

The Training of Electrical Apprentices in Queensland

A follow-up to the 2016 Report

Report to the Minister for Employment and Small
Business and Minister for Training and Skills
Development

Office of the Queensland Training Ombudsman
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Purpose of the Report

In April 2016, the Queensland Training Ombudsman provided a report to the Attorney-General, Minister for Justice and Minister for Training and Skills ('the Minister'), titled *The Training of Electrical Apprentices in Queensland* ('the 2016 Report').

This report has been developed for the Minister as an update on the training environment for apprentice electricians since the 2016 Report and to consider whether an independent third party should undertake assessment of the Capstone Test¹.

Background and Scope

The 2016 Report concluded that:

1. apprentices were not always receiving a broad enough range of work
2. there were concerns raised surrounding the veracity of the delivery of the Capstone Test
3. there were perceived issues with electrical licences.

To address the findings, the Queensland Training Ombudsman made a number of recommendations.

This report will focus on the recommendations made in the 2016 Report and identify the reforms that have been implemented in relation to the training of electrical apprentices as a result of those recommendations. This report will also focus on the outcomes that have been achieved in the training and licensing of electricians as a result of the reforms and make further recommendations.

Observations Since the 2016 Review

As a result of the implementation of recommendations from the 2016 Report, and the ongoing work and consultation undertaken since the 2016 Report, there are a number of reforms that have strengthened the electrical apprenticeship training system.

An Oversight Group was established in 2016. This group is managed through the former Queensland Department of Education and Training (DET) to oversee the implementation of recommendations from the 2016 Report. The Oversight Group also endorsed a sub-group (Monitoring Group) to undertake visits to Pre-Qualified Suppliers² (PQS) delivering training to Certificate III in Electrotechnology Electrician apprentices.

Effect of Changes to Apprenticeship Commencements

With the implementation of the recommendations from the 2016 Report, initial feedback received by the Office of the Queensland Training Ombudsman (OQTO) indicated that there may be a reduction in the amount of electrical apprenticeship commencements. Anecdotally, the OQTO was informed by several PQS that the number of new apprentices they trained in 2017 was down on the numbers from the previous few years. DET has provided updated data for commencements and recommencements of electrical apprentices in the Certificate III in Electrotechnology Electrician qualification (including the aligned superseded qualifications).

¹ UEENEEG105A Verify compliance and functionality of low voltage general electrical installations is a competency within the UEE30811 Certificate III Electrotechnology Electrician qualification that is commonly referred to as the Capstone Test. It is typically the final assessment that an apprentice undertakes and has been designed to ensure that the apprentice has all of the required knowledge and skills to conduct all electrical work in a safe manner.

² A PQS is a Supervising Registered Training Organisation that has been approved by DET to access government funding for the delivery of training. The PQS system is based on a performance framework for the assessment, selection and monitoring of RTOs linked to national standards and DET specific requirements in quality management. It aims to provide training participants with a level of assurance that their chosen RTO is able to deliver high-quality, industry-standard training that best meets their skilling and learning needs, and supports employment opportunities.

Commencements (New Commencements and Recommencements)	2012-13	2013-14	2014-15	2015-16	2016-17
TAFE QLD	1642	1518	1661	1668	1706
Private Providers	572	675	658	726	544
Total	2214	2193	2319	2394	2250

The data indicates that the implementation of the recommendations from the 2016 Report and the other subsequent actions have had a limited effect on the commencements of apprentices into the Certificate III in Electrotechnology Electrician qualification.

In addition, the number of apprentices undertaking the Certificate III in Electrical Fitting qualification has increased to 38 commencements in the 2016-17 financial year, up from 17 in the previous year. It is anticipated as the PQS network continues to work with employers, the number of apprentices undertaking qualifications better aligned to the type of work being undertaken will increase. This may see apprentices in the Certificate III in Electrotechnology Electrician qualification decrease in line with increases in alternate qualifications more aligned to the actual work being undertaken by the apprentices.

Pre-Qualified Supplier (Funding and Entry changes)

The Oversight Group supported DET to undertake a review of current pricing for UEE30811 on the basis that the new processes will impose additional requirements on PQS in this industry. On the basis of the 2016 Report, the recommendations of the Oversight Group and consultation with PQS, DET increased the subsidy payment by 10% from \$13,860 to \$15,250. The price increase is backdated to 1 July 2016 to ensure training outcomes for new and continuing apprentices will be paid at the higher rate.

An additional requirement was put in place for any existing PQS who applied to have UEE30811 added to their qualifications for funded delivery under the User Choice program, and for any new PQS applying with UEE30811 included in the qualifications they are seeking to have on their list for funded delivery under the User Choice program. The additional requirement is that the Monitoring Group conducts an on-site assessment of the PQS facilities and resources and provides DET with a recommendation as to whether the PQS should have UEE30811 included in their funded delivery qualifications.

Initial Contract Registration and Ongoing Monitoring

There are three distinct processes which have been implemented across the PQS network and form the basis of the PQS monitoring undertaken by DET, the Electrical Safety Office (ESO) and the OQTO.

- Registration – includes pre-registration checks by the Australian Apprenticeship Support Network (AASN) provider and/or DET, and development of the training plan by the Supervising Registered Training Organisation (SRTTO) including the assessment of an employer's resources to support an apprenticeship
- Progression monitoring – includes the minimum three monthly check by the SRTTO of the employer's capacity to continue to provide the range of work and review of eProfiling³ to monitor card submission and progression against the required targets
- Completion – includes the requirements for the apprentice to have met all targets before sitting the Capstone Test and a cross check by DET of each apprentices' eProfiling when considering a completion request.

³ eProfiling gathers employer verified information from the apprentice on a weekly basis. This verified information is processed through a variety of algorithms to produce data that represents the apprentice's experience in a quantifiable manner. This data is then measured against advisory targets that are moderated at the national level and represent the expectations of the industry stakeholders.

To address concerns raised by some stakeholders, guidelines have been implemented to ensure that AASN providers conduct some rudimentary checks before registering a training contract. Prior to conducting the sign-up, the AASN providers are now required to check whether the proposed employer has an unrestricted contractor's licence. If the employer does not have an unrestricted contractor's licence, the matter is referred to DET who, in conjunction with an SRTTO and/or the ESO, determines whether the employer has the range of work to support the apprenticeship.

A total of 332 training contracts were referred out to DET regions for checking between 1 October 2016 and 31 July 2017. Of these, 233 have been subsequently registered including 13 which were amended prior to registration (e.g. to a more appropriate qualification or to part-time arrangements). During this period, a total of 31 training contracts were refused registration, an increase of 334% on the previous financial year's data. The remainder of the referred training contracts are currently being assessed and pending registration.

Employer Resource Assessment (ERA)

In October 2016, the PQS network successfully implemented a revised ERA, which was endorsed by the Oversight Group, for all apprenticeships in the electrical industry. As a result of the revised processes for an ERA, DET, the ESO and the OQTO have identified significant improvements in a commitment to temporary transfer arrangements for workplaces that cannot support the full scope of work.

While the revised ERA has significantly improved the electrical training environment, some concerns were raised by a number of industry and Registered Training Organisation (RTO) stakeholders regarding the information available to the PQS network to assist the development of ERAs.

In July 2017, the Executive Director Skills Investment and Market Strategy, requested the PQS network to supply copies of ERAs for review. A total of 69 ERAs were requested from the 10 PQS who had commenced apprentices since the introduction of the ERA in October 2016.

The ERA review identified, in the majority of cases (65 of 69), the employers had been assessed as having the capacity to provide the required range of work and supervision to support the apprenticeship. The remaining four ERAs identified a gap in what the employer could provide.

