/note and make the 'Outcome' of the call 'Unable to contact'.

When you are speaking with the guardian:

The reason for my call today is to let you know that the Gold Coast Institute of TAFE is offering training for some students to achieve a Certificate III in Fitness. The offer is only being made to those students who had previously signed into a school-based traineeship in Sport and Recreation and their training contract was refused for registration. Our records show that your son/daughter was one of these students. Would you be interested in hearing about other options for training for your son/daughter or does [trainee's name] have other training arrangements in place.

If no:

Have other training arrangements been made for your son/daughter? (*Hopefully, the parent/guardian will provide a response to this question.*)

Thank-you for taking time to speak with me.

Record details of the call in the DELTA in-tray record along with an outcome.

If yes:

Provide information about options 1,2,3 which are detailed in next sub-heading. Would any of these (3) options be suitable for your son/daughter?

If the parent/guardian provides you with an option:

- Thank them for their time and let them know that their details will be forwarded to the Gold Coast Institute of TAFE and they can expect to hear back from the Institute within the next 2 weeks, to talk more about the training.

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If the parent/guardian wants to discuss this with their son/daughter and return a phone call:

- TQCC will advise the parent/guardian to contact the Gold Coast Institute of TAFE . Contacts for Gold Coast Institute of TAFE are:
 - Vicky Donaldson – Ph 5581 8540 (Vicky works Tuesday to Thursday)
 - Leonie Blair – Ph 5581 8482

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If the parent/guardian wants something in writing sent to them:

- use the email template in the section 'Options to be provided' to send details of the offer.

If the parent indicates that they may have been interested but the location of Gold Coast is not suitable or they do not want to do fitness and wish to continue in the sport and recreation qualification:

- advise the parent/guardian that alternate arrangements will also be made available. Details of the alternate arrangements cannot be confirmed until the number of interested students is determined; the options for alternate arrangements include the Southbank Institute of TAFE or the Sunshine Coast Institute of TAFE. Would they be interested in either of these locations? Similarly the options for sport and recreation instead of fitness will not be determined until the level of interest has been confirmed; there is no confirmation of location as yet.
- If yes,
 - We are gauging the interest in the alternate locations and will be able to provide further information when the numbers are known. We anticipate details of any alternate arrangements will be communicated back to you within 14 days.
 - Record full details of call, including contact details for guardian/parent and use appropriate 'outcomes'.

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If the parent/guardian wants to complain about the traineeship being refused in the first place:

- TQCC will let the parent/guardian know that the decision to refuse and not register school-based training contracts for sport and recreation came as a result of a review by the Training Ombudsman as well as the Department finding out that the employment arrangements were not considered suitable to be classified as a traineeship.
- Please try to discourage anyone wanting to make a formal complaint.

- If the parent/guardian is wanting to put a complaint in writing, they may send their complaint to:
Wayne Stephens
Director
Training Services
LMB 527
GPO Brisbane Qld 4001
Email address: wayne.stephens@dete.qld.gov.au

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Record details of the call in the DELTA in-tray record for the trainee, including an outcome.

- Use DELTA contact reason '**Option for SATs in S&R industry**'
- Choose appropriate 'outcome'.

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Options to be provided

The Gold Coast Institute of TAFE will make the following options available to achieve a Certificate III in Fitness:

- **Option 1** – Intensive (2) week program to be offered at the Ashmore Campus during the September school holidays (24 September to 5 October, inclusive);
- **Option 2** – one day per week at the Ashmore Campus (days would be selected dependant on when the majority of students are able to attend). Delivery could start as soon as possible and would complete by 2nd November at the latest;
- **Option 3** – Two evenings per week (these would be selected dependant on when majority of students are able to attend)

All of the above options would be for delivery at Ashmore to enable students to make use of the on-campus gym facilities for practical sessions. All of the above options would also be supported by access to some self-paced online learning and assessment and by email and telephone support from the Ashmore campus fitness team.

