



TOID 21859

Mrs. Charmaine Oliver
Chief Executive Officer
Workplace Training Strategies Pty Ltd as Trustee for the Workplace
Training Strategies Business Trust
604 Hawthorn Road
Brighton East VIC 3187

Dear Mrs. Oliver

**2022 SKILLS FIRST AUDIT AND ASSURANCE PROGRAM – OUTCOME OF BUSINESS
PROCESS AUDIT AND TRANSACTIONAL COMPLIANCE AUDIT**

I write regarding the Skills First Audit and Assurance Report (the Report) issued 26 May 2023, for the Business Process Audit (BPA)/Transactional Compliance Audit (TCA) conducted by EY (the Auditor).

We have summarised and responded to the findings outlined in the Report, about the eligibility form and pre-training review (PTR) identified the incorrect program and completed after the program commencement date, evidence of participation (EOP) requirements not met, and concession evidence not aligned to the Skills Victorian Training System (SVTS). See Appendix One.

2022 Student and Employer Satisfaction Survey

In the 2022 Student and Employer Satisfaction Survey in the VETStat portal you scored above the 2022 Victorian average in 3 of 8 measures for student satisfaction and above in all measures for employer feedback.

Your student results are satisfactory but could be improved in the areas of student experiences, specifically skills and learning experiences. This could be addressed in the PTR with each student to understand the existing level of knowledge and provide adequate and appropriate training. Students are given the opportunity to take responsibility for their own learning. It is reassuring that you scored higher when compared to your 2021 results in most of the measures.

The employers of apprentices/trainees feedback results are encouraging, the high proportion of employers who reported that they were satisfied indicates they feel supported. This is important and an opportunity to improve performance.

We encourage you to continue to use the survey themes and student/stakeholder feedback to regularly review your processes to ensure high quality training.

Recovery of Skills First Funding

We identified an amount of \$1,254.00 (incl. GST) in funds to be recovered for one concession exception identified, see Appendix One.

Please be advised that pursuant to clause 8.9 of the 2022 Standard VET Funding Contract, we intend to recover the amount against the next available payment processing date which is due to occur on 5 September 2023.

There is no further action required by you as the abovementioned amount will be applied in SVTS on your behalf.

If the proposed recovery process is going to cause financial hardship for you in September, please advise us within 10 days and provide reasons as to why this is the case. In the absence of a response, the abovementioned amount will be recovered via SVTS.

Management Action Plan

You developed a Management Action Plan (MAP) to address the non-compliances identified in the Report. We are comfortable that the proposed rectification actions will minimise the risk of the non-compliances in the future.

We trust you found the audit activity helpful to further understand your obligations under the Contract. To understand more, we have a range of information products such as fact sheets, professional development workshops, to help support your work as a valued Skills First training provider.

Yours sincerely



Ryan Collins
Executive Director, Training Market Services

4/08/2023

Appendix – Discussion of non-compliances

Eligibility and Pre-Training Review (Report Ref: 3.1-4)

The audit identified the following key findings:

- The eligibility form and PTR identified the incorrect program ID.
- The eligibility form and PTR was completed after program commencement.

We acknowledge your corrective actions and understand that technical issues and the system integration problems attributed to the non-compliances.

We support the use of technology such as the new delivery platform system if it provides increased accuracy and improves the student experience.

You are required to do a PTR either as part of enrolment or before the student starts training. You do not need to do a new PTR for a student transitioning to a new program. However, should consider whether the new learning strategies and materials remain suitable and appropriate for the student.

Epsilon delays were reported in 2022 to transition apprentices/trainees on new qualifications. Registration of training contracts have normalised. You'll need to follow-up with the relevant Apprenticeship Network provider if training contract variations aren't reflected in Epsilon in a reasonable amount of time.

For further guidance, please refer to the Guide to superseding training products, specifically on what is required when a unit is superseded.

Training Participation (Report Ref: 3.5)

The audit identified the following key issues:

- Official withdrawal date does not match the Activity End Date (AED) in SVTS.
- First point of EOP was sighted before the reported Activity Start Date (ASD) in SVTS.
- EOP was not provided within the last month of the AED, where the duration of a unit of competency was greater than one month.
- Second point of EOP sighted outside the reported AED.

We acknowledge your comments that the employer advised that the student C013388250 had withdrawn on 18/07/2022, then later confirmed that the student stayed longer to 7/08/2022.

For the student C013274610, the EOP item submitted was evidence of assessment. It should be noted that the date of evidence of assessment is based on when the item or action was assessed, rather than the date that was completed by the student.

For further guidance, please refer to the Fact sheet: Evidence of participation, specifically the section titled meeting expectations.

Concessions (Report Ref: 3.6)

The audit identified the following key issues:

- Concession type was wrong.
- Concessions claimed when the student does not have a concession entitlement.

The auditor found insufficient evidence of concession, including where the student's evidence of concession entitlement was not provided, see table details below.

Report Reference	Context of exception	Sample	Student ID	Program ID	Program Commencement Date	Skills First funds to recover (incl GST)
3.6	Evidence of concession entitlement not held.	BPA 1	C013355908	FBP30417	17/03/2022	\$1,254.00

We remind you to check a student's entitlement to a concession before their program commencement date. This is usually done at the time of enrolment. For audit purposes, document the date you checked a student's concession entitlement to show it was current and valid at that point in time.

We acknowledge your corrective actions and understand the enrolment process is updated to ensure that the correct SVTS concession code identifier is entered into the SMS.

For further information, please read the Guideline About Fees and Fact sheet: Concessions.