For three of the ERAs, they state a temporary transfer will occur for the following:

1. UEENEEG104A Core unit - Install appliances, switchgear and associated accessories for low voltage electrical installations
2. UEENEEG103A Core unit - Install low voltage wiring and accessories, UEENEEG107A Core unit - Select wiring systems and cables for low voltage general electrical installations, and UEENEEG104A Core unit- Install appliances, switchgear and associated accessories for low voltage electrical installations
3. UEENEEF102A (non-electrical data communications elective).

The other ERA also identified UEENEEF102A (non-electrical data communications elective), which if not done in the workplace, would be achieved through temporary transfer and/or simulation.

It is noted the PQS network is reviewing all existing employer ERAs (commencements pre the release of the ERA in October 2016) and are updating as per their re-assessment of workplaces. A number of these reviews have resulted in changes to the qualification being undertaken, or identification that a period of temporary transfer is required prior to the completion of the apprenticeship.

As a result of the review and the feedback from stakeholders, DET, the ESO and the OQTO developed an updated ERA specific to Certificate III in Electrotechnology Electrician qualification and additional guidelines that assist the PQS when undertaking the ERA. The guidelines have been developed in conjunction with the ESO and clearly outline the specific workplace requirements for employers that seek to engage electrician apprentices. These updated resources have also been endorsed by the Oversight Group.

The new ERA template will be made available to all PQS through the DET website and the new ERA Guidelines will be made available to the PQS and employers through the Queensland Training Ombudsman website.

The latest ERA template and guidelines are at **Attachment 1 and 2**.

Engagement with Electrical Industry and RTO Network

There has been an increased role from the OQTO, DET and the ESO engaging with the RTO network. As well as being involved in the Oversight Group, the OQTO has also assisted with various industry and RTO events. This includes facilitating the Electrical Safety Board strategic planning session with vocational education and training (VET) stakeholders. This session was attended by a variety of industry and RTO stakeholders and the Electrical Safety Commissioner. In this forum, the OQTO continued its engagement and reiterated the messages from the 2016 review.

In addition, DET and the ESO have formed a closer relationship and have been regularly working together on identified issues and the required resolutions. The stakeholder network is aware of the improved communication and this has resulted in a consistent message being given when the stakeholders have sought clarification on any identified issues. The OQTO, DET and the ESO have also presented information to key stakeholder groups and regularly attend meetings with PQS.

eProfiling

As the eProfiling tool is being used by all PQS that deliver electrical apprenticeships, the Monitoring Group has been engaged closely with users of the tool and the company which manages the eProfiling tool to see what improvements can be made.

Data Entry into the eProfiling System

As a result of more intensive monitoring, an amendment required to the eProfiling tool has been identified that will provide greater clarity to assessors on the type of wiring an apprentice has been undertaking, i.e. the changes to data entry by apprentices will clearly identify the experience an apprentice has in installing consumer mains, sub mains and final sub circuits.

DET, the ESO and the OQTO had a number of meetings to discuss amendments to improve the data collected and reported by eProfiling. Amendments have been identified and eProfiling has committed to implementation of identified amendments in early 2018 for all first and second year apprentices. For third and fourth year apprentices, the Monitoring Group will work closely with the PQS network to ensure they implement processes that quantify that completing apprentices have reported the experience necessary to enter the Capstone Test.

DET, the ESO and the OQTO are satisfied with the response from eProfiling and are confident that, when the changes are implemented, it will greatly assist the PQS network in their competency assessment decisions and their capacity to effectively assess eligibility for apprentices to undertake the Capstone Test.

Capstone Readiness

An extensive communication exercise and monitoring of on the job training by DET, ESO and the OQTO has also identified that the PQS network is now using the eProfiling tool in a more effective manner which also enhances the capacity for PQS providers to ensure apprentices are eligible and ready to undertake the Capstone test. The table below provides data to support this finding and demonstrates that there has been a genuine change in behaviour by the PQS network in terms of the monitoring of on the job training and Capstone readiness.

Additionally, ongoing monitoring of the PQS network will ensure that this change in behaviour by the PQS network is maintained and will contribute to improved training and assessment outcomes.

Financial Year	Eligible for Capstone	Not eligible for Capstone	Total	% of completions not eligible
TOTAL for 2016-17	610	86	696	12%
TOTAL for 2015-16	555	214	769	28%
TOTAL for 2014-15	884	742	1626	46%

Financial Year	Eligible for Capstone	Not eligible for Capstone	Total	% of completions not eligible
TOTAL for 2013-14	756	586	1342	44%
TOTAL for 2012-13	728	532	1260	42%

Completing Apprenticeships

The ESO has also been actively engaging employers where it has been identified apprentices may not have been afforded a sufficient range of installation work to be issued the electrical mechanic licencing outcome. Some stakeholders raised concerns that apprentices towards the end of their nominal apprenticeship duration are being negatively impacted by a requirement to do additional installation work which was not being identified earlier and, as such, may require an extension to the nominal duration for the apprentice.

DET and the ESO are working together to identify these apprentices and address these concerns. In addition, the pending updates to eProfiling are designed to prevent this being an ongoing issue. DET and the ESO will however continue to monitor the impacted cohort during the transition period.

Oversight Group

To ensure the effective implementation of the recommendations from the 2016 Report, DET established the proposed Oversight Group. The group was comprised with membership from:

- Master Electricians Association (MEA)
- National Electrical and Communications Association (NECA)
- Electrical Trades Union (ETU)
- Office of the Queensland Training Ombudsman (OQTO)
- Electrical Safety Office (ESO)
- Department of Education and Training – Queensland (DET)
- Australian Skills Quality Authority (ASQA)
- Jobs Queensland (JQ)

The Monitoring Group which was established by the Oversight Group comprises membership of:

- ASQA (noting ASQA do not participate in site visits to PQS)
- OQTO
- ESO
- DET

Now that the recommendations from the 2016 Report have been fully implemented and that greater oversight has been implemented through the Monitoring Group and the revised DET/ESO procedures, the OQTO is of the view that the role of the Oversight Group is complete and that ongoing scheduled meetings are no longer required.

Whilst it is recommended that the Oversight Group no longer has scheduled meetings, it will be essential that DET, the ESO and the OQTO continue to engage with all of the stakeholders from this group regularly to ensure all intended outcomes are met and that any further implementation issues are addressed. The Oversight Group may be called upon to meet on an ad-hoc basis if significant issues are identified in the future.

It is also recommended that the Monitoring Group remain in place to continue to monitor PQS delivering the Certificate III in Electrotechnology Electrician qualification.

Actions Regarding Recommendations from 2016 Report

Recommendation 1: Extensive Communication Exercise

DET undertake an extensive communication exercise with SRTOs and employers to remind them of their obligations under the Further Education and Training Act 2014 regarding the provision of, or access to, the full range of work relevant to UEE30811 Certificate III in Electrotechnology Electrician, and to immediately address concerns regarding the view that only 80% of workplace requirements need to be achieved before sitting the Capstone Test.

Both DET and the OQTO undertook this activity immediately after the endorsement of the report in August 2016.

All SRTOs with DET PQS Agreements that have the UEE30811 Certificate III in Electrotechnology Electrician qualification on their delivery schedule were visited and provided with the information from the 2016 Report. This also included a directive to use the eProfiling tool correctly and not apply a rule that once 80% of workplace experience is collected the apprentice is eligible to sit the Capstone Test and receive the qualification. DET Regional staff also attended these sessions to ensure that a consistent message was understood by the PQS and DET regional networks.