Students will be required to complete quite a bit of theory in their own time and will also tap in to on-line resources **With the timeframes for training, the students will need to be committed and motivated to complete prior to the end of the school year.**

If these options above are not suitable but students are interested in completing the Certificate III in Fitness or the Certificate III in Sport and Recreation, alternate arrangements will be made available. At this stage we are assessing the level of interest and will be able to provide further details in the near future (14 days).

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FAQs

The following questions and answers are to assist with these outbound calls:

Some of the calls being made will be to students who were doing a Cert III in Sport & Rec and it is reasonable to expect these students may ask can they continue to do Cert III in Sport & Rec rather than Cert III in Fitness.

- The certificate being offered through this program is **Certificate III in Fitness**. If students wish to pursue Cert III in Sport and Rec it will be made available however the details of how it will be delivered will not be available until the numbers of interested people has been determined.

Any questions about credits for any competencies already completed as part of Cert III in Sport &

Rec would need to be addressed by Gold Coast Institute of TAFE.

Will this training be part of a traineeship?

- No, this is an institutionally delivered qualification. There is no involvement in a training contract with an employer.

Will the student be paid wages while attending training?

- No this is not a traineeship arrangement and does not have any wages or payments for participants.

Does the student have to do this training?

- No, if other arrangements have been sought or has no further interest in the training, the student does not have to take this alternative.

Will there be any costs for the student for the training?

- No, the cost of the training is being paid by DETE. The e-learning resources will be provided free of charge by Gold Coast Institute of TAFE. There will be no charges.

Will the student get QCE points for the training?

- Yes, if the qualification is completed in enough time for the information to be reported to the Queensland Studies Authority. If a student is awarded their qualification by early November, it is expected that there will be time for the registered training organisation to report the training activity. If the completion of the certificate is not received by Queensland Studies Authority until after their reporting closure time, the reporting will still take place after that date.

What happens if the student does not finish before the end of their year 12 or in time for Queensland Studies Authority to receive the reporting of their qualification?

- Most students are awarded a Queensland Certificate of Education (QCE) at the end of their Year 12. Students who do not meet the QCE requirements at the end of Year 12 can continue to work towards the certificate, as their learning account remains open, regardless of their age. Credit for QCE expires after 9 years – more information can be obtained directly from Queensland Studies Authority. The Queensland Studies Authority will award a QCE in the following July or December, whenever a person becomes eligible.

Why was the school-based training contract refused in the first place?

- There has been a large increase in the number of school-based trainees in the fitness industry. Complaints about school-based arrangements for the sport and recreation qualifications were received by the Queensland Training Ombudsman which led to a review being undertaken by the Ombudsman.

During the Ombudsman review and the Department reviewing training contracts prior to registration, it was identified that many of the employment arrangements in place were not suitable to be classified as a traineeship. Many of the employers in the sport and recreation and fitness industry do not have the range of work required to take on a trainee and it is mainly for this reason that the training contracts were refused.

The review resulted in our Department placing a sanction or ban on the registration of school-based training contracts in the vocational area of sport and recreation. (This refers to time period 01/07/2012 to 10/08/2012).

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Add Outcome to DELTA

After adding and saving your contact/note in DELTA; click on the 'Outcomes' tab; click on 'Add' and choose one or more than one of the contact outcomes from the list; click on 'Apply'.

The outcomes which are available are:

- Interest in cert 3 fitness – Ashmore (This outcome is used where they have expressed interest in attendance at Ashmore for any of the three options)
- Interest in cert 3 fitness – SBIT (This outcome is used when Ashmore was not acceptable and they indicated Southbank Institute of Technology as a viable alternative)
- Interest in cert 3 fitness – SCIT (This outcome is used when Ashmore was not acceptable and they indicated Sunshine Coast Institute of TAFE as a viable alternative)
- Interest in cert 3 Sport&rec details TBA (This outcome is used when the student (parent/guardian) wishes to remain in a cert 3 sport and recreation)
- Not Interested (This outcome is used when there is no interest in any of the options and there was no additional information received about whether the student is undertaking some other training in place of the refused training contract)
- Not interested - has alternative pathway (This outcome is used when the student is not interested in pursuing any of the available options as they have already arranged or entered into alternate training)
- Unable to contact parent/guardian – This outcome is to be used when you were not able to speak with the guardian directly. Department will attempt to contact these guardians again.

