

SUBJECT: Complaint from [9-Sch4 - Personal Information] regarding Pre-Qualified Supplier Ezy Pezy Australia Pty Ltd trading as Formation Training

Summary of issues

- Complaint received from [49-Sch4 - Personal Information] claiming that [person] applied for a Food Process Worker position on www.seek.com.au and was then contacted by a recruitment agency, [49-Sch4 - Business affairs], who advised that [person] would be required to complete a Certificate III in Food Processing (funded under the Certificate 3 Guarantee program) in order for [person] to obtain an interview for the position.
- Further, [Sch4 - Personal Informa] claims that after completion of the qualification in [Sch4 - Personal Informa] [person], [person] received neither an interview or job offer and was told by the employer that there was nothing available for [] and they could no longer help [person].
- [Sch4 - Personal Informa] is very concerned that [person] has accessed [person] entitlement of funding under the Certificate 3 Guarantee program for a qualification that [person] believes is of no use to [person].
- The qualification was completed with Ezy Pezy Australia Pty Ltd, trading as Formation Training (RTO 40686), which is approved as a Pre-Qualified Supplier (PQS) by the Department.

Points of relevance

- A 'mystery shopper' exercise was undertaken, with a departmental officer applying for a Food Process Worker position advertised on www.seek.com.au by the same recruitment agency, [49-Sch4 - Business affairs]. In response to the application, an email and telephone call was received from the recruitment agency but for a different PQS.
- On 15 October 2018, telephone contact was made by Contract Management and Performance with [Sch4 - Personal Informa] who subsequently provided a copy of the four emails [person] received as a result of [person] application on this date. These were from recruitment agency [9-Sch4 - Business affair] not [49-Sch4 - Business affairs] and the PQS (Formation Training).
- A review of the emails established the following:
 - clearly stated that employment was not guaranteed (emails from recruitment agency);
 - provided links to the Certificate 3 Guarantee Fact Sheets and information required by the PQS Marketing and Disclosure Directives; and
 - the complainant advised that [person] had completed the enrolment paperwork and the assessment booklet (in an open book exam).

Actions

- After consideration of the above, it was determined that the information gathered in the investigation was insufficient to issue a Notice to Remedy Breach to Formation Training.
- However, there were grounds to request information from Formation Training relating to any relationship, transaction(s) or conflict of interest they may have in relation to [- Business] [49-Sch4 - Business affairs] and [49-Sch4 - Business affairs] a related party).
- The response provided on 24 October 2018 indicates no formal relationship (financial or otherwise) exists between Formation Training and the parties listed in the request.

- However, the response contradicts information contained in email communication provided by [b-Sch4 - Personal Inform] with [b-Sch4 - Personal Inform] agreeing on 25 October 2018 to consider signing a statutory declaration, which was subsequently emailed on this date.
- As a result, the matter was tabled at the PQS Review Panel meeting on 15 March 2019, where [49-Sch4 - Personal Informat] concerns were considered by the Panel to determine the appropriate course of action.
- The Panel agreed that further investigation is to be undertaken by Contract Management in relation to students who have participated in similar training delivered by Formation Training, to evidence a direct link between the PQS and [49-Sch4 - Business affairs]
- Contact with relevant students has been finalised and the results are currently being analysed. Once the analysis is complete, the findings will be tabled at the next available PQS Review Panel agenda for further consideration and decision, which is currently scheduled for 10 April 2019.
- The Department will be able to provide a further update once analysis is complete and the matter has been considered further, including instruction/s from the PQS Review Panel.
- The Department will maintain contact with the complainant to keep [persor] informed of the progress of the investigation. Individual assessment for 'second chance' funding will be considered, to ensure [Sch4 - Personal Inform] is not disadvantaged in accessing future subsidised training.

Contact: Gavin Leckenby
 Position: Executive Director, Design
 Ph: 07 3328 6800
 Date: 28/03/2019

Endorsed: Suzanne Wauchope
 Deputy Director-General, Investment
 Ph: (07) 3034 4774 Mobile: [4 - Personal Inr]
 Date: 29/03/2019

Date : 16/10/2018 3:45:47 PM

From : "SHEAD, Kelly"

To : "BRADLEY, Linda"

Subject : RE: 18/505890 [Sch4 - Personal Information]

Attachment : Investigation Report for MO.docx;image001.png;

Hello Linda,

Please see attached the response to MO regarding the complaint. Please note that the request for information from the PQS is with Eddie for review – you should have it for review tomorrow.

Please advise if you would like any changes to the report – thanks!

Kelly.



Queensland
Government

Kelly Shead
Program Officer

Contract Management and Performance
Department of Employment, Small Business and Training

P 07 305 52851

E supplier.management@det.qld.gov.au W desbt.qld.gov.au

Level 6 Education House, 30 Mary Street, Brisbane QLD 4000

PO Box 15483, City East, QLD 4002

From: BRADLEY, Linda

Sent: Friday, 12 October 2018 1:12 PM

To: SHEAD, Kelly <Kelly.SHEAD@det.qld.gov.au>

Cc: BRENNAN, Christine <Christine.BRENNAN@det.qld.gov.au>

Subject: RE: 18/505890 [Sch4 - Personal Information]

Just a reminder



Queensland
Government

Linda Bradley
Director

Contract Management and Performance
Department of Employment, Small Business and Training

P 07 3328 6848

M - Personal

E linda.bradley@det.qld.gov.au W desbt.qld.gov.au

Level 6 Education House, 30 Mary Street, Brisbane QLD 4000

From: BRADLEY, Linda

Sent: Friday, 5 October 2018 12:34 PM

To: SHEAD, Kelly <Kelly.SHEAD@det.qld.gov.au>

Cc: BRENNAN, Christine <Christine.BRENNAN@det.qld.gov.au>

Subject: 18/505890 [Sch4 - Personal Information]

Kelly

Due date for CM&P for this response to SIMS Corro is 16/10/18 – appreciate if you can keep me up to date on progress.

Thanks



Queensland
Government

Linda Bradley
Director

Contract Management and Performance
Department of Employment, Small Business and Training

P 07 3328 6848

M - Personal

E linda.bradley@det.qld.gov.au W desbt.qld.gov.au

Level 6 Education House, 30 Mary Street, Brisbane QLD 4000

BACKGROUND

- Complaint received by Contract Management & Performance 28 September 2018.
- Complainant alleged that [person] applied for a Food Process Worker position on Seek.com and was then contacted by a recruitment agency [Sch4 - Business affairs] who advised that [person] would be required to complete a Certificate III in Food Processing (funded under the Certificate 3 Guarantee Program) in order for [person] to obtain an interview for the position. Further, [person] alleged that [person] completed the qualification in early August (2018), however, received neither an interview or job offer. [person] concern is that [person] has accessed [person] entitlement of funding under the Certificate 3 Guarantee program for a qualification (with Ezy Pezy Australia Pty Ltd) that [person] believes is of no use to [person].

INVESTIGATION BY CONTRACT MANAGEMENT AND PERFORMANCE

- A 'mystery shopper' exercise was undertaken – applied for a Food Process Worker position advertised on Seek.com by the same recruitment agency [Sch4 - Business affairs]. In response to the application, an email and telephone call was received from the recruitment agency but for a different Pre-qualified Supplier.
- Telephone contact was made with the complainant who provided a copy of the four (4) emails [person] received as a result of [person] application. These were from a recruitment agency [Sch4 - Business affairs] not [Sch4 - Business affairs] and the PQS (Ezy Pezy Australia Pty Ltd).
- A review of the emails established they:
 1. Clearly stated that employment was not guaranteed; and
 2. Provided links to the Certificate 3 Guarantee Fact Sheets and information required by the Pre-qualified Supplier Marketing and Disclosure Directives.
- Further, the complainant advised that [person] had completed the enrolment paperwork and the assessment booklet (in an open book exam).
- Consultation was undertaken with a Lead Auditor, Market Quality; Principal Program Officer (Legal), Contract Management and Performance and Director, Contract Management and Performance.

ACTIONS

- As a result of the consultation and factors above, it was determined that the information gathered in the investigation was insufficient to issue a Notice to Remedy Breach to Ezy Pezy Australia Pty Ltd.

- However, there were grounds to request information from Ezy Pezy Australia Pty Ltd relating to any relationship, transaction(s) or conflict of interest they may have in relation to “49-Sch4 - Business affairs” and 49-Sch4 - Business affairs (a related party). The response is due COB Wednesday 24 October 2018.
- A review of the response provided will inform the subsequent actions (if any) undertaken by Contract Management and Performance which may include (but not limited to) the application of sanctions, referral for Market Quality audit and/or referral to ASQA.
- Contract Management and Performance will maintain contact with the complainant to keep person informed of the progress of the investigation.

Date : 17/10/2018 4:22:48 PM

From : "SHEAD, Kelly"

To : "nosheen@formationtraining.edu.au"

Subject : Request for your attention and action Ezy Pezy Australia Pty Ltd t/as Formation Training QS101314

Attachment : Request for information.pdf;image001.png;

Good afternoon Mrs Khan,

Please see attached a document requesting information due by close of business **Wednesday 24 October 2018**.