The table below outlines when the consultations occurred:

PQS	Venue	Date
Australian Trade Training College	Redcliffe	17/08/2016
TAFE Queensland SkillsTech	Acacia Ridge	18/08/2016
Electro Group Training	Rocklea	22/08/2016
Central Queensland University	Mackay (Gladstone, Rockhampton and Emerald on teleconference)	23/08/2016
Tech NQ	Townsville	24/08/2016
TAFE Queensland	Acacia Ridge (all other Regions attended via video link)	25/08/2016
Careers Australia	Fortitude Valley	26/08/2016
TAFE New South Wales (North Coast)	Kingscliff	31/08/2016

It is noted that since the 2016 Report, Careers Australia ceased being a PQS. The total number of PQS remains at 11 with the addition of All Trades Queensland.

DET also undertook a communication exercise with electrical apprentice employers. This included the development and publishing of facts sheets on the Apprenticeships Info website followed by a mail-out to all current employers of electrical apprentices. The letter provided links to the facts sheets and advice that DET officers would be visiting all electrical employers during 2017. DET officers have conducted the bulk of these visits and will continue to monitor employer arrangements.

Recommendation 2: DET revise the Employer Resource Assessment Form

DET revise the ERA form to incorporate a separate section outlining specific requirements for training electrical apprentices that meets agreed arrangements.

Following the endorsement of the 2016 Report, DET took immediate action to amend and enhance the effectiveness of the ERA document. Extensive consultation with key stakeholders, including the PQS network, occurred in relation to these changes. The revised ERA was endorsed by the Oversight Group and was implemented in October 2016.

Since the implementation of the revised ERA, DET has also been providing a strengthened oversight function for the registration of all training contracts for the electrician apprenticeship. Where DET has concerns, a field officer investigates the arrangements and provides information to the DET Queensland Apprenticeship and Traineeship Office (QATO) for further action. On a number of occasions, QATO has requested further information from the PQS and employer regarding a training contract and sought advice from the ESO about the eligibility for particular employers to employ electrical apprentices.

In many cases where electrical contracting did not appear to be the core business of the employer and/or it was not clear how the employer would provide the full range of work required for the apprenticeship, alternate arrangements were put in place. These arrangements include temporary transfers to another employer/s to ensure an appropriate range of work or an amendment of the qualification to another qualification more aligned to the work being undertaken by the employer.

DET will continue to provide this oversight function and provide regular updates to the OQTO on how well the PQS network and the employers in this sector have responded to the revised ERA arrangements.

While there has been some feedback from stakeholders that the revised ERA arrangements are causing some concerns, DET, the ESO and the OQTO has responded to these issues through the development of supporting resources to assist the PQS network and employers to manage the development and the ongoing monitoring of the ERA.

Recommendation 3: Implementation of process for monitoring PQS arrangements for electrical apprenticeship training

The ESO, or other entity, endorse SRTO procedures and facilities relevant to the Capstone Test (UEENEEG105A Verify compliance and functionality of low voltage general electrical installations).

DET restrict PQS status for delivery of UEE30811 Certificate III in Electrotechnology Electrician to those SRTOs endorsed by the ESO, or other entity.

The OQTO, DET, ASQA and the ESO (Monitoring Group) met on 21 September 2016 regarding the formation of a set of procedures and tool to manage this recommendation. In this meeting, ASQA played an advisory role only and DET, the ESO and the OQTO developed a schedule for monitoring visits.

As a result of the activities undertaken by the Monitoring Group, and the increased sharing of information between these agencies, training in the electrical industry has improved significantly. DET, the ESO and the OQTO meet and communicate regularly regarding matters raised in relation to training apprentice electricians.

The Monitoring Group has undertaken and continues to undertake monitoring visits across the PQS network.

The schedule of completed monitoring visits is outlined in the table below, note TAFE NSW was not visited as they had no active apprentices during this period:

PQS	Campus	Date of visit
TAFE Queensland Skills Tech	Acacia Ridge	07/11/2016
TAFE Queensland Gold Coast	Ashmore	09/11/2016
TAFE Queensland South West	Toowoomba	05/12/2016
Careers Australia	Fortitude Valley	06/12/2016
TAFE Queensland North	Mount Isa	07/12/2016
* All Trades Queensland	Shailer Park	16/12/2016 14/06/2017 11/08/2017
Australian Trade Training College	Redcliffe	09/08/2017

PQS	Campus	Date of visit
Electro Group Training	Rocklea	28/08/2017
Central Queensland University	Mackay	29/08/2017
Tech NQ	Mackay	30/08/2017

* The All Trades Queensland (ATQ) first monitoring visit on 16/12/2016 was an initial meeting. During this visit, ATQ demonstrated that it had the processes and content to deliver training effectively, but its physical resources were sufficient to deliver the Stage 1 competencies only. As a result, DET issued a directive to ATQ advising that DET funding would be restricted to Stage 1 competencies only up until ATQ could demonstrate to the Monitoring Group that it had the physical resources to deliver further stages of the apprenticeship.

The Monitoring Group inspected ATQ again on 14/06/2017. The Monitoring Group identified that ATQ still did not have the physical resources required to deliver beyond Stage 1 competencies and advised DET that the current directive should remain in place until further notice.

A further monitoring visit of ATQ occurred on 11/08/2017 at which point ATQ were able to demonstrate that it had the equipment required to deliver all stages of the electrical apprenticeship. DET provided ATQ with a letter on 21/08/2017 confirming they were now satisfied that it had the required resources to deliver the training and assessment for entire apprenticeship from 21/08/2017 and claim payment for all units associated with the UEE30811 Certificate III in Electrotechnology Electrician qualification.

In terms of the other visits, the Monitoring Group identified a limited number of other concerns that the PQS network has attended to. At the completion of each visit, DET is provided with information detailing the outcomes of the visit.

So far, the visits have not identified any issues that would cause major concerns for the department and/or the need to initiate any punitive action regarding a training provider's PQS Agreement. In relation to the minor concerns that have been identified, the PQS concerned have been proactive in implementing improved processes to satisfy DET, the ESO and the OQTO that they are meeting the enhanced requirements.

It is recommended that the Monitoring Group continues to undertake its monitoring activity and continues to report the findings of these visits to DET

The monitoring tool used by the monitoring group can be found at **Attachment 3**.

Recommendation 4: The Establishment of an Oversight Group

The Queensland Training Ombudsman continues to monitor delivery of training to electrical apprentices through the formation of an Oversight Group, comprised of representatives from:

- ***Office of the Queensland Training Ombudsman***
- ***Department of Education and Training***
- ***Electrical Safety Office***
- ***Master Electricians Association***
- ***National Electrical and Communications Association***
- ***Electrical Trades Union***
- ***Jobs Queensland***
- ***Australian Skills Quality Authority.***

DET facilitated the development of an Oversight Group which was established soon after the endorsement of the report and began to meet in 2016. The Oversight Group met on the following dates:

- 20/07/2016
- 14/11/2016
- 14/02/2017
- 23/05/2017
- 31/10/2017

Recommendation 5: Simulation of Units of Competency and Changes to the UEE11 Training Package

This Oversight Group urgently considers:

- *whether arrangements should be in place to restrict the delivery of certain competencies within a simulated work environment*
- *options for implementation should restrictions be considered appropriate, including making representations to amend the Training Package, or for DET to implement further restrictions for the access to public funding*
- *making representations to address any other concerns identified with the Training Package*
- *matters to be included within the amended Employer Resource Assessment form for electrician apprentices.*

The group considered all of these items and a brief overview on the actions taken against each is as follows:

Item 1 – whether arrangements should be in place to restrict the delivery of certain competencies within a simulated work environment

The 2016 Report identified a number of competencies that could be considered by industry for simulation. The table of proposed competencies was provided to the Oversight Group and it was decided that the issue of which units could be simulated should be reviewed once the amended ERA (that specifically requires PQS providers to identify the units to be simulated for each apprenticeship) had been implemented for at least six months.