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HAAGSMA, Brett

From: HAAGSMA, Brett
Sent: Monday, 20 August 2012 2:43 PM
To: Russell, Lee; Bareham, Mike
Subject: Update on sport and rec
Attachments: SATs letter draftv1.doc

Hello again

Our call centre commenced making calls on Wednesday and concluded on Friday, I am awaiting the final spread sheet of results but from what I have seen they have had difficulty getting to the parent/guardian. Our preference was to instigate contact via a personal phone call but as this may take a lengthy period of time we are moving to plan B, the mail out.

Can you please review the attached letter and let me know if you are ok with GCIT being the point of contact referred to in the letter, I will also need an email address for contact if that is ok. If the content and process work for you it will mean parents/students/guardians will contact GCIT direct and if the student can't get to Ashmore or specifically wants to do sport and rec instead of fitness other options will be co-ordinated by GCIT as appropriate.

I should have the spread sheet back from the call centre by tomorrow morning and will be looking at getting the mail out happening ASAP after that. I will also organise any other contacts as per what the call centre has identified.

Please let me know if this works for you, again happy for any feedback or suggestions.

Thanks

Brett

Brett Haagsma
A/Manager Regional Operations
Training Services - Skills Investment
Department of Education, Training and Employment
Level 6, Education House, 30 Mary Street, Brisbane
PO Box 15033, City East QLD 4002
Phone: 07 3237 9757, Mobile: 0400 738 332, Fax: 07 3237 9783

Please consider the environment before printing this email

Please note my email address has changed to brett.haagsma@dete.qld.gov.au, please update as required.

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Dear xx

As a result of reviews by the Queensland Training Ombudsman's office and regional officers from the Department of Education, Training and Employment (DETE), many school-based training contracts were not approved for registration by DETE because the employment arrangements were not considered suitable to be classified as a traineeship.

In addition to this, for the time period 01/07/2012 to 10/08/2012, there was an overall ban on the commencement of new school-based training contracts in the area of sport and recreation.

DETE is aware of the impact this may have on some students and is providing an alternative pathway towards the achievement of a qualification in the sport and recreation area.

DETE records show that your training contract was one of those which were refused due to the issues identified in the sport and recreation school based traineeship area.

In conjunction with the Gold Coast Institute of TAFE DETE are offering the following alternatives for you to undertake training towards the achievement of a qualification in the sport and recreation industry.

The Gold Coast Institute of TAFE have made available the following options to achieve a Certificate III in Fitness:

- **Option 1** – Intensive (2) week program to be offered at the Ashmore Campus during the September school holidays (24 September to 5 October, inclusive);
- **Option 2** – one day per week at the Ashmore Campus (days would be selected dependant on when the majority of students are able to attend, commencing ASAP);
- **Option 3** – Two evenings per week (these would be selected dependant on when majority of students are able to attend, commencing ASAP)

The 3 options outlined above would be for delivery at the Ashmore campus to enable students to make use of the on-campus gym facilities for practical sessions. Students would also be supported by access to self-paced online learning and by email and telephone support from the Ashmore campus fitness team.

If these options are not suitable but you are interested in completing the Certificate III in Fitness at another location or your preference is to complete a Certificate III in Sport and Recreation, alternate arrangements will be made available.

Students will be required to complete quite a bit of theory in their own time and will also have access to on-line resources. With the timeframes for training, students undertaking this training will need to be committed and motivated if they wish to complete prior to the end of the school year.

