LEARN LOCALS:
PRE-ACCREDITED TRAINING DELIVERY
TERM 2, 2020

Q&A

VERSION 2.0 14 MAY 2020

PURPOSE

To advise Learn Local providers on operational and accountability requirements for ACFE-funded pre-accredited training delivery in the context of the COVID-19 pandemic.

This is an updated edition of the Q & A issued on 23 April 2020 and includes new questions raised since that time.

DELIVERY PLANNING

Can I deliver an ACFE-funded course that differs from the Agreed Delivery plan?

Yes. Maximum flexibility will be allowed to support Learn Local providers to adjust existing courses or deliver new courses that recognise new modes of delivery in Term 2 2020. This includes online, blended and distance learning.

As always, all proposed courses need to reflect ACFE principles and priorities and demonstrate quality design and delivery elements. Wherever possible, courses should meet the pre-accredited requirement of 20 Student Contact Hours, but consideration may be given where necessary for shorter courses that meet LEAP requirements. Courses must include at least five Student Contact Hours.

Learn Local providers will be required to notify the Department through their regional office of amended or new A-frame course plans by 30 May 2020.

The Department, again through regional offices, will work with providers to resolve any concerns that may arise in the provision of adjusted or new courses.

How do I advise that I have adjusted my Agreed Delivery plan?

You do not have to adjust your 2020 Pre-accredited Delivery plan. You will be required to fill in a short survey, the *Monthly Pre-accredited Activity Survey,* to regularly capture Term 2 provision, including information on pre-accredited provision and the pre-accredited related activities that you are engaging in each month. You will be regularly contacted to complete these monthly surveys, via ACFE Board Communiques and Branch Memos.

Later in Term 2 you will be asked to complete a more detailed survey to capture an in-depth breakdown of how training was delivered during the term, details of other activities, and the challenges and issues faced. These will provide the ACFE Board with a state-wide snapshot for Term 2.

Am I required to update my entire Course Plan if I am only changing components of it?

No. You can update the Program outline section with the online provision details and other relevant information such as the number of hours and learners.

Can I deliver an agreed pre-accredited course entirely online?

Yes, this is permitted where:

- the Learn Local provider has capacity and capability for on-line delivery that maintains the provider's focus on quality and a positive learning experience for students
- classes are directed or facilitated by a tutor
- the provider ensures learners are regularly logging in, and participating in learning at scheduled times, in order to progress through the course.

Online programs and associated supports must meet the needs of pre-accredited learners.

Within the context of COVID-19, can I change the LGA of delivery that was outlined in my original Service Agreement?

Delivery to online learners from other LGAs is permissible, but you can only enrol learners in a total volume of hours within the envelope of your agreed funding allocation.

Can I use the Training Delivery Support Grant to support new modes of delivery?

Yes. If you still have funds available from January, more flexibility will now apply to Training Delivery Support Grant guidelines to support the implementation of new modes of delivery.

Permitted uses of funds include licences for online platforms, printing workbooks, and purchasing IT equipment to support distance learning. As always, providers will need to retain receipts/other documentation as evidence that funds have been used in accordance with the revised guidelines.

Where pre-accredited training delivery is not possible at present, what activities can be undertaken in Term 2? Will I need to pay back undelivered hours?

Providers might not be able to provide suitable face-to-face, online or blended delivery in Term 2, 2020, despite their best efforts to do so. If that is the case, you can consider steps to support existing delivery or build future delivery capability and quality, such as by:

- Meeting additional costs associated with new modes of delivery in Term 2 2020. This includes additional materials costs or additional software licensing but does not include the purchase of equipment
- Preparing to deliver via online/blended delivery in Term 3
- Development of new programs and resources to support pre-accredited delivery
- Review and moderation of pre-accredited programs to improve the quality of delivery

- Preparation of a marketing and promotional plan that can be implemented later in the year
- Evaluation of the quality and efficacy of delivery modes introduced during the COVID-19 response
- Enrolling your pre-accredited tutors in professional development to improve their online/blended delivery skills
- Maintaining regular contact with registered and prospective learners, including the use of interpreters, where appropriate.

The above may also be part of collaborative and coordinated work on improving curriculum across Learn Local networks.

This arrangement, including further advice on undelivered hours, will be reviewed and considered in Term 3.

How do I seek approval and record ACFE pre-accredited training delivery and/or other planned pre-accredited activities for Term 2?

Normal procedures will be followed as closely as possible. A-frame course plans for new programs will need to be submitted, along with any modifications to existing A-frames. However, given the circumstances, approval will not be required prior to commencing classes in Term 2.

Learn Local providers will be required to notify the Department through their regional office of amended or new A-frame course plans by 30 May 2020 to confirm they align with ACFE principles and priorities and demonstrate quality design and delivery elements.

To collect accurate information about the nature of pre-accredited delivery and/or alternative activities across the state in Term 2, 2020 you will be required to complete the *Monthly Pre-accredited Activity Survey*.