The amended ERA was implemented in October 2016 and the subsequent review of ERAs in July/August 2017 found that there was only one occasion where an RTO had suggested to simulate any units of competency. The unit identified was a data and communications elective unit.

This analysis indicates that, to date, there is no support from the PQS network or industry to simulate any of the core units of competency from the apprenticeship. Further, consultation with industry and the PQS network has found that there are six core units from the apprenticeship that cannot be simulated and this is reflected in the new ERA form that has been developed (see **Attachment 1**).

The six core units are as follows:

1. UEENEEG063A Arrange circuits, control and protection for general electrical installations
2. UEENEEG033A Solve problems in single and three phase low voltage electrical apparatus and circuits
3. UEENEEG109A Develop and connect electrical control circuits
4. UEENEEG107A Select wiring systems and cables for low voltage general electrical installations
5. UEENEEG103A Install low voltage wiring and accessories
6. UEENEEC020B Participate in electrical work and competency development activities.

Item 2 – options for implementation should restrictions be considered appropriate, including making representations to amend the Training Package, or for DET to implement further restrictions for the access to public funding

It was decided through the Oversight Group that no restrictions be applied and that new entrants into the PQS market go through a rigorous examination. DET, the ESO and the OQTO have implemented a PQS monitoring visits process to manage this matter, with new entrants to the PQS having to demonstrate that they have all of the required learning and physical resources and on the job monitoring tools to effectively deliver the electrical apprenticeship.

The members of the Oversight Group are engaged in the Training Package development and maintenance process and have responded to the OQTO that they will provide their input regarding simulation into future training package processes.

Item 3 – making representations to address any other concerns identified in the Training Package

As per item 2, the members of the Oversight Group reported to the OQTO that they will engage in future Training Package review and maintenance processes.

Item 4 – matters to be included within the amended Employer Resource Assessment form for electrician apprentices

The members of the Oversight Group were provided with draft copies of all documentation related to the revised ERA process. Their feedback was considered and included as appropriate within the final approved versions which were made available to stakeholders.

Recommendation 6: Independent Party to Assess the Capstone Test

The Queensland Training Ombudsman provide a further report to the Minister for Training and Skills in 2017 on whether an independent third party should undertake the assessment of the Capstone Test and agreed process for implementation if required.

As a result of the development of the Oversight Group and the activities undertaken by the Monitoring Group, there has been close monitoring of the PQS network's delivery of the Capstone Test, focussing on both the theoretical and practical assessments, together with enhanced monitoring of all completing apprenticeships to ensure that all requirements of the apprenticeship have been met.

The ongoing monitoring of the PQS network and the improvements made to the PQS requirements regarding the registration, progression monitoring and completion of the apprenticeship has resulted in improved training and assessment outcomes for electrical apprentices.

As a result of all of the activities that the ESO and DET have undertaken, there is a greater level of co-operation between these agencies. The ongoing co-operation between these agencies and the OQTO will result in continuing improvements to the quality of electrical apprenticeships.

As such, no separation of training and assessment is considered to be required at this time.

Recommendation 7: Recommendations for the ESO

That as part of the “Review of regulatory requirements for Queensland electrical licences” ESO consider:

- ***whether there is a need to amend their Completion Statement form to include additional requirements before issuing an electrical mechanics or electrical fitter mechanics licence***
- ***that if the ESO considers changes to the requirements for the electrical contractors licence, DET be engaged early in those discussions to consider any implications for Queensland's VET sector.***

In terms of the recommendations regarding completions, the OQTO is advised that both DET and the ESO have made amendments to the apprenticeship completion documentation and process to ensure there is a more rigorous process regarding the completion of apprenticeships.

This process ensures that all completing apprentices have evidence that they have completed all of the workplace requirements of the qualification.

In terms of the electrical contractor's license, the ESO established an *Electrical License Transformation Project*, which has a working group made up of key government and industry stakeholders. DET is a member of this working group and is actively engaged in the process for reviewing the electrical contractor licensing system.

Conclusion and Recommendations

Conclusion

The work that is being undertaken by DET, the ESO and the OQTO through the monitoring of PQS is improving the quality of the training and assessment of the electrical apprenticeship system. Further, the implementation of guidelines to the AASN network for registering contracts and the guidelines and tools that have been developed for the PQS network for the development and ongoing monitoring of the ERAs for the workplaces employing apprentices has improved the quality of the outcomes.

The OQTO is of the view that since the completion of the 2016 Report, significant improvements in the training of electrical apprentices have occurred, including:

- enhanced co-operation between DET, ASQA and ESO
- improvements have been implemented to assist key stakeholders to effectively perform their role
- reporting from eProfiling indicates a significant change in those apprentices that are deemed eligible to sit the capstone test
- the level of apprenticeship commencements has not been adversely impacted
- there is limited use of simulation by SRTOs

There is increasing evidence of apprentices being transferred to other employers to ensure they receive the full range of work

Recommendations

1. That SRTOs continue to deliver both training and assessment services to electrical apprentices.
2. That DET, the ESO and the OQTO continue to operate the Monitoring Group that monitors each PQS that delivers the electrical apprenticeship on annual basis. The monitoring tool (**Attachment 3**) is used for each PQS visit and the results of each visit reported to the Executive Director, Skills Investment and Market Strategy of DET.
3. That the Oversight Group is no longer required to meet on a regular basis, but meets on an ad-hoc basis to address any issues that arise regarding the training of electrical apprentices.

Attachments

Attachment 1 – ERA Template

Further Education and Training Act 2014
ATF-013(ELEC- A)

Employer resource assessment – Electrical apprentices (UEE30811)

This apprenticeship is designed to allow the apprentice to obtain an Electrical Fitter/Electrical Mechanic licence after the apprenticeship is complete.

TO BE COMPLETED AND RETAINED BY THE SUPERVISING REGISTERED TRAINING ORGANISATION FOR AUDIT PURPOSES.

This form is made available to assist a supervising registered training organisation (SRT0) to comply with their obligations under the Further Education and Training (FET) Act 2014 and the Pre-Qualified Supplier agreement.

When assessing whether an employer can provide, or arrange to provide, the supervision, facilities and range of work to support an apprenticeship in UEE30811 the employer must provide work based tasks for the following units. The work based tasks must be part of installing consumer mains, sub-mains and final sub-circuits installed in typical domestic, commercial and industrial installations which fall within the scope of the Wiring Rules:

- UEENEEG063A Arrange circuits, control and protection for general electrical installations
- UEENEEG103A Install low voltage wiring and accessories
- UEENEEG104A Install appliances, switchgear and associated accessories for low voltage electrical installations
- UEENEEG107A Select wiring systems and cables for low voltage general electrical installations
- UEENEEG105A Verify compliance and functionality of low voltage general electrical installations

The SRT0 must assess an employer's capacity to provide the facilities, range of work and supervision when the SRT0 prepares the training plan required for the apprenticeship and has an ongoing role in monitoring the arrangements to ensure there are no changes which impact the employer's capacity. The monitoring process must also provide for a review of the apprentices progress. The employer resource assessment (ERA) must be reviewed at a maximum of 3 month intervals.

If the employer is required to arrange for a temporary transfer to obtain the required range of work the SRT0 must conduct an assessment of the 'host' employer to ensure the required range of work and appropriate supervision is available, the assessment can be an addendum to this ERA document.