Kind regards,



Kelly Shead
Program Officer
Contract Management and Performance
Department of Employment, Small Business and Training

P 07 305 52851
E supplier.management@desbt.qld.gov.au W desbt.qld.gov.au
Level 6 Education House, 30 Mary Street, Brisbane QLD 4000
PO Box 15483, City East, QLD 4002

Mrs Nosheen Naz Khan
Chief Executive Officer
Ezy Pezy Australia Pty Ltd t/as Formation Training
PO Box 111
Underwood QLD 4119

Also by email: nosheen@formationtraining.edu.au

Dear Mrs Khan

REQUEST FOR INFORMATION

I refer to , Ezy Pezy Australia Pty Ltd's ("you" or "your") Pre-qualified Supplier (PQS) Agreement, QS101314, with the Department of Employment, Small Business and Training, formerly the Department of Education and Training ("the department") for the delivery of the Certificate 3 Guarantee (including Higher Level Skills) Program ("the Agreement").

The department has received information that [49-Sch4 - Business affairs] and [49-Sch4 - Business affairs] may be recruiting potential students on your behalf. The department is concerned that these recruitment practices or referral arrangements may not comply with the Agreement and associated PQS Policy and Marketing and Disclosure Directives.

To alleviate the department's concerns in this regard, the department hereby requests, pursuant to clause 9.2 of the PQS Agreement, copies of any and all information relating to your relationship with [49-Sch4 - Business affairs] [49-Sch4 - Business affairs] [4 - Busine], including any and all written agreement(s) between the parties.

In addition, the Department requests that you provide a detailed response (and any supporting documentation) to the following questions pursuant to clause 10.3 of the S Agreement:

1. Do you, or any of your employees, directors or shareholders hold a financial interest in [49-Sch4 - Business affairs] or [49-Sch4 - Business affairs]? If yes, please provide full and complete details of the financial interest.
2. Do any employees, directors or shareholders of [49-Sch4 - Business affairs] [4 - Busine] [49-Sch4 - Business affairs] hold a financial interest in Ezy Pezy Australia Pty Ltd? If yes, please provide full and complete details of the financial interest.
3. Do you or any of your employees, directors or shareholders have any arrangement, whether written, oral or otherwise with [4 - Busine] [49-Sch4 - Business affairs] for

Education House
30 Mary Street Brisbane 4000
PO Box 15033 City East
Queensland 4002 Australia
Website www.training.qld.gov.au
ABN 76 337 613 647

the referral of students to your organisation? If yes please provide full and complete details of the arrangement, including copies of any supporting documentation including a copy of the arrangement or agreement if it is in writing.

4. Have you given or offered any valuable consideration to 49-Sch4 - Business affairs 49-Sch4 - Business affair 49-Sch4 - Business affairs or any of its employees, directors or shareholders with a view to securing the enrolment of a student in under your Agreement valuable consideration includes but is not limited to a financial payment, the offer of a gift, reward, tangible or non tangible benefit.

Please provide the information requested above within 5 business days from the date hereof, being **close of business Wednesday 24 October 2018**, in accordance with Clauses 9.2 and 10.3 of the PQS Agreement.

Please provide this information via email to Kelly Shead, Contract Manager, Contract Management and Performance at kelly.shead@det.qld.gov.au.

If you wish to discuss this request, please contact Linda Bradley, Director, Contract Management and Performance, on (07) 3328 6848 or by email at linda.bradley@det.qld.gov.au.

Yours sincerely

49-Sch4 - Personal Information

LINDA BRADLEY
Director
Contract Management and Performance

17 / 10 / 2018

Ref:18/545379

Date : 14/12/2018 11:25:03 AM

From : "SHEAD, Kelly"

To : "BRADLEY, Linda"

Subject : Ezy Pezy t/as Formation Training - PQS Review Panel Paper further to complaint from ch4 - Personal Info (Min Fentiman's office)

Attachment : PQS Review Panel Paper - Formation Training.pdf;image001.png;

Hi Linda,

Based on discussions with Eddie before she left CM&P and the findings (so far) of the investigation into the complaint, I have drafted a PQS Review Panel Information Paper (attached) with a recommendation to issue a Show Cause to the PQS.

Can you please review the paper and advise if you require any changes? I have provided an update to SIMS and Mark Seeley of the stage the complaint is currently at (and that the panel may not meet again until 2019).

Many thanks!

Kelly.



Kelly Shead
Program Officer
Investment Division
Program Delivery and Contract Management
Department of Employment, Small Business and Training

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PQS Review Panel

Contract Management and Performance Information Paper

Date	14 December 2018
PQS Name	Ezy Pezy Australia Pty Ltd trading as Formation Training
RTO Number	40686 (VARS ID 14097)

Introduction

Contract Management and Performance request that the PQS Review Panel note the contents of this *Information Paper* and provide an appropriate Decision of Action.

Key Issues

- A complaint against **Formation Training** was lodged with Minister Fentiman's office in September 2018 (please refer to **Background** for details). This was supported by a Statutory Declaration made by the complainant and relates to the following key areas which would constitute breaches of the PQS Agreement:
 - 'Recruitment' into FDF30111 Certificate III in Food Processing via false and misleading advertising i.e. 'multiple roles available for experienced and inexperienced applicants';
 - Use of inducements i.e. employment as a Food Process Worker; and
 - Not charging student co-contribution fees.
- Upon request for information from CM&P, the PQS has provided written information that appears contradicted by written information from another party. This would again constitute a breach of the PQS Agreement (please refer to **Contract Management and Performance Action** for details).

Background

- On 19 September 2018, a complaint was lodged (via email, ref: 18/505890) with Minister Fentiman's office by [49-Sch4 - Personal Information] who alleges that [Person] has been "the victim of an employment and training scam". In summary [Person] alleges that [Person]
 - Responded to a job advertisement on Seek.com.au for Food Process workers [49-Sch4 - Business affairs] in [4 - Personal Information] (please note that the advertisement is no longer available online, however, the complainant provided a copy of the text with [Person] complaint, refer **Information Paper Attachment A**);
 - Was telephoned by [49-Sch4 - Business affairs] advising that [Person] had been shortlisted for the position, however, was required to complete a Certificate III qualification with a specific RTO to guarantee [Person] obtained an interview for the job;
 - Completed FDF30111 Certificate III in Food Processing (under Certificate 3 Guarantee funding) with Formation Training in [Sch4 - Personal Information];
 - Did not receive a subsequent interview or qualification (the qualification has been subsequently issued to [Person]);

- Emailed [49-Sch4 - Business affairs] and was advised that there would be an 8-10 week wait for [person] qualification and that they could offer no further assistance in [person] job search; and
- Discussed the situation with the other (30) attendees of the training and established that they had "all applied for similar advertised positions and received the same information from the recruiter. No one from the course has received an interview or job offer or their certification yet."
- The complaint was subsequently referred to Contract Management & Performance for investigation.

Attachments

- **Information Paper Attachment A** – Complaint lodged by [ch4 - Personal Info] text from the 'job advertisement' and Statutory Declaration from [Sch4 - Personal Info]
- **Information Paper Attachment B** – Copy of the request for information from CM&P to the PQS, including the PQS response.
- **Information Paper Attachment C** – Copy of the email sent to the complainant from [9-Sch4 - Business affairs]

Contract Management and Performance Action

- On the 17th October 2018, pursuant to clause 9.2 of the PQS Agreement a request was sent to the PQS (the request and PQS response are at **Information Paper Attachment B** hereto). Question 3 (question and response) follow:

[Question]

"3. Do you or any of your employees, directors or shareholders have any arrangement, whether written, oral or otherwise with [49-Sch4 - Business affairs] for the referral of students to your [Formation Training] organisation? If yes, please provide full and complete details of the arrangement, including copies of any supporting documentation including a copy of the arrangement or agreement if it is in writing."

[Answer]

"No."

- However, this response is contradicted by an email sent to the complainant by [49-Sch4 - Business affairs] on 24 July 2018 (copy at **Information Paper Attachment C** hereto):

"...[ch4 - Business] looks forward to meeting you at the training and assisting you to become job ready! **We partner with Formation Training...**"

- In addition, based on the information contained in [Sch4 - Personal Inform] Statutory Declaration that [person] was not required to pay any student co-contribution fees to the PQS, a review of the complainant's data (reported by the PQS) showed that a student co-contribution fee (of \$2.00 per unit of competency) has been reported.
- In addition to the use of inducements (a breach of clause **12. Conflicts of interest and inducements**), the items above indicate that Formation Training have breached (at a minimum) the following clauses of the VET Pre-qualified Supplier Agreement:

5. Reporting

...

5.3 The Supplier must ensure that:

- (a) all AVETMISS data provided to the Department is accurate...

10. Access to premises and records

...

10.3 The Supplier must ensure that the Supplier's employees and contractors provide full and accurate answers to any questions the Department asks in connection with the Training and Assessment or the Supplier's obligations under this Agreement...

26. Good Faith

26.2 In performing its obligations under this Agreement, in delivering Training and Assessment to Students under a Program and in claiming funding under this Agreement the Supplier must:

- (a) act honestly...

- Further, the provision of false or misleading information provided by the Supplier to the Department constitutes an 'Event of Default':

17. Events of Default

The following are 'Events of Default':

...