To register your interest in any of these programs please contact the Gold Coast Institute of TAFE. Contacts for Gold Coast Institute of TAFE are:

- Vicky Donaldson – Ph 5581 8540 (Vicky works Tuesday to Thursday)
- Leonie Blair – Ph 5581 8482
- Email to - xxxxxx

Frequently asked questions:

Will this training be part of a traineeship?

- No, this is an institutionally delivered qualification. There is no involvement in a training contract with an employer.

Will I be paid wages while attending training?

- No this is not a traineeship arrangement and does not have any wages or payments for participants.

Do I have to do this training?

- No, if other arrangements have been sought or has no further interest in the training, the student does not have to take this alternative.

Will there be any costs for the training?

- No, the cost of the training is being paid by DETE. The e-learning resources will be provided free of charge by Gold Coast Institute of TAFE. There will be no charges.

Will I receive QCE points?

- Yes, if a student is awarded their qualification by early November, it is expected that there will be time for the registered training organisation to report the training activity prior to the end of the school year. If the completion of the certificate is not received by Queensland Studies Authority until after their reporting closure time, the reporting will still take place after that date.

What happens if I do not finish before the end of their year 12 or in time for Queensland Studies Authority to receive the reporting of the qualification?

- Most students are awarded a Queensland Certificate of Education (QCE) at the end of their Year 12. Students who do not meet the QCE requirements at the end of Year 12 can continue to work towards the certificate, as their learning account remains open, regardless of their age. Credit for QCE expires after 9 years – more information can be obtained directly from Queensland Studies Authority. The Queensland Studies Authority will award a QCE in the following July or December, whenever a person becomes eligible.

Why was the school-based training contract refused in the first place?

- There has been a large increase in the number of school-based trainees in the fitness industry. Complaints about school-based arrangements for the sport and recreation qualifications were received by the Queensland Training Ombudsman which led to a review being undertaken by the Ombudsman.

During the Ombudsman review and the Department reviewing training contracts prior to registration, it was identified that many of the employment arrangements in place were not suitable to be classified as a traineeship. Many of the employers in the sport and recreation and fitness industry do not have the range of work required to take on a trainee and it is mainly for this reason that the training contracts were refused.

The review resulted in our Department placing a sanction or ban on the registration of school-based training contracts in the vocational area of sport and recreation. (This refers to time period 01/07/2012 to 10/08/2012).

What if I cannot get to the GCIT Ashmore Campus?

- GCIT are co-ordinating training with other TAFE institutes if required, locations and availability will depend on the number and location of interested students.

Friday Facts

10 August 2012
Training Services

Lifting of User Choice funding restrictions - Sport and Recreation

You were advised in early July that as a result of a review of Sport and Recreation traineeships undertaken by the Training Ombudsman, funding for all school-based traineeships in sport and recreation, exclusive of racing, would be suspended until further notice.

While there are a number of issues requiring resolution, the key problem stems from a lack of legitimate employment for sport and recreation trainees. All User Choice stakeholders are reminded that the intent of the User Choice program is to provide funding for the training which supports the apprenticeship and traineeship system, as defined by the *Vocational Education, Training and Employment Act 2000* (the Act). User Choice funding is only available when all arrangements, particularly employment arrangements, are consistent with the Act. Thus the employer of an apprentice or trainee must provide adequate facilities, range of work, supervision and the on-the-job training required by the Act and documented in a training plan agreed to with the SRTTO and the apprentice or trainee. The SRTTO is required to assess these employment arrangements by completing an employer resource assessment to ensure compliance with the Act (see <http://www.apprenticeshipsinfo.qld.gov.au/resources/pdf/forms/er-assessment.pdf>). If the employment arrangements are non-compliant with the Act then the SRTTO should not commit to the training plan and must advise the employer, the Australian Apprenticeships Centre and the Department of Education, Training and Employment immediately.