If the employer is unable to provide, or arrange to provide the training resources necessary to achieve the outcomes of the training plan, and is unwilling/unable to negotiate alternative arrangements the SRT0 **must not commit** to the training plan and **must immediately** advise the employer, the Australian Apprenticeship Support Network (AASN) provider and DET (Qld).

A guide has been developed to assist an SRT0 when completing this ERA, the guide is available at <http://trainingombudsman.qld.gov.au/resources/>

Where the employer is a GTO or PEO

In the case of a group training organisation (GTO) or principal employer organisation (PEO) it is **not** expected that the SRT0 conducts an ERA. GTOs in Queensland are required to maintain compliance against the National Standards for GTOs and PEOs are required to maintain compliance against the Queensland Quality Standards.

There is no requirement to complete this form when dealing with a GTO/PEO.

If an SRT0 has concerns with a GTO or PEOs capacity to provide the training resources necessary to achieve the outcomes of the training plan, the SRT0 should not commit to the training plan and contact DET (Qld).

Privacy declaration

In completing this form, the SRT0 named confirms that where any personal information is included in the answers provided, the SRT0:

- has taken all reasonable steps to satisfy that the relevant person has provided their consent (either express or implied) to the SRT0 disclosing that information to DET (Qld); or
- is satisfied that it is otherwise authorised or required under a law to disclose that information to DET (Qld) or the Australian Apprenticeship Support Network provider.

For the purposes of this form, 'personal information' means information or an opinion, including information forming part of a database, whether true or not, and whether recorded in material form or not, about an individual whose identity is apparent, or can reasonably be ascertained from the information or opinion.



Employer resource assessment

WORKPLACE AND QUALIFICATION DETAILS		
Employer trading name:		
Employer Contractors Licence Details:	Licence Number:	Class:
	Expiry Date:	<input type="checkbox"/> No Contractors Licence
Workplace where apprentice/s will be employed: (Site of employment where apprentice/s works. For mobile or multiple locations use the main workplace or head office details AND clarify the workplace is varied)		
Apprentice's name: (Note: Where there is more than one apprentice in the workplace the SRTD <u>must</u> complete appendix two)		
RANGE OF WORK, WORKPLACE FACILITIES AND EQUIPMENT (Note: attach additional information if there is insufficient space)		
Employers <u>must</u> be able to provide apprentices work tasks aligned to the qualification being undertaken. Work tasks must allow an apprentice to select, install, set up, test, fault find, repair and maintain electrical systems and equipment in industrial, commercial and domestic settings. There must be a collection of evidence that demonstrates a quantum of work experience that meets the advisory targets as set by a representative industry stakeholder group.		
Note: The negotiation and establishment of the training plan requires the SRTD to identify any units of competency where the workplace cannot provide suitably aligned tasks. The training plan specifies these units must be recorded in the ERA with the alternate arrangements for training and assessment.		
What sector of the electrical industry is the employer engaged in? Please indicate <u>all</u> sectors the employer is actively engaged in?		
<input type="checkbox"/> Commercial <input type="checkbox"/> Domestic <input type="checkbox"/> Industrial <input type="checkbox"/> Solar <input type="checkbox"/> Appliance repair/installation <input type="checkbox"/> Refrigeration and A/C <input type="checkbox"/> And/or other (provide detail):		
THE FOLLOWING WORK BASED TASKS ARE ESSENTIAL FOR THIS APPRENTICESHIP. CAN THE EMPLOYER PROVIDE THE FOLLOWING TASKS WITHOUT HOSTING, AND IF YES INDICATE HOW OFTEN:		
Description/Tasks	Yes/No	Availability of work tasks
Installation		
Consumers main circuits and main switchboards (including meter wiring)	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Yearly <input type="checkbox"/> Never
Sub-main circuits and distribution boards	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Yearly <input type="checkbox"/> Never
A range of typical final sub-circuits and associated electrical equipment or accessories.	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Yearly <input type="checkbox"/> Never
Electrical work		
Initial job planning including determining design aspects	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Yearly <input type="checkbox"/> Never
Pre-wiring	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Yearly <input type="checkbox"/> Never
Fitting off	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Yearly <input type="checkbox"/> Never
Verification and testing	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Yearly <input type="checkbox"/> Never
Design and Testing		
Work which assists the apprentice to develop an understanding of why the installation has been designed and installed the way it has, both for compliance with AS/NZ3008 & AS/NZ3012 and other applicable standards and building codes, and ensuring the installation is fit for purpose.	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Yearly <input type="checkbox"/> Never
Installation, testing and verification of MEN systems. Relating to electrical installations in a consumer's main switchboard and in a distribution switchboard of a separate MEN installation.	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Yearly <input type="checkbox"/> Never



The following competencies cannot be simulated in an off the job training environment and if work based tasks are not available hosting (temporary transfer) will be required.

Detail below how the training and assessment for any of the below competencies will be undertaken if the employer cannot, or can only rarely provide aligned workplace tasks in typical domestic, commercial and industrial installations which fall within the scope of the Wiring Rules. The description must include hosting details and the SRT0 must conduct an assessment of the host employer to ensure they have the range of workplace tasks and supervision to support the identified units. Please note the employer **must** notify the department of any temporary transfer/s as per section 24 and 25 of the Further Education and Training Act 2014.

UNIT OF COMPETENCY	Hosting details e.g. host employer name (when available), location, duration, approx. timing
UEENEEG063A Arrange circuits, control and protection for general electrical installations	
UEENEEG033A Solve problems in single and three phase low voltage electrical apparatus and circuits	
UEENEEG109A Develop and connect electrical control circuits	
UEENEEG107A Select wiring systems and cables for low voltage general electrical installations	
UEENEEG103A Install low voltage wiring and accessories	
UEENEEG208B Participate in electrical work and competency development activities	

List any other units of competency from the training plan for which the employer is unable to provide aligned workplace tasks.

Detail the units and how the training and assessment will be undertaken by the SRT0 e.g. temporary transfer, simulated assessment, utilise group training.

Note: If an employer can only provide work based tasks for part of a unit list here the unit and the gaps which need to be addressed and how that will be done

Unit of competency detail	How training and assessment will occur

Provide any other details related to the units of competency which require hosting and/or simulation:

--



SUPERVISION OF TRAINING (Note: Please attach additional information if there is insufficient space)			
List the appropriately qualified staff employed by the employer who will supervise the apprentice/s in the workplace. The apprentice/s must have immediate access to the appropriately qualified staff in the same workplace and predominately during the same working hours. The SRTTO must sight and retain a copy of the supervisor's electrical licence which is aligned to the apprenticeship being undertaken.			
Name:		Electrical licence No:	
Trade qualification:		Licence type:	
Name:		Electrical licence No:	
Trade qualification:		Licence type:	
Name:		Electrical licence No:	
Trade qualification:		Licence type:	
Name:		Electrical licence No:	
Trade qualification:		Licence type:	
If required, please provide additional details about supervisors to demonstrate that adequate training and supervision requirements are in place to complete the apprenticeship.			
NUMBER OF APPRENTICES TO QUALIFIED PERSONS (SUPERVISORS)			
As part of the SRTTO's responsibility to assess an employer's capacity to provide adequate training arrangements, the SRTTO is to determine if the apprentice's supervisor can:			
<ul style="list-style-type: none"> • supervise other apprentices at the workplace where the apprenticeship is being completed; or • not supervise any other apprentices at a workplace where the apprenticeship is being completed. 			
Total number of full-time electrical apprentices in the workplace:			
Total number of school-based or part-time electrical apprentices in the workplace:			
Number of qualified/licenced electrical supervisors in the workplace:			
Where there are more electrical apprentices than qualified persons, provide a summary of why supervision arrangements have been determined sufficient and <u>complete appendix one</u>			