- (e) If any information provided by the Supplier to the Department under this Agreement (including, without limitation, a report pursuant to clause 5) is false or misleading in any material respect...

Recommendation

Contract Management and Performance request that the PQS Review Panel note the contents of this Information Paper and seek support (based on Clause 18.1 of the PQS Agreement whereby if there is an Event of Default the Department may terminate the Agreement) to issue a Show Cause Notice (to provide any information and supporting documentation the PQS considers relevant to the Department's decision relating to the Event of Default).

49-Sch4 - Personal Information



Virus-free. www.avast.com

Information Paper Attachment A

This is the job that was advertised:

Expired - Job Title:Food Processor - Riverview

Advertiser 49-Sch4 - Business affairs

Job posted 30d+ ago

Location:Western Suburbs & Ipswich, Riverview

Great opportunity to grow with the business. We are seeking food processors. We are looking for experienced and inexperienced applicants.

This is the detailed advertisement :

Expired: Food Processor - Riverview

49-Sch4 - Business affairs [More jobs from this company](#)

We have roles that we need to fill in the food industry, our clients are seeking the right candidate for this position, we want candidates that are willing to learn new roles and able to take directions well.

To be eligible for these roles you MUST :

- Have common sense
- Self Motivated
- Honest
- Wanting to Learn New Skills
- Willing to Give Anything a Go

Seasonal work available for factory Floor workers to undertake high volume/ pace food assembly work. Potential continued work after the season

Requirements

- Strong work ethic
- Ability to work in a team environment
- Own transport preferable

- Attention to detail.

Please apply directly to this add with your resume attached. Once you apply, you will receive a call within the week to be asked some follow up questions.

We look forward to hearing from you and helping you get into work!

Report this job advert

Be careful- Don't provide your bank or credit card details when applying for jobs. If you see something suspicious report this job ad.

Share this role

Job Apply

This job is no longer advertised You can view this job for another 73 days unless the advertiser removes it sooner. Please keep a copy of any important information.

Job Information

Job Listing Date

18 Jul 2018

Location

Brisbane Western Suburbs & Ipswich

Work Type

Full Time

Classification

Manufacturing, Transport & Logistics Warehousing, Storage & Distribution

Information Paper Attachment A.

49-Sch4 - Personal Information

49-Sch4 - Personal Information

From: [49-Sch4 - Personal Information]@formationtraining.edu.au>
Sent: Wednesday, 24 October 2018 3:32 PM
To: SHEAD, Kelly
Subject: Updated Response from Phone call

Good Afternoon

As per our conversation please see our amended reponse i do apologies about the incorrect information being supplied to you.

We only contact [49-Sch4 - Business affairs] when we are seeking new trainers or staffing for us, we have not had nor have we ever had a formal written agreement.

If you need anything further please contact me at any time.

Have a great afternoon.

[49-Sch4 - Personal Information]

Kelly Shead

Contract Manager

Contract Manager and Performance

Your reference: 18/545379

By email: kelly.shead@det.qld.gov.au

Re: Request for information

I refer to the letter received dated 17th October 2018 regarding a request for information.

Please see as requested below:

1. Do you, or any of your employees, directors or shareholders hold a financial interest in
[49-Sch4 - Business affairs] **? If yes, please**
provide full and complete details of the financial interest.

To the best of my knowledge and research according to relevant ASIC records that I was able to obtain, no employees, directors or shareholders at Ezy Pezy Australia Pty Ltd, currently hold or have ever had any financial interest in [redacted] 49-Sch4 - Business affairs

[redacted] sch4 - Business

2. Do any employees, directors or shareholders of [redacted] 49-Sch4 - Business affairs or [redacted] 49-Sch4 - Business affairs hold a financial interest in Ezy Pezy Australia Pty Ltd. If yes, please provide full and complete details of the financial interest.

No.

3. Do you or any of your employees, directors or shareholders have any arrangement, whether written, oral or otherwise with [redacted] 49-Sch4 - Business affairs the referral of students to your organisation? If yes please provide full and complete details of the arrangement, including copies of any supporting documentation including a copy of the arrangement or agreement if it is in writing.

No.

4. Have you given or offered any valuable consideration to [redacted] 49-Sch4 - Business affairs [redacted] 49-Sch4 - Business affairs, or any of its employees, directors or shareholders with a view to securing the enrolment of a student in under your Agreement valuable consideration includes but is not limited to a financial payment, the offer of a gift, reward, tangible or non tangible benefit.

No.

The Department also requested copies of any and all written agreement(s) between the parties. There are no written agreements in place with [redacted] 49-Sch4 - Business affairs

[redacted] 49-Sch4 - Business affa

I'd also like to state that we ensure that we comply with the PQS Agreement and associated PQS Policy, Marketing and Disclosure Directives at all times.

Should you require any further information please contact [redacted] Sch4 - Personal Inform via email [redacted] ch4 - Personal Info@formationtraining.edu.au.....



Department of
**Employment,
Small Business
and Training**

Mrs Nosheen Naz Khan
Chief Executive Officer
Ezy Pezy Australia Pty Ltd t/as Formation Training
PO Box 111
Underwood QLD 4119

Also by email: nosheen@formationtraining.edu.au

Dear Mrs Khan

REQUEST FOR INFORMATION

I refer to , Ezy Pezy Australia Pty Ltd's ("you" or "your") Pre-qualified Supplier (PQS) Agreement, QS101314, with the Department of Employment, Small Business and Training, formerly the Department of Education and Training ("the department") for the delivery of the Certificate 3 Guarantee (including Higher Level Skills) Program ("the Agreement").

The department has received information that [redacted] 49-Sch4 - Business affairs and [redacted] 49-Sch4 - Business affairs may be recruiting potential students on your behalf. The department is concerned that these recruitment practices or referral arrangements may not comply with the Agreement and associated PQS Policy and Marketing and Disclosure Directives.

To alleviate the department's concerns in this regard, the department hereby requests, pursuant to clause 9.2 of the PQS Agreement, copies of any and all information relating to your relationship with "[redacted] 49-Sch4 - Business affairs" [redacted] 4 - Busin, including any and all written agreement(s) between the parties.

In addition, the Department requests that you provide a detailed response (and any supporting documentation) to the following questions pursuant to clause 10.3 of the S Agreement:

1. Do you, or any of your employees, directors or shareholders hold a financial interest in [redacted] 49-Sch4 - Business affairs or [redacted] 49-Sch4 - Business affairs? If yes, please provide full and complete details of the financial interest.
2. Do any employees, directors or shareholders of [redacted] 49-Sch4 - Business affairs [redacted] 49-Sch4 - Business affairs hold a financial interest in Ezy Pezy Australia Pty Ltd? If yes, please provide full and complete details of the financial interest.
3. Do you or any of your employees, directors or shareholders have any arrangement, whether written, oral or otherwise with [redacted] 4 - Busine [redacted] 49-Sch4 - Business affairs for

Education House
30 Mary Street Brisbane 4000
PO Box 15033 City East
Queensland 4002 Australia
Website www.training.qld.gov.au
ABN 76 337 613 647

the referral of students to your organisation? If yes please provide full and complete details of the arrangement, including copies of any supporting documentation including a copy of the arrangement or agreement if it is in writing.

4. Have you given or offered any valuable consideration to 49-Sch4 - Business affairs 49-Sch4 - Business affairs or any of its employees, directors or shareholders with a view to securing the enrolment of a student in under your Agreement valuable consideration includes but is not limited to a financial payment, the offer of a gift, reward, tangible or non tangible benefit.

Please provide the information requested above within 5 business days from the date hereof, being **close of business Wednesday 24 October 2018**, in accordance with Clauses 9.2 and 10.3 of the PQS Agreement.

Please provide this information via email to Kelly Shead, Contract Manager, Contract Management and Performance at kelly.shead@det.qld.gov.au.

If you wish to discuss this request, please contact Linda Bradley, Director, Contract Management and Performance, on (07) 3328 6848 or by email at linda.bradley@det.qld.gov.au.

Yours sincerely

9-Sch4 - Personal Informa

LINDA BRADLEY

Director

Contract Management and Performance

17/10/2018

Ref:18/545379

Information Paper Attachment B.

Regards,

Nosheen

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49-Sch4 - Personal Information
Administration

phone: 1300 889 134

address: Unit 7 21-23 Flinders Parade, North Lakes QLD 4509

website: www.formationtraining.edu.au

rto code: 40686



Published on DESBT Disclosure Log
RTI Act 2009

49-Sch4 - Personal Information

49-Sch4 - Personal Information

Date : 27/03/2019 2:52:31 PM

From : "Kelly SHEAD"

To : "Sharon JOHNSTON"

Cc : "Haley DELL"

Subject : RE: Your input pls - HPE Records Manager Notification: 18/505890 - [b]9-Sch4 - Personal Information [b] regarding a possible employment and training scam by a recruitment agency and RTO - MO/18/841

Attachment : 18 563770 - [b]9-Sch4 - Personal Information [b] re Ezy Pezy complaint Minister dot points - FENTIMAN Shannon v27.03.19.DOCX;image003.png;image004.png;image005.png;image006.png;image007.png;

Hi Sharon,

Please see attached updated brief.

The outbound call campaign has been finalised and I'm currently reviewing the data for submission to the PQS Review Panel. Hope to get it on the next agenda. The data supports [b]9-Sch4 - Personal Information [b] allegations.

