

## FACT SHEET: INTRODUCTION TO STL DELIVERY

To deliver accredited training under subsidised arrangements in South Australia, Registered Training Organisations (RTOs) must hold an executed Funded Activities Agreement (FAA) and a Funded Activities Annexure - STL Delivery.

This fact sheet explains key obligations under the FAA for contracted RTOs. You would need to read your FAA thoroughly to understand the contract obligations specific to your organisation.

### System access

To request a new login for relevant systems or to amend your existing access, refer to the following forms:

- [Skills and Employment Portal - Access Request Form](#) (Subsidised enrolments).
- [STELA - Apply for access](#) (AVETMISS reporting).
- [mySkillsSA](#) (Training Contract enrolments).

### Marketing, Promotion and Participant Course Fee

Contracted RTOs will be promoted by Skills SA through the [My Training Course Search](#). You can market yourself as a subsidised RTO so long as you comply with Clause 22 – Marketing and Publicity of [the FAA's](#) Skills Agreement, which requires your external-facing documents (including websites) to:

- 1) display a [Government of South Australia logo](#); and
- 2) include the statement: 'Participant Eligibility Criteria apply' or 'Visit [www.skills.sa.gov.au](http://www.skills.sa.gov.au) for Participant Eligibility Criteria'; and
- 3) clearly identify any course conditions, participant course fees and incidental fees, to help prospective participants make an informed decision.

The [Training Fee Framework](#) requires RTOs to charge a minimum participant course fee (aka tuition/student gap fee) of \$0.50 per payment hour, except where Skills SA has specified otherwise – for example, for students that are under the Guardianship of the Minister and approved for a fee-waiver, or for students participating in the Fee-Free initiative.

### Participant eligibility

Access to a subsidised training place is available to participants that meet [eligibility criteria](#). Subsidised training may be subject to course conditions or only available to certain participants, such as those undertaking Training Contracts or VET for School Students. For further information, refer to the current [Subsidised Training List](#), which includes a Subsidy Calculator allowing you to estimate the subsidy payable to your RTO. The [Training Fee Framework](#) provides additional information on subsidy rates, including delivery location loadings and concession reimbursements.

Under your FAA, you need to verify the eligibility of all participants undertaking subsidised training, and upon request from Skills SA you must be able to produce evidence to substantiate participant eligibility. You can satisfy the evidentiary requirements by:

- sighting appropriate evidence and retaining a record of the specific date/time that the evidence was sighted by a senior RTO staff-member (e.g. through a file note in internal Student Management System); or
- validating appropriate evidence through the [Document Verification Service](#) (DVS) and retaining a record of the validation.

Appropriate evidence to be sighted/validated includes a Birth Certificate, Passport, South Australian Driver's License, Medicare Card, or an Australian Government concession card (issued by Services Australia). If a participant is on a temporary visa, you must check if the visa type is on the [list of temporary visa types](#) eligible for subsidised training. To check any work or study entitlement conditions attached to a visa, visit the Australian Government's [Visa Entitlement Verification Online service](#).

In addition, all subsidised participants must complete the [Participant Agreement Form](#) at the time of first enrolment with your RTO.

## Upfront Assessment of Need

In South Australia, the Upfront Assessment of Need (UAN) is designed to ensure all participants enrolled in subsidised training have their needs assessed and support put in place right from the start. You must conduct a UAN process for all prospective participants seeking access to a subsidised training place **prior** to every enrolment and **after** confirming the participant's eligibility. Various [UAN resources](#) are available to assist. Before creating your first Training Account, you need to:

- learn about the UAN and its requirements and submit a UAN procedure for Skills SA review.
- fill out an [Organisational Self-Assessment](#) and have it approved by Skills SA; and
- enter a Success and Wellbeing Services (SWS) Partnership Agreement.

For more information, go to [Upfront assessment of need](#) and [Success and Wellbeing Services](#).

