# Learn Locals: Pre-Accredited training delivery TERM 4, 2020 Q&A

# VERSION 4.0 september 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 for Term 3 2020.

## 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 4 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. Courses should meet the pre-accredited requirement of 20 Student Contact Hours, but consideration may be given to shorter courses due to the current COVID-19 environment (please discuss with your regional office first).

Learn Local providers may commence delivery of adjusted or new courses in Term 4, prior to notifying the Department (DET) of these changes through their regional office, by no later than 12 October 2020.

To ensure quality, DET will work with individual 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.

### 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 2020, 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 4?

Providers might not be able to provide suitable face-to-face, online or blended delivery in Term 4, 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 4 2020. This includes additional materials costs or additional software licensing but does not include the purchase of equipment
* Preparation of online/blended delivery programs for the remainder of Semester 2
* Development of new programs and resources to support pre-accredited delivery
* Review and moderation of pre-accredited programs to improve the quality of delivery
* Implementing a marketing and promotional plan to attract new learners
* Informal and formal professional development for Learn Local trainers with the focus on quality delivery in COVID -19 professional development to improve their online/blended delivery
* Evaluation of the quality and efficacy of delivery modes used by other Learn Locals in the COVID-19 environment
* Maintaining regular contact with registered and prospective learners, including the use of interpreters, where appropriate
* Purchase of a small supply of face masks for students who are required to attend training face-to-face and who do not have masks of their own.

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 as COVID-19 evolves.

### Will I need to pay back undelivered hours?

Where providers demonstrate they have delivered their pre-accredited hours or completed the approved additional activities, or a combination of the two, they will not need to pay back funds.

### How do I seek approval and record ACFE pre-accredited training delivery and/or other planned pre-accredited activities for Term 4?

Normal procedures will be followed as closely as possible. Significantly adjusted and new A-frame course plans will need to align with ACFE principles and priorities and demonstrate quality design and delivery elements. You can commence these courses with the resumption of Term 4, however significantly adjusted and new A-frame course plans will need to be submitted for review to your regional office by no later than 12 October 2020.

To collect accurate information about the nature of pre-accredited delivery and/or alternative activities across the state, you may be required to complete a final provider short survey in 2020.

### Will additional hours be made available in Term 4?

At this stage, there is no intention for a further round of allocations for the remainder of 2020. Further advice will be provided, should this change.

## 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.

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 the 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 *Providers Survey*s be compulsory?

The ACFE Board has released the second (April) and third (August) quarterly payments.

The fourth pre-accredited milestone payment, scheduled for release on 15 October 2020, will be made to all Learn Local providers with a 2020 pre-accredited contract who have met the delivery, or alternative activity requirements, regardless of current reported delivery against the milestone targets. This is intended to support business continuity.

There may be one further provider short survey in 2020 as an 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.

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

Learn Local providers should follow 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 has issued fact sheets on funding and delivery arrangements for pre-accredited training for Term 4 2020 in the context of COVID-19, and regular updates to these will continue into Term 4.

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](https://www.education.vic.gov.au/training/providers/learnlocal/Pages/preaccredited.aspx)
* [General Memos](https://www.education.vic.gov.au/training/providers/learnlocal/Pages/memo.aspx)

## 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, one final provider short survey may be conducted in 2020.