Please let me know if you need anything further at this stage – thanks!

Kelly.



Kelly Shead
Program Officer
Program Delivery and Contract Management
Investment Division
Department of Employment, Small Business and Training

P 07 305 52851
E supplier.management@desbt.qld.gov.au W desbt.qld.gov.au
Level 6 Education House, 30 Mary Street, Brisbane QLD 4000
PO Box 15483, City East, QLD 4002



From: Sharon JOHNSTON <Sharon.JOHNSTON@desbt.qld.gov.au>

Sent: Tuesday, 26 March 2019 4:30 PM

To: Kelly SHEAD <Kelly.SHEAD@desbt.qld.gov.au>; Haley DELL <Haley.DELL@desbt.qld.gov.au>

Subject: Your input pls - HPE Records Manager Notification: 18/505890 - [b]9-Sch4 - Personal Information [b] regarding a possible employment and training scam by a recruitment agency and RTO - MO/18/841

Hi Kelly and Haley

We've received the attached requested in HPE for an update to the dot points brief regarding the [b]9-Sch4 - Personal Information [b] issue – the DG wants an updated included in the dot points to reflect what the current status is and action is. I note Haley you included in the letter under the attached HPE request a note/comment in relation to Mel Rabbit's earlier comment, that no specific detail relating to the action take i.e. outbound calls can be included in the letter to [b]9-Sch4 - Personal Information [b] due to confidentiality.

A few weeks back Kelly you may recall we chatted and we worked together (in attached email) on dot points of the actions being undertaken as part of this process. For our update into the dot points as need to ensure that your area, which of course has the expertise and advice about what to include, is accurate. Our understanding is that this request would have made more sense to come direct to your area for action however it's come to us.

It's due Thursday to MECU by 10am so a tiny bit of time for us to chat if that suits please – can I chat tomorrow morning if you both have time?
Thanks so much, ☺

Regards



Sharon Johnston
A/Principal Project Manager (Mondays-Wednesdays till 2pm, Thursdays-Fridays full days)
Design, Investment
Department of Employment, Small Business and Training
P: 07 3328 6871 | M4 - Personal In E: sharon.johnston@desbt.qld.gov.au
Level 6 | Education House | 30 Mary Street | Brisbane QLD 4000
PO Box 15483 | City East QLD 4002

<https://www.desbt.qld.gov.au/>

Please consider the environment before printing this email

From: EDRMS.INFOMNGT@det.qld.gov.au <EDRMS.INFOMNGT@det.qld.gov.au>

Sent: Tuesday, 26 March 2019 3:35 PM

To: sharon.johnston@det.qld.gov.au

Subject: HPE Records Manager Notification: 18/505890 [Sch4 - Personal Inform] regarding a possible employment and training scam by a recruitment agency and RTO - MO/18/841

Please do not reply to this email notification.

Mark Seeley has placed record 18/505890 concerning [Sch4 - Personal Inform] regarding a possible employment and training scam by a recruitment agency and RTO - MO/18/841' (Incoming Correspondence to Minister) in Principal Project Manager 03 MS SIMS's HPE Records Manager In-Tray for attention.

Double click on the attachment to view the record in HPE Records Manager. If the record is electronic it may be opened and viewed directly from HPE Records Manager. If the record is hard copy it is on its way and should reach you shortly.

After undertaking the required action, 'move' the record in HPE Records Manager to another officer's position or 'enclose' the record in HPE Records Manager into its relevant container (file).

[Security Classification Label: Unclassified]

If you require HPE Records Manager assistance, contact ICT Support by:

Web - <https://qlddet.service-now.com/sco/>

Phone - 1800 680 445

Regards, HPE Records Manager Administrator



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SUBJECT: Complaint from [49-Sch4 - Personal Information] regarding Pre-Qualified Supplier Ezy Pezy Australia Pty Ltd trading as Formation Training

Summary of issues

- Complaint received from [49-Sch4 - Personal Information] claiming that [Person] applied for a Food Process Worker position on www.seek.com.au and was then contacted by a recruitment agency, [49-Sch4 - Business affairs] who advised that [Person] would be required to complete a Certificate III in Food Processing (funded under the Certificate 3 Guarantee program) in order for [Person] to obtain an interview for the position.
- Further, [49-Sch4 - Personal Information] claims that after completion of the qualification in early August 2018, [Person] received neither an interview or job offer and was told by the employer that there was nothing available for [Person] and they could no longer help [Person].
- [49-Sch4 - Personal Information] is very concerned that [Person] has accessed [Person] entitlement of funding under the Certificate 3 Guarantee program for a qualification that [Person] believes is of no use to [Person].
- The qualification was completed with Ezy Pezy Australia Pty Ltd, trading as Formation Training (RTO 40686), which is approved as a Pre-Qualified Supplier (PQS) by the Department.

Points of relevance

- A 'mystery shopper' exercise was undertaken, with a departmental officer applying for a Food Process Worker position advertised on www.seek.com.au by the same recruitment agency, [49-Sch4 - Business affairs]. In response to the application, an email and telephone call was received from the recruitment agency but for a different PQS.
- On 15 October 2018, telephone contact was made by Contract Management and Performance with [49-Sch4 - Personal Information] who subsequently provided a copy of the four emails [Person] received as a result of [Person] application on this date. These were from recruitment agency [49-Sch4 - Business affairs] not [49-Sch4 - Business affairs] and the PQS (Ezy Pezy Australia Pty Ltd).
- A review of the emails established the following:
 - clearly stated that employment was not guaranteed (emails from recruitment agency);
 - provided links to the Certificate 3 Guarantee Fact Sheets and information required by the PQS Marketing and Disclosure Directives; and
 - the complainant advised that [Person] had completed the enrolment paperwork and the assessment booklet (in an open book exam).

Actions

- After consideration of the above, it was determined that the information gathered in the investigation was insufficient to issue a Notice to Remedy Breach to Ezy Pezy Australia Pty Ltd.
- However, there were grounds to request information from Ezy Pezy Australia Pty Ltd relating to any relationship, transaction(s) or conflict of interest they may have in relation to [49-Sch4 - Business affairs] (a related party).
- The response provided on 24 October 2018 indicates no formal relationship (financial or otherwise) exists between Ezy Pezy Australia Pty Ltd and the parties listed in the request.

- However, the response contradicts information contained in email communication provided by the [Sch4 - Personal Inform] with [Sch4 - Personal Inform] agreeing on 25 October 2018 to consider signing a statutory declaration and subsequently emailed on this date.
- As a result, the matter was tabled at the PQS Review Panel meeting on 15 March 2019 where [49-Sch4 - Personal Informa] concerns were considered by the Panel and what course of action to proceed with.
- The PQS Review Panel agreed that further investigation is to be undertaken by Contract Management in relation to students who have participated in similar training to [erso] [ch4 - Personal Inf] delivered by Ezy Pezy t/as Formation Training to evidence a direct link between the PQS and [49-Sch4 - Business affairs]
- Contact with relevant students has been finalised and the results are currently being analysed. Once the analysis is complete, the findings will be tabled at the next available PQS Review Panel agenda for further consideration and decision.
- The next scheduled PQS Review Panel is 29 March 2019 with the agenda to be finalised.

Contact: Gavin Leckenby
Position: Executive Director, SIMS, Training and Skills
Ph: 07 3328 6800
Date: 29/10/2018

Endorsed: Suzanne Wauchope
Deputy Director-General, Training and Skills
Ph: (07) 3034 4774 Mobile: 4 - Personal In
Date: 30/10/2018

Published on DESBT Disclosure Log
RTI Act 2009

SUBJECT: Complaint from [49-Sch4 - Personal Information] regarding Pre-Qualified Supplier Ezy Pezy Australia Pty Ltd trading as Formation Training

Summary of issues

- Complaint received from [49-Sch4 - Personal Information] claiming that [Person] applied for a Food Process Worker position on www.seek.com.au and was then contacted by a recruitment agency, [49-Sch4 - Business affairs] who advised that [Person] would be required to complete a Certificate III in Food Processing (funded under the Certificate 3 Guarantee program) in order for [Person] to obtain an interview for the position.
- Further [49-Sch4 - Personal Information] claims that after completion of the qualification in early August 2018, [Person] received neither an interview or job offer and was told by the employer that there was nothing available for [Person] and they could no longer help [Person].
- [49-Sch4 - Personal Information] is very concerned that [Person] has accessed [Person] entitlement of funding under the Certificate 3 Guarantee program for a qualification that [Person] believes is of no use to [Person].
- The qualification was completed with Ezy Pezy Australia Pty Ltd, trading as Formation Training (RTO 40686), which is approved as a Pre-Qualified Supplier (PQS) by the Department.
-

Points of relevance

- A 'mystery shopper' exercise was undertaken, with a departmental officer applying for a Food Process Worker position advertised on www.seek.com.au by the same recruitment agency, [49-Sch4 - Business affairs]. In response to the application, an email and telephone call was received from the recruitment agency but for a different PQS.
- On 15 October 2018, telephone contact was made by Contract Management and Performance with [49-Sch4 - Personal Information] who subsequently provided a copy of the four emails [Person] received as a result of [Person] application on this date. These were from recruitment agency [49-Sch4 - Business affairs] not [49-Sch4 - Business affairs] and the PQS (Ezy Pezy Australia Pty Ltd).
- A review of the emails established the following:
 - clearly stated that employment was not guaranteed (emails from recruitment agency);
 - provided links to the Certificate 3 Guarantee Fact Sheets and information required by the PQS Marketing and Disclosure Directives; and
 - the complainant advised that [Person] had completed the enrolment paperwork and the assessment booklet (in an open book exam).