After careful examination of all issues raised by the Ombudsman, the Department, in conjunction with the Queensland Fitness, Sport and Recreation Skills Alliance (QFSRSA), has developed a comprehensive response to these issues, and is lifting the funding restriction as of 10 August 2012.

To ensure compliance with the Act and preservation of the intent of the User Choice Program, the following actions have been implemented and should be noted by all stakeholders:

- There will be no automatic registration of traineeships in sport and recreation. The department's regional offices will examine all new contracts submitted to ensure compliance with the Act, with a particular emphasis on ensuring that legitimate and suitable employment arrangements are in place prior to registration approval being granted. This is to address the principal non-compliance issue identified by the Ombudsman which contravenes the Act – "the failure to ensure that suitable employment arrangements are in place prior to the commencement of a contract".
- The Department will conduct comprehensive contract audits of training providers to ensure compliance with the Act and with the User Choice program. Training providers in the Sport and Recreation sector will be prioritised for audits. Contract audits of User Choice providers will continue into the future and will be conducted across all areas of the Program.
- Funding for Recognition of Prior Learning (RPL) for school-based traineeships will cease immediately, as RPL is not considered appropriate for school students undertaking an entry-level qualification.
- The closure of the Pre-Qualified Supplier process for Sport and Recreation will continue indefinitely – this will prevent the entrance of new training providers and is deemed necessary because of the large number of existing providers relative to the actual employment prospects in Sport and Recreation industries.

If you have any queries, please direct them to Supplier Management by telephone on 3405 3715 or via email at Supplier.Management@dete.qld.gov.au

Updates to apprenticeship/traineeship resources

Please be advised the following changes made to apprenticeship/traineeship resources:

ATSR-160 Responsibilities of supervising registered training organisations (v5)

<http://training.qld.gov.au/training-organisations/reference-sheets/training-organisations.html>

Due to the removal of the requirement of an SRTTO to issue a qualification within 21 days from s73 of the VETE Act, this stakeholder reference has been amended to remove this content.

For further assistance, please contact Katrina Munro (TQCC) on 3109 0550 or Katrina.MUNRO@deta.qld.gov.au.

Friday Fax is now on SharePoint

The Friday Fax has been renamed the Friday Facts and will no longer be saved to the Employee Portal.

It is now located on SharePoint at:

http://tqcc.det.qld.gov.au/Apprenticeship_Operations/Friday%20Facts/SitePages/Home.aspx

Friday Fax articles

Please send your articles to halina.lawinski@deta.qld.gov.au before 12pm on the Friday of the broadcast.



USEFUL INTERNET ADDRESSES

SITE	ADDRESS
Apprenticeships Info internet site	www.apprenticeshipsinfo.qld.gov.au
Apprenticeship retention and completion strategy	http://www.training.qld.gov.au/training-organisations/reference-sheets/retention-completion-strategy.html
Apprenticeship and traineeship fact sheets, forms and resources	http://www.training.qld.gov.au/apprentices/resources/index.html or http://www.apprenticeshipsinfo.qld.gov.au/infosheets_forms_resources/index.html
Australian Quality Training Framework (AQTF)	http://www.training.qld.gov.au/training-organisations/registration-audit/aqtf/index.html
DETE Internet site	http://www.training.qld.gov.au
Fair Work Australia	http://www.fwa.gov.au
Friday Fax	http://tqcc.det.qld.gov.au/Apprenticeship_Operations/Friday%20Facts/SitePages/Home.aspx
Licensing Line News	www.licensinglinenews.com
Queensland Training Information Service (QTIS) -	http://www.qtis.training.qld.gov.au
Skills Queensland	www.skills.qld.gov.au
SharePoint	http://tqcc.det.qld.gov.au
Training Ombudsman	www.trainingombudsman.qld.gov.au
Training Package Information	http://training.gov.au
Training Packages @ Work	www.tpatwork.com
TVET	www.tvetaustralia.com.au/home/
VET Quality Framework	http://www.asqa.gov.au/about-asqa/national-vet-regulation/vet-quality-framework.html