

# Our commitment to engaging with you

---

Training Market Services administers the VET funding contract (the contract), provides systems and supports to training providers, and does Skills First funding assurance. Every day, our staff have contact with training providers that deliver Skills First training.

This document details our commitment to actively engage with you, and includes some specific commitments about the timeliness of our day-to-day work.

## What you can expect from our daily work

### Enquiries

We will respond to SVTS enquiries within three business days. We will tell you if we think the matter will take longer.

### Audits and reviews

Our auditors follow the Department of Jobs, Skills, Industry and Regions standards and values when carrying out audit and assurance activities.

We aim to give you the outcome of our audit and assurance activities within six weeks from the date of the auditor's final report.

### Requests

We aim to determine your requests for additions to funded scope, increases to commencement allocations, and the subcontracting of training and assessment within three weeks of receiving all the required information from you.

### Payments

We will publish payment dates at the start of each year. When you make a valid claim we pay you against those dates.

## What we expect from you

We expect you to:

- ✓ know your obligations under the contract
- ✓ use our resources as a first step to answer your queries
- ✓ work actively and openly with us on compliance issues
- ✓ ensure correct and timely reporting
- ✓ follow the principles set out in the Skills First quality charter
- ✓ have a professional and respectful relationship with us.

## Help us with your feedback

We welcome your honest feedback to help us continually improve our work.

Contact us through [SVTS](#). Engage with us through our surveys.

## Our engagement focus



### WE SUPPORT

We will support and enable you to understand your contract obligations



### WE RELATE

We will strengthen our relationships and our understanding of your experience to help inform our work and decision making



### WE SHARE

We will share the information we collect to give insights about performance across the VET system

- ✓ Answering your SVTS enquiries
- ✓ Clear information products, such as fact sheets, templates and forms
- ✓ Direct engagement opportunities, such as online information sessions, visits and meetings
- ✓ Free training sessions through the [VET Development Centre](#)
- ✓ Ensuring simple digital engagement via SVTS, including through data reporting and payment claims
- ✓ Providing insights into your enquiries and emerging themes through our Inside Enquiries publication
- ✓ Using your feedback and our annual training provider survey results to continually improve our work

## Our principles of engagement

### Clear and simple communication

We will ensure a simple and convenient experience when you interact with us. We will write clearly and concisely. We will use visual and design elements to make our communications accessible and easily understood.

### Planned and purposeful engagement

Through our purposeful engagement we aim to build meaningful and trusting relationships. We plan our engagement based on your needs. We have clear goals of what we want to achieve.

### Inclusive and tailored approach

We recognise that training providers represent a diverse body of organisations, with different characteristics, complexities and resources. We will tailor our engagement and communications work to make it easy for all types of training providers to engage with us.

### Trusting and respectful relationships

We respect the expertise and perspectives you have in delivering VET. We will listen, learn and respond to your experience. We will foster a culture of sharing ideas.

### Accountable decision-making

We will consider your views before arriving at a decision. In making decisions, we will act without bias, within our authority and in good faith. We will ensure that the reasons for our decisions are clearly communicated.

### Commitment to continual improvement

You are well placed to identify opportunities for improvement in our work. We value your feedback. It enables us to take action to raise the standard of our work. We will nurture a culture of innovation and improvement.



### Further information

[Skills Victoria Training System](#)

[VET funding contracts](#)

© Copyright State of Victoria, Department of Jobs, Skills, Industry and Regions 2023

Except for any logos, emblems, trademarks, artwork and photography this document is made available under the terms of the Creative Commons Attribution 3.0 Australia licence.

Published December 2023 (version 3.0)

*This document is a guide only and subject to change*

2 of 2



Jobs, Skills,  
Industry  
and Regions