Actions

- After consideration of the above, it was determined that the information gathered in the investigation was insufficient to issue a Notice to Remedy Breach to Ezy Pezy Australia Pty Ltd.
- However, there were grounds to request information from Ezy Pezy Australia Pty Ltd relating to any relationship, transaction(s) or conflict of interest they may have in relation to [49-Sch4 - Business affairs] (a related party).
- The response provided on 24 October 2018 indicates no formal relationship (financial or otherwise) exists between Ezy Pezy Australia Pty Ltd and the parties listed in the request.

- However, the response contradicts information contained in email communication provided by the [Sch4 - Personal Inform], with [Sch4 - Personal Inform] agreeing on 25 October 2018 to consider signing a statutory declaration and subsequently emailed on this date.
- As a result, the matter was tabled at the PQS Review Panel meeting on 15 March 2019 where [49-Sch4 - Personal Inform] concerns were considered by the Panel and what course of action to proceed with.
- The PQS Review Panel agreed that further investigation is to be undertaken by Contract Management in relation to students who have participated in similar training to [Person] [ch4 - Personal Info] delivered by Ezy Pezy t/as Formation Training to evidence a direct link between the PQS and [49-Sch4 - Business affairs].
- Contact with relevant students has been finalised and the results are currently being analysed. Once the analysis is complete, the findings will be tabled at the next available PQS Review Panel agenda for further consideration and decision.
- On 15 April 2019 the PQS Review Panel reviewed the analysis of the student responses received. All students contacted confirmed that no fees were paid by them.
- The Pre-qualified Supplier Policy outlines all PQS must retain evidence of a student contribution fee being charged and collected.
- The PQS Review Panel requested

Contact: Gavin Leckenby
Position: Executive Director, SIMS, Training and Skills
Ph: 07 3328 6800
Date: 29/10/2018

Endorsed: Suzanne Wauchope
Deputy Director-General, Training and Skills
Ph: (07) 3034 4774 Mobile: b4 - Personal Inf
Date: 30/10/2018

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PQS Review Panel

Contract Management and Performance Information Paper

Date	14 December 2018
PQS Name	Ezy Pezy Australia Pty Ltd trading as Formation Training
RTO Number	40686 (VARs ID 14097)

Introduction

Contract Management and Performance request that the PQS Review Panel note the contents of this *Information Paper* and provide an appropriate Decision of Action.

Key Issues

- A complaint against **Formation Training** was lodged with Minister Fentiman's office in September 2018 (please refer to **Background** for details). This was supported by a Statutory Declaration made by the complainant and relates to the following key areas which would constitute breaches of the PQS Agreement:
 - 'Recruitment' into FDF30111 Certificate III in Food Processing via false and misleading advertising i.e. 'multiple roles available for experienced and inexperienced applicants';
 - Use of inducements i.e. employment as a Food Process Worker; and
 - Not charging student co-contribution fees.
- Upon request for information from CM&P, the PQS has provided written information that appears contradicted by written information from another party. This would again constitute a breach of the PQS Agreement (please refer to **Contract Management and Performance Action** for details).

Background

- On 19 September 2018, a complaint was lodged (via email, ref: 18/505890) with Minister Fentiman's office by [Sch4 - Personal Inform] who alleges that [erso] has been "the victim of an employment and training scam". In summary, [erso] alleges that [erso]:
 - Responded to a job advertisement on Seek.com.au for Food Process workers [49-Sch4 - Business affairs] in [Sch4 - Personal Inform] please note that the advertisement is no longer available online, however, the complainant provided a copy of the text with [erso] complaint, refer **Information Paper Attachment A**);
 - Was telephoned by [49-Sch4 - Business affairs] advising that [erso] had been shortlisted for the position, however, was required to complete a Certificate III qualification with a specific RTO to guarantee [erso] obtained an interview for the job;
 - Completed FDF30111 Certificate III in Food Processing (under Certificate 3 Guarantee funding) with Formation Training in [Sch4 - Personal Inform];
 - Did not receive a subsequent interview or qualification (the qualification has been subsequently issued to [erso]);

- Emailed [49-Sch4 - Business affairs] and was advised that there would be an 8-10 week wait for [Person] qualification and that they could offer no further assistance in her job search; and
- Discussed the situation with the other (30) attendees of the training and established that they had "all applied for similar advertised positions and received the same information from the recruiter. No one from the course has received an interview or job offer or their certification yet."
- The complaint was subsequently referred to Contract Management & Performance for investigation.

Attachments

- **Information Paper Attachment A** – Complaint lodged by [ch4 - Personal Info] text from the 'job advertisement' and Statutory Declaration from [Sch4 - Personal Inform]
- **Information Paper Attachment B** – Copy of the request for information from CM&P to the PQS, including the PQS response.
- **Information Paper Attachment C** – Copy of the email sent to the complainant from [49-Sch4 - Business affairs]

Contract Management and Performance Action

- On the 17th October 2018, pursuant to clause 9.2 of the PQS Agreement a request was sent to the PQS (the request and PQS response are at **Information Paper Attachment B** hereto). Question 3 (question and response) follow:

[Question]

"3. Do you or any of your employees, directors or shareholders have any arrangement, whether written, oral or otherwise with [49-Sch4 - Business affairs] for the referral of students to your [Formation Training] organisation? If yes, please provide full and complete details of the arrangement, including copies of any supporting documentation including a copy of the arrangement or agreement if it is in writing."

[Answer]

"No."

- However, this response is contradicted by an email sent to the complainant by [49-Sch4 - Business affairs] on 24 July 2018 (copy at **Information Paper Attachment C** hereto):

"...[ch4 - Business] looks forward to meeting you at the training and assisting you to become job ready! **We partner with Formation Training...**"

- In addition, based on the information contained in [Sch4 - Personal Inform] Statutory Declaration that [ersor] was not required to pay any student co-contribution fees to the PQS, a review of the complainant's data (reported by the PQS) showed that a student co-contribution fee (of \$2.00 per unit of competency) has been reported.
- In addition to the use of inducements (a breach of clause **12. Conflicts of interest and inducements**), the items above indicate that Formation Training have breached (at a minimum) the following clauses of the VET Pre-qualified Supplier Agreement:

5. Reporting

...

5.3 The Supplier must ensure that:

- (a) all AVETMISS data provided to the Department is accurate...

10. Access to premises and records

...

10.3 The Supplier must ensure that the Supplier's employees and contractors provide full and accurate answers to any questions the Department asks in connection with the Training and Assessment or the Supplier's obligations under this Agreement...

26. Good Faith

26.2 In performing its obligations under this Agreement, in delivering Training and Assessment to Students under a Program and in claiming funding under this Agreement the Supplier must:

- (a) act honestly...

- Further, the provision of false or misleading information provided by the Supplier to the Department constitutes an 'Event of Default':

17. Events of Default

The following are 'Events of Default':

...

- (e) If any information provided by the Supplier to the Department under this Agreement (including, without limitation, a report pursuant to clause 5) is false or misleading in any material respect...

Recommendation

Contract Management and Performance request that the PQS Review Panel note the contents of this Information Paper and seek support (based on Clause 18.1 of the PQS Agreement whereby if there is an Event of Default the Department may terminate the Agreement) to issue a Show Cause Notice (to provide any information and supporting documentation the PQS considers relevant to the Department's decision relating to the Event of Default).

49-Sch4 - Personal Information

Information Paper Attachment A

This is the job that was advertised:

Expired - Job Title:Food Processor - Riverview

Advertiser: 49-Sch4 - Business affair

Job posted 30d+ ago

Location:Western Suburbs & Ipswich, Riverview

Great opportunity to grow with the business. We are seeking food processors. We are looking for experienced and inexperienced applicants.

This is the detailed advertisement :

Expired: Food Processor - Riverview

49-Sch4 - Business affair [More jobs from this company](#)

We have roles that we need to fill in the food industry, our clients are seeking the right candidate for this position, we want candidates that are willing to learn new roles and able to take directions well.

To be eligible for these roles you MUST :

- Have common sense
- Self Motivated
- Honest
- Wanting to Learn New Skills
- Willing to Give Anything a Go

Seasonal work available for factory Floor workers to undertake high volume/ pace food assembly work. Potential continued work after the season

Requirements

- Strong work ethic
- Ability to work in a team environment
- Own transport preferable

- Attention to detail.

Please apply directly to this add with your resume attached. Once you apply, you will receive a call within the week to be asked some follow up questions.

We look forward to hearing from you and helping you get into work!

Report this job advert

Be careful- Don't provide your bank or credit card details when applying for jobs. If you see something suspicious [report this job ad](#).

Share this role

Job Apply

This job is no longer advertised You can view this job for another 73 days unless the advertiser removes it sooner. Please keep a copy of any important information.