**Penalties apply for any false or misleading information provided to DET (Qld).**

EMPLOYER DECLARATION				
I, the employer, declare that:				
<ul style="list-style-type: none"> Should the circumstances change in relation to my ability to continue to provide, or arrange to provide, the apprentice/s with the facilities, range of work, supervision and/or training, I will advise the supervising registered training organisation. I understand any changes to the circumstances in relation to my ability to provide, or arrange to provide, the apprentice/s with the facilities, range of work, supervision and/or training may require an amendment to the apprenticeship qualification, a transfer (temporary or permanent) or cancellation of the training contract. 				
And if hosting arrangements are required : <input type="checkbox"/> Yes <input type="checkbox"/> No				
<ul style="list-style-type: none"> If indicated yes above I am aware of the need to transfer my apprentice/s to an alternate employer and as per section 24 of the <i>Further Education and Training Act 2014</i> and will notify the Department of Education and Training when the transfer takes effect. 				
Employer's signature:			Date:	
Name of authorised person signing for the employer: (please print)				
SRTD DECLARATION				
I, the SRTD, declare that:				
<ul style="list-style-type: none"> I have conducted a thorough and accurate assessment of the employer's facilities, range of work, supervision and ability to train the apprentice and have determined the employer is able to provide, or arrange to provide, the facilities, range of work, supervision and training required under the apprentice's training plan. I will, at intervals of no greater than 3 months, check progress against the advisory targets as contained with eProfiling (or similar system), and if progress is not occurring work to resolve the progression issues with the employer and apprentice, if progression issues cannot be resolved I will immediately contact DET (Qld). Where alternative arrangements regarding the range of work and/or facilities have been identified, these arrangements have been clearly identified in the apprentice's training plan, and if a temporary transfer is required I will conduct an assessment of the 'new' employer in line with being able to provide the identified work tasks. I understand that DET (Qld) will audit the process I conducted in assessing the employer's facilities, range of work, supervision and ability to train the apprentice. I understand where it is determined that there are issues with the evidence and/or process in relation to the assessment of the employer's facilities, range of work, supervision and/or ability to train the apprentice, recovery of funds and/or cancellation of the training contract may result. 				
Name of SRTD:				
ERA conducted via: (X all that apply)	<input type="checkbox"/> Workplace visit	<input type="checkbox"/> Phone or email	<input type="checkbox"/> Skype (or similar)	Other:
SRTD's signature:		Date:		
Name of authorised person signing for SRTD: (please print)				

**APPRENTICE DECLARATION (Note: for additional apprentices complete APPENDIX TWO)**

I, the apprentice, declare that:

- I understand the requirement to keep up to date with eProfiling (or alternate training record), and I need to have obtained a sufficient range of workplace experience prior to the completion of my apprenticeship.
- I have been provided the opportunity to review the completed Employer Resource Assessment
- If I am required to temporarily transfer to another employer to undertake work tasks not available with my current employer I will notify my current employer if the work tasks required are not being provided.

Name of apprentice:**Apprentice's signature:****Date:**

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The following table may be used to record details of ERA reviews conducted by the SRTO

EMPLOYER WORKPLACE ARRANGEMENTS AND/OR TRAINING RECORD (EPROFILING OR SIMILAR) REVIEWED			
Date	Review type (X all that apply)	Review method (e.g. phone, visit)	SRTO representative
	<input type="checkbox"/> Workplace review <input type="checkbox"/> Training record review		
	<input type="checkbox"/> Workplace review <input type="checkbox"/> Training record review		
	<input type="checkbox"/> Workplace review <input type="checkbox"/> Training record review		
	<input type="checkbox"/> Workplace review <input type="checkbox"/> Training record review		
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	<input type="checkbox"/> Workplace review <input type="checkbox"/> Training record review		
	<input type="checkbox"/> Workplace review <input type="checkbox"/> Training record review		

Attachment 2 – ERA Guidance

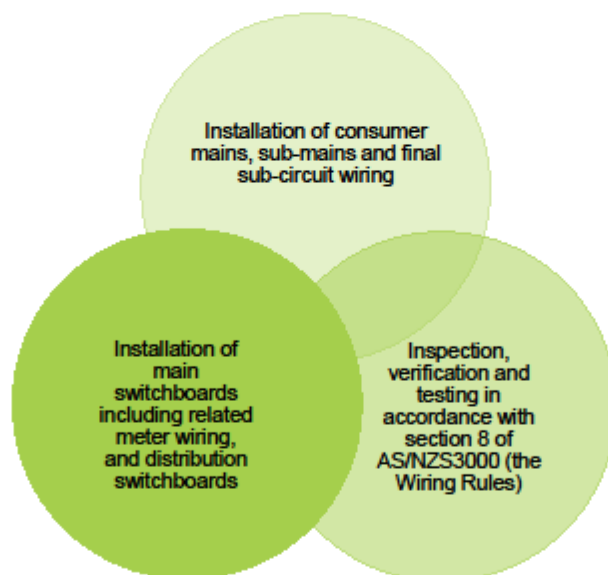
ELECTRICIAN APPRENTICESHIPS

INFORMATION TO SUPPORT THE COMPLETION OF AN EMPLOYER RESOURCE ASSESSMENT

An employer resource assessment (ERA) is an assessment undertaken by a supervising registered training organisation (SRT0) at the commencement of an electrical apprenticeship to determine whether the business has the appropriate scope of work and the physical and human resources necessary to ensure that the on-the-job training will enable the apprentice to successfully complete the apprenticeship.

Under the *Electrical Safety Act 2002*, a person must be the holder of an electrical mechanic licence to perform electrical installation work. The electrical mechanic licence can only be achieved through the successful completion of UEE30811 Certificate III in Electrotechnology - Electrician.

The UEE30811 qualification is quite broad and apprentices can be exposed to a wide variety of electrical work during the course of their apprenticeship. However, as this qualification is the only pathway to the electrical mechanic licence, it is vital these apprentices gain significant workplace experience in electrical installation work in all of the following:



To ensure apprentices gain a full understanding of electrical installation work, the work may be carried out on any type of electrical installation, but must include at least, multi-phase commercial or industrial installations and expose the apprentice to the full "life-cycle" of the job including:

- involvement in the initial design and planning
- Installation
- verification

Apprentices need to develop a practical understanding of the Wiring Rules and other relevant standards that may apply to a particular installation (e.g. AS/NZS3008, AS/NZS3012), including:

- correct selection and arrangement of cables and control and protection devices
- correct selection and installation of wiring systems
- correct selection and installation of electrical equipment
- the requirements of the MEN earthing system
- requirements for damp situations and special electrical installations
- verification and testing

UEE30811 is the only qualification that leads to the *electrical mechanic* licence outcome which permits electrical installation work. Sufficient on-the-job work experience must be undertaken in a context that addresses the key requirements of the core installation units of:

- UEENEEG063A – Arrange circuits, control and protection for general electrical installations
- UEENEEG103A – Install low voltage wiring and accessories
- UEENEEG104A – Install appliances, switchgear and associated accessories for low voltage electrical installations
- UEENEEG107A – Select wiring systems and cables for low voltage general electrical installations
- UEENEEG105A – Verify compliance and functionality of low voltage general electrical installations

The installation of consumer mains, sub-mains and final sub-circuits installed in typical domestic, commercial and industrial installations which fall within the scope of the Wiring Rules is the only type of work that achieves this.

When conducting an employer resource assessment (ERA) for an employer seeking to register an apprentice in UEE30811 Certificate III in Electrotechnology - Electrician, three broad employer categories are common.

