

Compliance expectations under the VET funding contract

The VET funding 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](#)
- 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](#).



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.

How we support compliance



We set standards

- Develop provider selection criteria
- Develop and maintain the contract and guidelines



We monitor

- 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



We support

- Answer your SVTS enquiries
- Provide clear information products
- Direct engagement opportunities
- Free training sessions through the VET Development Centre






We audit and review

- 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](#).

Steps in our compliance actions

 Advise	 Investigate	 Enforce
<ul style="list-style-type: none"> Clearly explain the issue Seek more information Give you time to respond Help avoid future issues Potentially take back funds Consider any further action 	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> 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

Help us with your feedback

We welcome your feedback so we can continually improve our work. You are welcome to contact us through [SVTS](#). We encourage you to participate in our annual training provider survey