Job Information

Job Listing Date

18 Jul 2018

Location

Brisbane Western Suburbs & Ipswich

Work Type

Full Time

Classification

Manufacturing, Transport & Logistics Warehousing, Storage & Distribution

Information Paper Attachment A.

49-Sch4 - Personal Information

49-Sch4 - Personal Information

SHEAD, Kelly

Information Paper Attachment B

From: [redacted] 49-Sch4 - Personal Information@formationtraining.edu.au>
Sent: Wednesday, 24 October 2018 3:32 PM
To: SHEAD, Kelly
Subject: Updated Response from Phone call

Good Afternoon

As per our conversation please see our amended response i do apologies about the incorrect information being supplied to you.

We only contact [redacted] 49-Sch4 - Business affairs when we are seeking new trainers or staffing for us, we have not had nor have we ever had a formal written agreement.

If you need anything further please contact me at any time.

Have a great afternoon.

[redacted] ch4 - Personal Info

Kelly Shead

Contract Manager

Contract Manager and Performance

Your reference: 18/545379

By email: kelly.shead@det.qld.gov.au

Re: Request for information

I refer to the letter received dated 17th October 2018 regarding a request for information.

Please see as requested below:

1. Do you, or any of your employees, directors or shareholders hold a financial interest in [redacted] 49-Sch4 - Business affairs or [redacted] 49-Sch4 - Business affairs? If yes, please provide full and complete details of the financial interest.

To the best of my knowledge and research according to relevant ASIC records that I was able to obtain, no employees, directors or shareholders at Ezy Pezy Australia Pty Ltd, currently hold or have ever had any financial interest in [49-Sch4 - Business affairs]

4 - Business

2. Do any employees, directors or shareholders of [49-Sch4 - Business affairs] or [49-Sch4 - Business affairs] hold a financial interest in Ezy Pezy Australia Pty Ltd. If yes, please provide full and complete details of the financial interest.

No.

3. Do you or any of your employees, directors or shareholders have any arrangement, whether written, oral or otherwise with [49-Sch4 - Business affairs] the referral of students to your organisation? If yes please provide full and complete details of the arrangement, including copies of any supporting documentation including a copy of the arrangement or agreement if it is in writing.

No.

4. Have you given or offered any valuable consideration to [49-Sch4 - Business affairs] or any of its employees, directors or shareholders with a view to securing the enrolment of a student in under your Agreement valuable consideration includes but is not limited to a financial payment, the offer of a gift, reward, tangible or non tangible benefit.

No.

The Department also requested copies of any and all written agreement(s) between the parties.

There are no written agreements in place with [49-Sch4 - Business affairs]

[49-Sch4 - Business affairs]

I'd also like to state that we ensure that we comply with the PQS Agreement and associated PQS Policy, Marketing and Disclosure Directives at all times.

Should you require any further information please contact [49-Sch4 - Business affairs] via email [49-Sch4 - Business affairs]@formationtraining.edu.au.....

Information Paper Attachment B



Department of
**Employment,
Small Business
and Training**

Mrs Nosheen Naz Khan
Chief Executive Officer
Ezy Pezy Australia Pty Ltd t/as Formation Training
PO Box 111
Underwood QLD 4119

Also by email: nosheen@formationtraining.edu.au

Dear Mrs Khan

REQUEST FOR INFORMATION

I refer to , Ezy Pezy Australia Pty Ltd's ("you" or "your") Pre-qualified Supplier (PQS) Agreement, QS101314, with the Department of Employment, Small Business and Training, formerly the Department of Education and Training ("the department") for the delivery of the Certificate 3 Guarantee (including Higher Level Skills) Program ("the Agreement").

The department has received information that [49-Sch4 - Business affairs] and [49-Sch4 - Business affairs] may be recruiting potential students on your behalf. The department is concerned that these recruitment practices or referral arrangements may not comply with the Agreement and associated PQS Policy and Marketing and Disclosure Directives.

To alleviate the department's concerns in this regard, the department hereby requests, pursuant to clause 9.2 of the PQS Agreement, copies of any and all information relating to your relationship with "[49-Sch4 - Business affairs]

[4 - Busine including any and all written agreement(s) between the parties.

In addition, the Department requests that you provide a detailed response (and any supporting documentation) to the following questions pursuant to clause 10.3 of the S Agreement:

1. Do you, or any of your employees, directors or shareholders hold a financial interest in [49-Sch4 - Business affairs]?
If yes, please provide full and complete details of the financial interest.

2. Do any employees, directors or shareholders of [49-Sch4 - Business affairs] [49-Sch4 - Business affairs] hold a financial interest in Ezy Pezy Australia Pty Ltd? If yes, please provide full and complete details of the financial interest.

3. Do you or any of your employees, directors or shareholders have any arrangement, whether written, oral or otherwise with [4 - Busine]

[49-Sch4 - Business affairs]

for

Education House
30 Mary Street Brisbane 4000
PO Box 15033 City East
Queensland 4002 Australia
Website www.training.qld.gov.au
ABN 76 337 613 647

the referral of students to your organisation? If yes please provide full and complete details of the arrangement, including copies of any supporting documentation including a copy of the arrangement or agreement if it is in writing.

4. Have you given or offered any valuable consideration to 49-Sch4 - Business affair
49-Sch4 - Business affairs or any of its employees, directors or shareholders with a view to securing the enrolment of a student in under your Agreement valuable consideration includes but is not limited to a financial payment, the offer of a gift, reward, tangible or non tangible benefit.

Please provide the information requested above within 5 business days from the date hereof, being **close of business Wednesday 24 October 2018**, in accordance with Clauses 9.2 and 10.3 of the PQS Agreement.

Please provide this information via email to Kelly Shead, Contract Manager, Contract Management and Performance at kelly.shead@det.qld.gov.au.

If you wish to discuss this request, please contact Linda Bradley, Director, Contract Management and Performance, on (07) 3328 6848 or by email at linda.bradley@det.qld.gov.au.

Yours sincerely

Sch4 - Personal Infor

LINDA BRADLEY

Director

Contract Management and Performance

17/10/2018

Ref:18/545379

Information Paper Attachment B

Regards,

Nosheen

--



49-Sch4 - Personal Information

Administration

phone: 1300 889 134

address: Unit 7 21-23 Flinders Parade, North Lakes QLD 4509

website: www.formationtraining.edu.au

rto code: 40686



49-Sch4 - Personal Information

49-Sch4 - Personal Information

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RTI Act 2009

Date	21 May 2019
PQS Name	Ezy Pezy Australia Pty Ltd trading as Formation Training
RTO Number	40686 (VARS ID 14097)

Introduction

Contract Management (CM) request the PQS Review Panel note the contents of this *Information Paper* and provide an appropriate Decision of Action.

Key Issues

1. A complaint against [49-Sch4 - Business affairs] was lodged on 27 March 2019 with Minister Grace's office by a [49-Sch4 - Personal Information] on behalf of his son [Sch4 - Personal Information] (please refer to **Background** for details). [4 - Busin] are neither an RTO nor a PQS. As such, the complaint was referred to the Queensland Training Ombudsman (QTO) on 14 May 2019. The complaint is at **Information Paper Attachment A**.
2. Upon initial investigation of the complaint, it was ascertained that the complainant's [Person] had been enrolled with (and claimed for) under the Certificate 3 Guarantee program by Formation Training after applying for a job via [4 - Busin]. It became further apparent that a relationship existed between [4 - Busin] and Formation Training.
3. Please note that this panel paper is further to a paper previously submitted to the panel in relation to Formation Training and matters of a similar nature. The previous complaint was lodged with Minister Fentiman's office (in September 2018).
4. This additional complaint again relates to the following key areas which would constitute breaches of the PQS Agreement:
 - 'Recruitment' into MSM30116 Certificate III in Process Manufacturing via false and misleading advertising; and
 - Use of inducements i.e. employment.

Background

DCC Outbound Call Campaign

5. An action from the 15th March 2019 PQS Review Panel meeting (when discussing the original complaint's allegations of 'bait advertising') was for an outbound call campaign to be conducted for students of Formation Training. While the results (18 students surveyed) were largely inconclusive:
 - Two (2) students advised they had heard about Formation Training from [Sch4 - Business] – one of the parties in the previous complaint;
 - Two (2) students advised that they had heard about Formation Training from [9-Sch4 - Business aff] – the subject of this complaint; and
 - The following general comments were provided which appear to support the claims in both complaints. Please also note that the [Sch4 - Personal] referred to below is most likely [Sch4 - Personal Inform], owner of [4 - Busin] [49-Sch4 - Business affairs]:
 - (a) "Still waiting for certificate."

- (b) "Was advised he would get a job at the end and also that he would receive information to get forklift licence which he still has not received."
- (c) "Really think it's a big scam - just getting money off the government. No one really got work out of course. Training didn't help get anyone work."
- (d) "Still hasn't received certificate. Hasn't received any support since course and still looking for work."
- (e) [redacted] - Personal (the person that runs course) seems quite dodgy. Students were told they would be contacted each day at 3pm to discuss job opportunities this lasted 3 days."
- (f) "Still waiting for certificate. 10 week course crammed into 2 weeks. More info about course before it started would have been nice - some students were given wrong information. Implied interview was for job not for recruitment agency and training."
- (g) "Still waiting for certificate and forklift licence."