## Creation of Participant Profile and Training Account

To access subsidised training for a participant, use the [Skills & Employment Portal](#) (S&E Portal) to:

- 1) locate an existing Participant Profile (or create a new one); and
- 2) create a Training Account, which enables payment.

A Training Account is required for all courses (including qualifications, national skill sets, local skill sets or skill clusters). Make sure to create Training Accounts for each eligible participant **prior** to commencing delivery of any subsidised training, as any training commenced prior to the creation of a Training Account will **not** be eligible for payment.

When creating a Training Account, you will be asked to enter the 'RTO Student ID', which is an identifier from your RTO's Student Management System (an external system or STELA). The Participant Profile and Training Account Management User Guide is available [here](#) for various S&E Portal functionality.

## Reporting AVETMISS data in STELA

[AVETMISS](#) is the national standard for the collection, analysis and reporting of vocational education and training statistical information.

When reporting AVETMISS data into the Department's system (STELA) to access accredited training payments, you must ensure that this data is always compliant, accurate and complete. Please submit AVETMISS compliant data to STELA within 30 days of a participant completing any subsidised accredited training activity and collect every participant's Unique Student Identifier (USI) at the time of enrolment for inclusion in your AVETMISS data.

For information on AVETMISS reporting in South Australia, see '[Help with using STELA](#)'. If further assistance is needed, contact the STELA Helpdesk by emailing [STELAHelpDesk@sa.gov.au](mailto:STELAHelpDesk@sa.gov.au).

## Payable Accredited Training activity

Contracted RTOs will attract accredited training payments for eligible activity reported under the following AVETMISS Result Codes:

- **20 – Competency achieved/pass**, to be used where the participant has been assessed and satisfies **all** the requirements for the Unit of Competency.
- **30 – Competency not achieved/fail**, to be used where the participant has attempted **all** the requirements for the Unit of Competency and has been assessed as not competent, or as not satisfying one or more of the requirements for the Unit of Competency. This Result Code should only be reported upon completion of training delivery in the Unit of Competency (including any on-the-job component or any resubmission of work). This Result Code must **not** be used if the Participant:
  - will be re-submitting some of their assessment to demonstrate competency (in which case, use Result Code 70 – Continuing Enrolment); OR
  - has either notified your RTO of their withdrawal before completing all of the assessment criteria, OR has stopped attending and submitting assessments without formally notifying your RTO of their withdrawal (in which case, use Result Code 40 – Withdrawn).
- **51 – Recognition of prior learning (RPL) granted**, to be used when the participant has been assessed and recognition of prior learning has been granted.
- **52 – RPL not granted**, to be used when the participant has been assessed and recognition of prior learning has not been granted.

In some cases, contracted RTOs can also attract payment for Result Code 70-AP (Academic Pass) where it meets the requirements as specified in the [Guiding Principles for Result Code 70-AP](#). A list of 70-AP payable units is available [here](#).

When claiming a final Result Code, all aspects of the unit must be delivered and assessed within the Activity Start Date and Activity End Date as defined in [AVETMISS](#):

- **Activity Start Date** is the date that training activity starts for a participant in a Unit of Competency. It is the start of training activity itself (e.g. attends first class, commences online unit, etc). It is not the date the participant enrolls in the course, nor the date the participant's information is entered into your RTO's student management system or STELA.
- **Activity End Date** is the date that training activity and assessment ends for a participant in a Unit of Competency. It reflects the conclusion of any on-the-job training components and the time required for the trainer to determine the final outcome for the Unit of Competency.

Once a participant receives an AVETMISS Result Code 30 or 52, your RTO may claim funding for a maximum of two further attempts in the same or equivalent Unit of Competency, so long as each attempt includes enrolment, training delivery, and the assessment of **all** requirements of the unit occurring within the Activity Start Date and Activity End Date reported in STELA.

Specifically, the second or third payment for an additional attempt may only be claimed if:

- 1) the participant had initially attempted all the requirements for the Unit of Competency and has been assessed as 'Competency not achieved/fail' or 'RPL not granted'; AND
- 2) the participant has subsequently re-enrolled in the Unit of Competency, undertaken further training and been re-assessed for all requirements in the Unit of Competency.

