Compliance expectations under the VET Funding Contract

The VET Funding Contract (the contract) is used to reflect and deliver the policy objectives of the Skills First program. It sets expectations to ensure consistent quality in training and accountable spending of government funds. This document details how we help you to comply with the contract, and how we respond when concerns and issues arise.

## What you can expect from us

### We help you understand the contract

Our goal is to help you understand your contract obligations so you can avoid any potential compliance issues. We are practical in the ways we do this, by providing:

* clear contract information products, such as fact sheets, templates and forms
* direct engagement opportunities, such as online information sessions, visits, meetings and surveys
* free training sessions through the [VET Development Centre](https://vdc.edu.au/funded-opportunities/)
* useful information on SVTS
* timely answers to your SVTS enquiries.

### We respond clearly, fairly, and proportionately to a compliance concern

We aim to:

* clearly explain any potential compliance concern or issue
* clearly explain our process
* seek more information from you and give you time to respond
* respect your expertise and listen to your experience
* respond based on the nature and seriousness of the issue
* clearly communicate the reasons for our decisions
* help you avoid future compliance issues.

## What we expect from you

We expect you to:

* understand your obligations under the contract
* use our resources as the first step to answering your queries
* work actively, openly and professionally with us on compliance issues
* respond to our questions and requests
* ensure accurate and timely reporting
* follow the principles in the [Skills First Quality Charter](https://www.vic.gov.au/vet-funding-contracts#skills-first-quality-charter).

Use our information products or submit an SVTS enquiry if you are unclear about your contract obligations.

## Our compliance approach

We’re focused on supporting you to understand your contract obligations but have a compliance role should concerns arise.

Many compliance issues are often an accidental mistake or the unintended result of a business practice. When we take compliance action under the contract, it will be proportionate to the risk and impact of the issue and based on a range of potential steps, as outlined on the next page.

## Help us with your feedback

We welcome your feedback so we can continually improve our work. You are welcome to contact us through [SVTS](https://www.education.vic.gov.au/svts). We encourage you to participate in our annual training provider survey.

## How we support compliance

|  |  |
| --- | --- |
| We set standards | We support |
| Develop provider selection criteria Develop and maintain the contract and guidelines | Answer your SVTS enquiries  Provide clear information products  Direct engagement opportunities Free training sessions through the VET Development Centre |
| We monitor | We audit and review |
| Identify trends and anomalies in training activity data  Analyse funding claims  Analyse student and employer satisfaction surveys  Scan the VET environment, including media  Consider information from others, including complaints | Audits − Business Process Audit (BPA), Transactional Compliance Audit (TCA), Pre-Training Review Audit and evidence audits  Reviews − Quality Review, Rectification Review  Student and teacher interviews  Read our [Skills First audit and review strategy](https://www.vic.gov.au/training-audits) |

## Steps in our compliance actions

|  |  |  |
| --- | --- | --- |
| **Advise** | **Investigate** | **Enforce** |
| Clearly explain the issue  Seek more information  Give you time to respond  Help avoid future issues  Potentially take back funds  Consider any further action | Seek further information and hold meetings  Conduct student interviews  Conduct targeted audits or reviews  Undertake forensic investigation  Give you time to respond  Potentially take back funds  Consider any further action | Give you time to respond  Withhold or take back funds  Make a change to funded scope  Suspend or terminate a contract  Refer to a regulator or government department  Refer to a law enforcement agency or integrity body, including IBAC  Start legal proceedings |

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## Further information

[Skills Victoria Training System](https://www.education.vic.gov.au/svts)

[VET Funding Contracts](https://www.vic.gov.au/vet-funding-contracts)

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