Attachments

Information Paper Attachment A - Original complaint lodged with Minister Grace's office.

Information Paper Attachment B – Copy of the request for information from PD&CM to the PQS and the PQS response.

Information Paper Attachment C – Copy of the emails (detailing forklift training) sent from [redacted] -Sch4 - Business affairs and Formation Training.

Information Paper Attachment D – Posts from [redacted] 49-Sch4 - Business affairs facebook page.

Information Paper Attachment E – An example of the LL&N assessment provided in the student records.

Contract Management Action

6. On the 8th May 2019, pursuant to clause 9.2 of the PQS Agreement, a request was sent to the PQS for disclosure about a relationship with [redacted] 4 - Busine and student records (the request and PQS response are at **Information Paper Attachment B**). The PQS response includes the statement:
 - "There is no referral or recruiting agreement between Formation Training and [redacted] 49-Sch4 - Business affairs [redacted] 49-Sch4 - Business affairs"
 - This statement is contradicted by the following:
 - (a) Emails dated 28th February 2019 received from [redacted] 49-Sch4 - Business affairs providing identical dates, times, location and trainer details for Forklift Training (at **Information Paper Attachment C**); and
 - (b) Posts from [redacted] 4 - Busine facebook page showing training conducted by [redacted] Sch4 - Personal Infor with the Formation Training logo and RTO code visible on the glass behind the group (at **Information Paper Attachment D**).
 - A review of the student records raised several concerns:
 - (a) The Pre-qualified Supplier Policy 2018-19 (for Queensland VET Investment Programs) Performance Standard 4 B 1. States (in relation to LL&N assessment) "An informed judgement was made about the student's current capabilities by analysing the student's knowledge and skills against recognised foundation skills benchmarks and against the skills required for entry into and completion of the vocational qualification." The LL&N assessment consists of 5 questions only which suggests that

this Performance Standard has not been met (the LL&N assessment is at **Information Paper Attachment E**).

- (b) While nominal hours are exactly that (i.e. nominal), there is a large difference which raises concern as to the quality of delivery (which is outside of our jurisdiction, however, still of concern). Attendance records show attendance (an example comparison of hours recorded as attended with the nominal hours follows).

MSMENV272 Participate in environmentally sustainable work practices	1.25 hrs attendance	30 nominal hrs
MSMWHS200 Work safely	5 hrs attendance	30 nominal hrs
MSMWHS300 Facilitate the implementation of WHS for a work group	2.5 hrs attendance	40 nominal hrs
MSMSUP100 Apply workplace context to own job	2.5 hrs attendance	20 nominal hrs
MSMWHS100 Follow WHS procedures	1.25 hrs attendance	20 nominal hrs
MSMWHS110 Follow emergency response procedures	3.5 hrs attendance	20 nominal hrs
PMBHAN103 Shift materials safely by hand	1.25 hrs attendance	20 nominal hrs

7. In addition to the use of inducements (a breach of clause **12. Conflicts of interest and inducements**), the items above indicate that Formation Training have breached (at a minimum) the following clauses of the VET Pre-qualified Supplier Agreement:

10. Access to premises and records

...

10.3 The Supplier must ensure that the Supplier's employees and contractors provide full and accurate answers to any questions the Department asks in connection with the Training and Assessment or the Supplier's obligations under this Agreement...

26. Good Faith

26.2 In performing its obligations under this Agreement, in delivering Training and Assessment to Students under a Program and in claiming funding under this Agreement the Supplier must:

(a) act honestly...

8. Further, the provision of false or misleading information provided by the Supplier to the Department constitutes an 'Event of Default':

17. Events of Default

The following are 'Events of Default':

...

(e) If any information provided by the Supplier to the Department under this Agreement (including, without limitation, a report pursuant to clause 5) is false or misleading in any material respect...

Recommendation

Contract Management request that the PQS Review Panel note the contents of this Information Paper and seek support (based on Clause 18.1 of the PQS Agreement whereby if there is an Event of Default the Department may terminate the Agreement) to issue a Show Cause Notice (to provide any information and supporting documentation the PQS considers relevant to the Department's decision relating to the Event of Default).

CAMILLERI Adrien

From: Linda Bradley <Linda.Bradley@desbt.qld.gov.au>
Sent: Wednesday, 3 April 2019 3:53 PM
To: Kelly Shead
Subject: FW: referral request- [REDACTED] at North Lakes.

Kelly
Just checking progress



Linda Bradley
Director
Program Delivery, Contract Management
Investment Division
Department of Employment, Small Business and Training

P 07 3328 6848

Mh4 - Personal Inf

E linda.bradley@desbt.qld.gov.au W desbt.qld.gov.au

Level 6 Education House, 30 Mary Street, Brisbane QLD 4000



From: Linda BRADLEY
Sent: Friday, 29 March 2019 11:03 AM
To: Kelly SHEAD <Kelly.SHEAD@desbt.qld.gov.au>
Subject: FW: referral request- [REDACTED] at North Lakes.

Kelly, here it is – sorry
Linda



Linda Bradley
Director
Program Delivery, Contract Management
Investment Division
Department of Employment, Small Business and Training

P 07 3328 6848

Mh4 - Personal Inf

E linda.bradley@desbt.qld.gov.au W desbt.qld.gov.au

Level 6 Education House, 30 Mary Street, Brisbane QLD 4000



From: Mark SEELEY <Mark.SEELEY@desbt.qld.gov.au> **On Behalf Of** Training Executive Correspondence Unit
Sent: Thursday, 28 March 2019 2:26 PM
To: Linda BRADLEY <Linda.BRADLEY@desbt.qld.gov.au>
Cc: Training Executive Correspondence Unit <trainingexecutivecorrespondenceunit@desbt.qld.gov.au>
Subject: FW: referral request- [REDACTED] at North Lakes.

Good afternoon Linda

Are you able to look at the below email from [REDACTED] and advise MECU ASAP if this is something that Investment (Contract Management) can assist with.

If not, any idea on who would be best placed to respond.

Cheers



Mark Seeley
Senior Correspondence Officer
Ministerial Executive Correspondence Unit
Department of Employment, Small Business and Training

P: 07 332 86552 | E: mark.seeley@desbt.qld.gov.au
Level 4 | Education House | 30 Mary Street | Brisbane QLD 4000
PO Box 15033 | City East QLD 4002
www.facebook.com/trainingdetqueensland

From: DESBT ODG DLO <DLO@desbt.qld.gov.au>
Sent: Thursday, 28 March 2019 2:16 PM
To: Training Executive Correspondence Unit <trainingexecutivecorrespondenceunit@qed.qld.gov.au>
Cc: DESBT ODG DLO <DLO@desbt.qld.gov.au>
Subject: FW: referral request- [REDACTED] at North Lakes.

Hi Investment

Just advice please – is this something that Investment can deal with or is it more a federal matter?

If it is our department I will forward onto the MO for blue sheeting.

Thanks
Jen



Jennell Martin
Senior Departmental Liaison Officer
Ministerial Executive Correspondence Unit
Office of the Director-General
Department of Employment, Small Business and Training

P 07 3137 4299

E Jennell.Martin@desbt.qld.gov.au | DLO: dlo@desbt.qld.gov.au

W desbt.qld.gov.au

Level 33, 1 William Street, Brisbane QLD 4000

Please consider the environment before printing this email.

From: WILLIAMS, Shannan <Shannan.WILLIAMS@qed.qld.gov.au> **On Behalf Of** DLO, Minister

Sent: Thursday, 28 March 2019 12:29 PM

To: DESBT ODG DLO <DLO@desbt.qld.gov.au>

Cc: DLO, Minister <Minister.DLO@qed.qld.gov.au>

Subject: referral request- 49-Sch4 - Business affairs at North Lakes.

Good Afternoon

Please see email below received by the Honourable Grace Grace MP, Minister for Education and Minister for Industrial Relations, for referral to the Minister for Employment and Small Business and Minister for Training and Skills Development for direct response, as we believe the matter falls within the Minister's portfolio responsibilities as it is regarding a skills and training provider.

Please advise if the your office will accept this referral?

Many thanks

Shannan Williams
Departmental Liaison Officer

Ministerial and Executive Services Unit
Department of Education

P: 07 3034 4791

E: Shannan.Williams@qed.qld.gov.au

Level 33 | 1WS | 1 William Street | Brisbane QLD 4000

PO Box 15033 | City East QLD 4002

Working together to lift learning and skilling outcomes for Queensland.

Please consider the environment before printing this email.



49-Sch4 - Personal Information



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CAMILLERI Adrien

From: Haley Dell <Haley.Dell@desbt.qld.gov.au> on behalf of DESBT Contract Management <contractmanagement@desbt.qld.gov.au>
Sent: Wednesday, 8 May 2019 2:27 PM
To: nosheen@formationtraining.edu.au
Cc: Perry Tan
Subject: Request for Information
Attachments: 19 228250 Ezy Pezy Australia Pty Ltd tas Formation Training Request for Information.pdf

Good Afternoon,

Please see attached letter requiring your urgent attention.