CATEGORY 1 – WIDE RANGE OF INSTALLATION WORK

The employer will carry out a wide range of electrical installation work that includes at least a variety of multi-phase commercial or industrial installations. The work will provide significant and repeated exposure to the installation of consumer mains, sub mains and final sub-circuit wiring as well as the installation of main switchboards, distribution switchboards and final sub-circuit equipment. Apprentices will gain significant exposure to verification and testing of electrical installation wiring in accordance with the Wiring Rules and other applicable standards. This scope of work will comfortably support the issue of a UEE30811 qualification and subsequent electrical mechanic licence.

The ERA is likely to be straight forward and a temporary transfer under the *Further Education and Training Act 2014* to a host employer will not be required. However, SRTOs need to monitor the workplace throughout the apprenticeship to ensure the scope of work continues to support the UEE30811 qualification.

Typical employers who are generally able to provide this variety of work are electrical contractors engaged in the full range of electrical contracting work. Apprentices employed by these employers are likely to be eligible for an electrical mechanic licence upon completion of the apprenticeship.

NOTE: Electrical contractors who specialise (e.g. solar installation work only) may not fall within Category 1 and will likely be within Category 3 below.

CATEGORY 2 – NO INSTALLATION WORK

The employer does not carry out electrical installation work. The electrical work may, for example, focus on maintenance and servicing of electrical equipment and existing electrical installations. In such cases, electrical workers do not need to be the holders of an electrical mechanic licence. Such businesses would not be able to provide sufficient electrical installation wiring experience to support a UEE30811 qualification but may support a qualification such as UEE33011 Certificate III in electrical fitting that can lead to an electrical fitter licence or another qualification that leads to a restricted electrical work licence outcome, such as a refrigeration and air-conditioning or an instrumentation and process control tradesperson.

Typical employers that may fall within Category 2 include:

- switchboard manufacturers
- appliance servicing businesses
- machine repairers/armature winders
- refrigeration and air-conditioning businesses

Apprentices employed by these employers are unlikely to be eligible for an electrical mechanic licence.

The ERA should focus on determining whether the range of work can support an electrical fitter licence or a restricted electrical work licence.

It is important that apprentices and employers understand that an electrical fitter licence outcome does not prevent them from later gaining an electrical mechanic licence through additional on and off-the-job training after the completion of their apprenticeship.

CATEGORY 3 – LIMITED SCOPE/RANGE OF INSTALLATION WORK

The employer will carry out a range of electrical installation work that falls within the scope of work of an electrical mechanic licence. However, the scope of electrical installation work is narrow and is insufficient to provide an apprentice with the range of experience needed for the UEE30811 qualification, as described for Category 1.

Typical employers that may fall within Category 3 include:

- Lift companies
- Energy providers/distribution and transmission entities
- Solar PV system installers
- Industrial workshops operators
- Mine operators
- Rail entities

With appropriate hosting arrangements through a temporary transfer under the *Further Education and Training Act 2014*, apprentices employed by these employers may be eligible for an electrical mechanic licence.

The ERA should focus on identifying the "gap" within the scope of work able to be offered and the work required to fully support a successful outcome for UEE30811. The ERA should identify how the gap will be met, generally through the use of "host" employers.

In determining hosting arrangements, consideration needs to be given to:

The scope of work able to be provided by the host employer

- More than one host may be required to provide the work experience required.

The length of time needed to address the gap

- The “narrowness” of the employer’s scope of work will determine how long an apprentice may need hosting.

The timing of the release to host employers and the duration of each release

- Consideration needs to be given to at what stage during the apprenticeship the apprentice should be hosted out. For example, it may not be useful to place an apprentice with a host within the first six months of their apprenticeship or before they have undertaken some initial off-the-job training.
- The duration of a release is important for ensuring effective underpinning support for the qualification. For example, one day a week over 12 months is unlikely to expose the apprentice to the full typical “sequence” of the completion of an electrical installation. Similarly, a four week release may be ineffective if the host does not have suitable work underway during that time.

To fully ensure that hosting is effective, the SRTTO and employer need to ensure:

- the host employer is subject to an abbreviated ERA process to ensure they can deliver the scope of work required to address the initial employer’s gap. This information would form an addendum to the original employer’s workplace ERA.
- that hosting takes place in a way that ensures the apprentice is actually exposed to the type of work required to address the gap.
- they monitor the hosting arrangements to ensure they are implemented and the apprentice is receiving exposure to the tasks which were identified as a gap in the original ERA

Best practice to gain the desired result from a hosting arrangement may involve the employer and apprentice having a weekly debrief to ensure the range of work required is being undertaken by the apprentice. A check of eProfiling or alternate training record may assist with this process.

Hosting arrangements need to be reported to the Department of Education and Training as per section 24-25 of the *Further Education and Training Act 2014* which covers the temporary transfer of a training contract.

NOTE: Where time spent hosted with other employers becomes a significant component of the on-the-job training, further consideration should be given to whether UEE30811 is the most suitable qualification for the original employer, an amendment of the qualification or a permanent transfer to the hosting employer may be options for consideration.

Attachment 3 – Monitoring Tool

SRT0 processes for training Electrical Apprentices

Date	PQS	Monitoring Group

Section 1 – Employer Resource Assessments

This part of the monitoring tool investigates the manner in which the Supervising Registered Training Organisation (SRTO) is managing its Employer Resource Assessment (ERA) process.

ERA – the SRTO declaration states "I have conducted a thorough and accurate assessment of the employer's facilities, range of work, supervision and ability to train the apprentice or trainee and have determined that the employer is able to provide, or arrange to provide, the facilities, range of work, supervision and training required under the apprentice's training plan"

Questions for the SRTO:

1. Who conducts the ERA?
 - If the person is not a technical expert what resources are provided to assist with the ERA process?
 - When the assessment is not conducted via a workplace visit, how is it validated?

DET/OQTO/ESO will ask the SRTO to describe or table its process for developing the ERA and will be seeking information that identifies that a technical expert is involved in the process at some level. Ideally the process should include an up-front check on the core business of the organisation (through checking the organisations website), or the collection from the workplace of documents that demonstrate that the type of work being done is sufficient (e.g. the collection of job cards, invoices etc. that highlight there is sufficient electrical mechanic's work occurring at the organisation). The ERA can be conducted in a face to face manner, or via skype/facetime, or through an exchange of emails. If the DET/ESO/OQTO monitoring group identifies that the SRTO process for developing the ERA does not gather sufficient evidence that the workplace is appropriate for the apprenticeship, it will be recommended that the SRTO amends its ERA process.

Amendments Required Yes ☐ No ☐

SRTO processes for training Electrical Apprentices

2. What is the process if it is identified the workplace cannot support the qualification selected?

DET/OQTO/ESO will look at a selected sample of ERAs (where it is believed that the employer cannot provide the full range of work) and will be seeking information that demonstrates the SRTO has negotiated an outcome with the employer that ensures all of the competencies can be delivered. If this is found in the sample of ERAs that the workplace cannot support the apprenticeship and there is no indication of alternative arrangements, it will be recommended that the SRTO amends its ERA process.

Amendments Required Yes ☐ No ☐

SRT0 processes for training Electrical Apprentices

3. What is the process if alternate arrangements are identified? And how are they monitored to ensure they happen?

DET/OQTO/ESO will access a sample of apprentice files where alternate arrangements exist and will be seeking information that demonstrates that effective and regular monitoring (at least every 3 months) is occurring and is correctly recorded on the ERA. The workplace evidence (e.g. eProfiling) should be reviewed by the SRT0 (and will be checked by the monitoring group) to ensure the apprenticeship is proceeding as planned in the ERA and Training Plan. If it is found that effective monitoring is not occurring for the apprentice files that are investigated, it will be recommended that the SRT0 amends its ERA/monitoring process.