Later in Term 2 you will be asked to complete a survey to capture a more detailed breakdown of how training was delivered during the term, details of other activities, as well as the challenges and issues faced.

IMPLEMENTATION

How do I ensure tutors access courses suitable for online or distance learning?

DET and the ACFE Board are investigating options for easier sharing of online, blended and distance courses designed for our learners. More information will be provided soon.

As always, Learn Local providers are encouraged to contact their regional office if they have any questions regarding appropriate courses and tools. Information regarding safe and appropriate learning can be found in DET and Chief Medical Officer updates.

Do I need to collect enrolment data and retain evidence of enrolment?

Yes. Enrolment processes remain largely unchanged. All government-funded training is subject to the requirement to record and retain enrolment data and evidence, regardless of the mode of training delivery.

You are encouraged to have enrolment forms signed wherever possible. As an alternative, Learn Local providers can pre-populate enrolment forms with course details and learner information where known, and then email these to learners. A reply email from the learner agreeing that the information in the enrolment form is correct will be accepted as evidence of enrolment.

Where confirmation by email is not possible, Learn Local providers should verbally confirm enrolment details with the learner and then keep a log verifying this step. You need to retain this record along with the enrolment form for audit purposes.

The following suggested notes can be added to enrolment records:

- method of obtaining agreement, i.e. phone, email, text
- who collected the information
- date of information collection.

How do I verify documents in a remote environment?

There are several options for validating concession cards.

- A photo of the concession card can be emailed.
- Certified copies of the original documents can be posted to the Learn Local provider when determining eligibility for fee concessions.
- A document verification service can be used, however please retain an extract from this online service which displays the date upon which the extract was made, the document number of the concession card and the name of the concession holder.

The course I have developed consists of guided/facilitated learning and a component of self-paced learning, totalling 6 hours per week for 4 weeks. Can I count this as 24 hours of structured learning?

Yes. As this is still a structured learning program of 6 hours each week, over four weeks, you can report it as 24 hours of structured learning.

If learners face technology barriers, are there opportunities for them to access technology aids to support online engagement?

Providers should work with their learners to identify the most appropriate method for delivery.

If access to appropriate technology is a significant barrier then a provider may wish to explore alternate options such as face-to-face delivery with social distancing, distance or remote learning via workbooks and printed materials with telephone support, or blended delivery.

Contact by phone may be a simple way to maintain engagement with learners until such time as they can resume training through their preferred mode.

Will the *Monthly Pre-accredited Activity Survey* be compulsory?

The *Monthly Pre-accredited Activity Survey* will be a compulsory monthly requirement of all Learn Locals contracted to deliver pre-accredited training. The ACFE Board has released the second quarterly (April) payment to all contracted Learn Local providers, regardless of whether they are able to deliver training to the levels agreed in their pre-accredited funding contracts, at this time. This is intended to support business continuity.

The *Monthly Pre-accredited Activity Survey* will be an important accountability tool that captures the activities of those Learn Locals that are able to deliver pre-accredited training via various modes, and any additional activities if training has been reduced, or is not possible at this time.

A more detailed survey, to be released towards the end of Term 2, will be useful in establishing a retrospective, detailed summary of activity in Term 2.

Do I have to charge fees and charges for ACFE-funded pre-accredited training?

Learn Local providers should follow the existing guidelines on applying fees and charges. For information, see:
http://www.education.vic.gov.au/training/providers/learnlocal/Pages/fees.aspx

Do I still have to upload Student Management System enrolment data to the Skills Victoria training system (SVTS)?

Yes. Learn Local providers should continue to upload enrolment/completion data to SVTS. As always, it is good practice to upload data monthly and at least by the due dates, but it is understood that this may be challenging under current circumstances.

What documentation is required to provide evidence of quality?

An A-frame will still be required for pre-accredited delivery. Keeping records of the adaptive measures you have put in place is recommended, as is ensuring that the usual training requirements are met.

In line with your usual practice, documenting student progression throughout the program continues to be a requirement (i.e. online or distance learning; contact with learners by telephone and/or email). This is important for assisting and supporting learners with their learning.

Where can I find more information and guidance on COVID-19 for Learn Locals on the DET website?

The ACFE Board is actively providing guidance to Learn Locals as the COVID -19 situation evolves. This is in the form of factsheets on the funding and delivery arrangements for pre-accredited training for the remainder of Term 2, 2020.

This guidance is to be read in conjunction with the existing pre-accredited guidelines. Where an issue is not specifically addressed in the fact sheets please refer to the full guidelines or seek advice from your regional office. The fact sheets are available in two locations on the DET website:

- Pre-accredited Training Delivery
- General Memos

ALTERNATIVE ACTIVITIES

If we are unable to deliver our full allocation of hours, how do we report our alternative activities?

To collect accurate information about the nature of pre-accredited delivery and/or alternative activities across the state in Term 2, 2020 you will be required to complete the *Monthly Pre-accredited Activity Survey.*

The first of these surveys, for the month of May, was released on 14 May 2020. It is due for completion by 1 June, 2020.