If claiming a second or third attempt, the Activity Start Date and Activity End Date must be different, distinct and not overlap for each attempt.

## Claiming payment for Accredited Training

To access payments for subsidised accredited training delivery, contracted RTOs must ensure that AVETMISS participant data (submitted via STELA) matches details contained in the associated Training Account. Skills SA processes a monthly payment run based on STELA data as at close of business on the second Friday of each month (unless otherwise notified). No extensions can be granted to this deadline, so RTOs are strongly advised to report activity a day or more prior to the cut-off date to allow sufficient time for correcting any errors.

Within the 'Claims' section of the S&E Portal, RTO users with appropriate security access can view a **Claim Items Report** and a **Claim Errors Report**. These reports are updated monthly, following the approval of a valid accredited training claim from your RTO.

Every month contracted RTOs will need to log into the S&E Portal and:

- 1) Download the Claim Items Report and verify that data submitted for payment in the most recent pay run was accurate;
- 2) Download the Claim Errors Report and rectify any errors blocking payment where applicable; and
- 3) Download the 'Active Training Accounts with No Activity' Report and close off any Training Accounts for participants that are no longer enrolled.

## Subcontracting

Contracted RTOs are allowed to engage with a third party to deliver training, so long as Skills SA (as the Minister's delegate) has provided written permission **prior to** delivery of any subsidised training activities. The [Subcontracting Fact Sheet](#) explains how to apply for permission.

## Record-keeping

The FAA requires contracted RTOs to retain complete and accurate records for the full term of the FAA and at least five (5) years after its expiry, or such longer period required by law. Evidence to be retained includes (but is not limited to):

- records of pre-enrolment interviews and other meetings held with the student.
- training attendance records.
- assessment materials and primary documentation to validate AVETMISS data as submitted by the claim, including AVETMISS outcome, Activity Start Date, Activity End Date, Delivery Location and Concession Reimbursement (if applicable).
- RPL or credit transfer processes; and
- any training activity under subcontracting arrangements.

Record-keeping requirements under the FAA are as important as your obligations under the *2025 Standards for RTOs*, so please ensure that your policies and procedures reflect all FAA requirements. If you deliver training to subsidised trainees/apprentices, please refer to [South Australian Skills - Standard 14](#) for additional record-keeping requirements that apply.

# Quality and compliance

To ensure that public funds provided to RTOs are being used appropriately and represent value for money, Skills SA routinely monitors the performance of all contracted RTOs. The monitoring process checks whether the RTO is compliant with the terms and conditions of the FAA, including requirements about marketing and publicity, [child safety](#), enrolment conditions, student training and assessment records, Upfront Assessment of Need, etc. For more information about how the risk-based approach is informed, key indicators for measurement and how reviews are conducted, refer to the [Quality and Compliance Framework](#).

## Notification of changes

As part of your FAA, you will need to keep Skills SA informed of particular changes within your organisation, such as changes to your legal entity, any change to key contact persons, or changes to your organisation's financial position. Notifications should be sent by email to [SkillsContracts@sa.gov.au](mailto:SkillsContracts@sa.gov.au).

## Further support

If you require any assistance, please feel free to contact the relevant team below:

Types of enquiries	Phone Number	Email Address
FAA obligations, Skills and Employment Portal, Accredited Training payments	1800 673 097 and ask for Contract Quality and Compliance team	<a href="mailto:SkillsContracts@sa.gov.au">SkillsContracts@sa.gov.au</a>
AVETMISS reporting through STELA	1800 673 097	<a href="mailto:STELAHelpdesk@sa.gov.au">STELAHelpdesk@sa.gov.au</a>
Apprenticeship or Traineeship Training Contracts	1800 673 097	<a href="mailto:Skills@sa.gov.au">Skills@sa.gov.au</a>
Upfront Assessment of Need process	1800 673 097	<a href="mailto:uanadvice@sa.gov.au">uanadvice@sa.gov.au</a>