Amendments Required Yes ☐ No ☐

SRT0 processes for training Electrical Apprentices

4. What are the criteria against which ERA compliance is measured?

The ERA must be signed by the employer and SRT0, and for apprentices commencing after 1 October 2016.

The ERA must be filled in and contain supporting information where required e.g. where a supervision ratio is less than one supervisor per apprentice.

Amendments Required Yes ☐ No ☐

Section 2 – eProfiling Start, Review and Follow up Processes

This part of the monitoring tool investigates the manner in which the SRT0 is monitoring the apprentice performance using the eProfiling tool. There is some cross-over in this section of the review with section 1, as the ERA has a requirement for quarterly monitoring. The monitoring group will access a sample of eProfiling reports for a number of apprentices and attempt to identify where the ERA monitoring is working with the eProfiling tool to ensure the on the job training is being managed effectively.

If DET/ESO/OQTO is not satisfied that the workplace monitoring tool sufficiently collects the required workplace information it will be deemed that the SRT0 process for training and assessment needs to be amended.

Questions for the SRT0:

1. What is the process for setting up and demonstrating eProfiling to an apprentice and employer?

DET/OQTO/ESO will be seeking information that identifies that the SRT0 process includes the provision of up-front information to apprentices and employers on using the eProfiling tool. If the SRT0 is not providing any instructions or support to the apprentice and employer for using the tool, it will be recommended that the SRT0 amends its process for setting up and demonstrating the use of eProfiling.

Amendments Required Yes ☐ No ☐

SRT0 processes for training Electrical Apprentices

2. How often and how rigorously do you review the workplace information provided in the eProfiling?

- What is the process for contacting an employer when the eProfiling and/or classroom discussions suggest the apprentice is not receiving the range of work required?
- Is there a formal process for auditing the integrity of eProfiling reports?
- What is the process if there is a suspicion of fraudulent eProfiling being submitted?
- What is the process if progression is not occurring?

DET/OQTO/ESO will select a number of apprentice files and will be seeking information that identifies the SRT0 has an effective workplace monitoring process. The process must include engagement by a technical expert. If this engagement is not conducted directly by a technical expert, the process must be supported with tools that are deemed to be effective by the monitoring group to support a non-technical person to conduct the monitoring process. DET/OQTO/ESO will also seek advice from the SRT0 about how they validate Previous Work Recognition (PWR) data and ask them to verify how they ensure that data is accurate where bulk eProfiling records are submitted (e.g. cases where 6-12 months of eProfiling records have been submitted in a single batch) If it is deemed by the monitoring group that the SRT0s process does not effectively monitor the on the job training, it will be recommended that the SRT0 amends its monitoring of eProfiling.

Amendments required Yes ☐ No ☐

Section 3 Capstone Test Readiness, Assessment and Failure/Re-sit Processes

This part of the monitoring tool investigates the manner in which the SRTO conducts its Capstone Tests. DET/ESO/OQTO will be looking for the SRTO to identify a process where it checks that all pre-requisite requirements for the Capstone Test have been completed. This includes checking eProfiling and confirming there is sufficient workplace experience (Capstone Readiness Report is complete) prior to entry into the Capstone Test, or if eProfiling is insufficient, there is a portfolio of further/other evidence (which could include job cards, logbooks/diaries, stat decs etc.) is collected that identifies clearly to DET/ESO/OQTO that sufficient workplace evidence has been provided to support the entrance of the apprentice into the Capstone Test.

Questions to the SRTO:

1. What is the process that the SRTO has to ensure the apprentice has the required knowledge, skills and workplace experience to sit the Capstone Test?

DET/ESO/OQTO will ask the SRTO to describe (or table) its process for approving apprentices to enter the Capstone Test. This process will need to include details on how checks are made that indicate the apprentice has completed all of the pre-requisite units of competency and has a relevant portfolio of workplace evidence, i.e. has successfully met the targets in the eProfiling Capstone Readiness Report, or has other supplementary evidence that is considered by the monitoring group to be sufficient. A sample of completing apprentices will be accessed by the monitoring group to test that the process is effective. If the SRTO cannot demonstrate an effective process for entering the Capstone Test, or the monitoring group identifies examples where the process was not followed, it will be recommended that the SRTO amends its process.

Amendments Required Yes ☐ No ☐

SRT0 processes for training Electrical Apprentices

2. What is the process to ensure that any assessment decision is based on valid evidence collected for the assessment?
- What are the instructions for the assessor conducting the assessment?
 - Is there a moderation process relating to the undertaking and resulting of an assessment?

ESO will focus on the content of the written section of the Capstone Test and the tool used to measure the practical elements of the Capstone test and ensure that it is consistent with the requirements of the qualification. The ESO will also look at examples of completing apprentices and at moderation process of the SRT0 to ensure Capstone Testing is valid, fair and reliable. If the ESO finds through its investigation that the Capstone Test is not reliable, fair or valid it will be recommended that the SRT0 amends its Capstone Test.

Amendments Required Yes ☐ No ☐

SRTO processes for training Electrical Apprentices

3. What is the process that the SRTO applies if an apprentice fails the capstone assessment, or doesn't progress through the entire assessment and is not resulted?
- o What is the process before the apprentice can re-sit the capstone assessment?

DET/ESO/OQTO will ask the SRTO to describe (or table) its process for Capstone Test re-sits. It will be looking for the process to identify that the SRTO works with the apprentice and employer on the weaknesses that were identified through the Capstone Test and how the Training Plan¹ is re-negotiated, and further training required prior to the Capstone Test re-sit is clearly articulated. The monitoring group will look at examples of where this has occurred to ensure the process is followed (and is effective). If the SRTO process or actions do not address the issues that the monitoring group is looking for it will be recommended that the SRTO amends its Capstone Test process

Amendments Required Yes ☐ No ☐

¹ This process will be managed through an addendum to the training plan that identifies clearly to the employer and apprentice the specific workplace tasks required and the length of time it will take before the next Capstone Test occurs. This addendum will also provide the details on further training, i.e. tutorials, that is available to the apprentice if there are any knowledge gaps that were found as a result of the initial Capstone Test.

Section 4 – Physical Resources Check

This part of the monitoring tool the ESO will conduct an inspection of the physical resources that the SRT0 has to deliver the practical component of the Capstone Test and the pre-requisite units of competency from the qualification.

To be advised.

Amendments Required Yes ☐ No ☐

SRT0 processes for training Electrical Apprentices

Matrix

Section	Question	Amendments Required?	Notes
Section 1	Who conducts the ERA?		
	What is the process if it is identified that the workplace cannot support the qualification selected?		
	What is the process if alternate arrangements are identified? And how are they monitored to ensure they happen?		
	What are the criteria against which ERA compliance is measured?		
Section 2	What is the process for setting up and demonstrating eProfiling to an apprentice and employer?		
	How often and how rigorously do you review the workplace information provided in the eProfiling?		
Section 3	What is the process that the SRT0 has to ensure the apprentice has the required knowledge, skills and workplace experience to sit the Capstone Test?		
	What is the process to ensure that any assessment decision is based on valid evidence collected for the assessment?		
	What is the process that the SRT0 applies if an apprentice fails the capstone assessment, or doesn't progress through the entire assessment and is not resulted?		

SRT0 processes for training Electrical Apprentices

Section	Question	Amendments Required?	Notes
Section 4	Check of Physical Resources		

Final Comments