Regards,



Haley Dell
Program Manager
Contract Management
Investment Division
Department of Employment, Small Business and Training

P 07 3328 6856

E haley.dell@desbt.qld.gov.au W desbt.qld.gov.au

Level 6 Education House, 30 Mary Street, Brisbane QLD 4000



Mrs Nosheen Naz Khan
Chief Executive Officer
Ezy Pezy Australia Pty Ltd t/as Formation Training
PO Box 111
Underwood QLD 4119

Also by email: nosheen@formationtraining.edu.au

Dear Mrs Khan

REQUEST FOR INFORMATION

On or about 28 July 2016, Ezy Pezy Australia Pty Ltd ("you" or "your") entered into a Pre-qualified Supplier Agreement, QS101314, with the Department of Employment, Small Business and Training, formerly the Department of Education and Training ("the department") for the delivery of the Certificate 3 Guarantee (including Higher Level Skills) Program ("the Agreement"). This was subsequently varied via a Deed on 22 June 2018.

The department has received information that
ch4 - Business may be recruiting potential students on your behalf.

49-Sch4 - Business affairs

The department is concerned that the recruitment or referral arrangements or practices you have in place may not comply with the VET Pre-qualified Supplier (PQS) Agreement, the Pre-qualified Supplier Policy 2018-19 (for Queensland VET Investment Programs) and the Pre-qualified Supplier Marketing and Disclosure Directives.

In particular, we draw your attention to the following:

1. Clause 12. (Conflicts of interest and inducements) of the PQS Agreement provides that:

- 12.1 The Supplier warrants that as at the date it executes this Agreement it does not have a conflict of interest in the performance of this Agreement and that a conflict of interest is unlikely to arise.*
- 12.2 If a conflict or risk of conflict of interest arises during the Term, the Supplier must immediately give notice of it to the Department.*
- 12.3 The Supplier must comply with all reasonable directions of the Department in relation to the conflict of interest...*
- 12.5 The Supplier must not give, or agree or offer to give, to another person any valuable consideration with a view to securing the enrolment with the Supplier of a Student in relation to a Qualification funded under a Program.*

12.6 Without limiting clause 12.5, the persons to whom the Supplier must not give, or agree or offer to give, any valuable consideration for a purpose mentioned in clause 12.5 include:

- (a) a Student;
- (b) a prospective Student; and
- (c) a person who refers or offers to refer Students or prospective Students to the Supplier.

2. Performance standard 2 D. of the Pre-qualified Supplier Policy 2018-19 (for Queensland VET Investment Programs) states [you must]:

Comply with all department policies and directives in relation to the proper marketing of a program. This includes not advertising, marketing or promoting to consumers any gifts or inducements an enrolled student would be eligible to receive upon enrolment in training offered by the PQS under a program. See PQS Agreement clauses 11 and 12, the department's PQS marketing and disclosure fact sheet, and any other relevant publications or instructions the department may publish.

3. Principle one (no third party marketing) of the Pre-qualified Supplier Marketing and Disclosure Directives states:

Only the PQS approved to deliver training for a funding program by the Department of Employment, Small Business and Training (the department) is permitted to market or advertise that program.

A third party, irrespective of the nature of the relationship it has with the PQS, must not market or advertise the program or the PQS's participation in the program.

The department defines a third party as any entity, other than the RTO. A third party operates as a separate entity, either with or without a contract or agreement with the PQS. For example, the department does not permit a third party to advertise employment opportunities with the sole purpose of referring individuals to training offered by a PQS.

To alleviate the department's concerns in this regard, the department hereby requests, pursuant to clause 9.2 of the PQS Agreement, copies of all training and assessment records for the students identified in Attachment A, copies of information supplied to students on enrolment and any and all information relating to your relationship with

49-Sch4 - Business affairs including any and all written agreement(s) between the parties.

Further, pursuant to clause 10.3 of the PQS Agreement, please provide your detailed response (and relevant documentation) to the following questions:

1. Do you, or any of your employees, directors or shareholders hold a financial interest in 49-Sch4 - Business affairs If yes, please provide full and complete details of the financial interest.

2. Do any employees, directors or shareholders of [49-Sch4 - Business affairs] hold a financial interest in Ezy Pezy Australia Pty Ltd? If yes, please provide full and complete details of the financial interest.
3. Have you or any of your employees, directors or shareholders received a financial benefit from [49-Sch4 - Business affairs]? Financial benefit includes any and all business generated from the referral of students from [49-Sch4 - Business affairs].
4. Have you given a financial benefit to [49-Sch4 - Business affairs] or any of its employees, directors or shareholders? [49-Sch4 - Business affairs] includes referral fees paid as a result of referral of potential students to you.

This information is required within 5 business days from the date hereof, being **close of business Wednesday 15 May 2019**, in accordance with Clauses 9.2 and 10.3 of the PQS Agreement.

Please provide this information via email to Kelly Shead, Contract Manager, Contract Management at kelly.shead@desbt.qld.gov.au.

If you wish to discuss this request, please contact Linda Bradley, Director, Contract Management and Performance, on (07) 3328 6848 or by email at linda.bradley@desbt.qld.gov.au.

Yours sincerely

49-Sch4 - Personal Information

LINDA BRADLEY
Director
Contract Management and Performance
8/05/2019

Ref:19/228250

Attachment A – Student List

49-Sch4 - Personal Information

CAMILLERI Adrien

From: Nosheen Khan <nosheen@formationtraining.edu.au>
Sent: Monday, 13 May 2019 4:46 PM
To: Kelly Shead
Subject: Letter of Response
Attachments: Response to DESBT_13-05-2019.pdf

Good Afternoon Kelly

Please find attached the letter of response in relation to the 8th May 2019 email.

As per your discussion with Tracey in relation to the material being emailed or posted, we have posted the below reference number to the PO BOX and attention-ed this USB to you personally.

Platinum Post Bag

Reference number 24 2989277 060

--

Kind Regards,



Nosheen Khan | CEO

| Formation Training

| **phone:** 1300 889 134

| **site:** www.formationtraining.edu.au

| **address:** Unit 1 75 Flinders Parade, North Lakes QLD 4509

| **RTO code:** 40686

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Ms Kelly Shead
Contract Manager
Department of Employment, Small Business and Training
PO Box 15033 City East Queensland 4002

Also by email: Kelly.shead@desbt.qld.gov.au

Dear Kelly,

Thank you for your letter dated 08th May 2019.

In your letter, you have raised concerns that [49-Sch4 - Business affairs] may be recruiting potential students on our behalf.

We were alarmed to receive this information as it is not an accurate reflection of the processes and procedures Formation Training has in place and adhere to. We strive to maintain a high level of compliance as per our agreement with the Department of Employment, Small Business and Training. This includes compliance in relation to what you have highlighted (*i.e. Clause 12, Performance standard 2D of the Pre-qualified Supplier Policy 2018-19 and Principle one (no third-party marketing) of the Pre-qualified Supplier Marketing and Disclosure Directives*).

As a Registered Training Organisation, we have a genuine interest in outcomes for our students and we are always encouraged to receive feedback on the percentage of the students who move into work after completing our courses.

There is no referral or recruiting agreement between [49-Sch4 - Business affairs]
[49-Sch4 - Business affairs]

You have asked us to provide any and all written agreement(s) between [49-Sch4 - Business affairs]
[49-Sch4 - Business affairs] and us (Ezy Pezy Australia Pty Ltd trading as Formation Training).

We are unable to provide any written agreement as requested as there is no written agreement in place.

To alleviate your concerns, you have asked us to provide copies of training and assessment records for five (5) students listed in your letter. These records have been scanned and placed on to a USB to be posted to the department by Express Post on Monday, 13/05/2019 (Express Post Tracking Number: 24 2989277 060). Please note that some elements of this material (including enrolment form) has now been changed due to feedback provided at our most recent PQS audit.

Additionally, pursuant to clause 10.3 of the PQS Agreement, you have asked us to answer four (4) relevant questions.

Please find our response to your questions below:

1. Do you, or any of your employees, directors or shareholders hold a financial interest in [49-Sch4 - Business affairs] If yes, please provide full and complete details of the financial interest.

Response: **No.** Neither we (Ezy Pezy Australia Pty Ltd), or any of our employees, directors or shareholders hold a financial interest in [49-Sch4 - Business affairs]

2. Do any employees, directors or shareholders of, [49-Sch4 - Business affairs] hold a financial interest in Ezy Pezy Australia Pty Ltd? If yes, please provide full and complete details of the financial interest.

Response: **No.** There are no employees, directors or shareholders of, [49-Sch4 - Business affairs] who hold a financial interest in Ezy Pezy Australia Pty Ltd

3. Have you or any of your employees, directors or shareholders received a financial benefit from [49-Sch4 - Business affairs]? Financial benefit includes any and all business generated from the referral of students from [49-Sch4 - Business affairs]

Response: **No.** Neither we (Ezy Pezy Australia Pty Ltd), or any of our employees, directors or shareholders receive a financial benefit from [49-Sch4 - Business affairs]

4. Have you given a financial benefit to [49-Sch4 - Business affairs] or any of its employees, directors or shareholders? Financial benefit includes referral fees paid as a result of referral of potential students to you.

Response: **No.** We (Ezy Pezy Australia Pty Ltd), have not given a financial benefit to [49-Sch4 - Business affairs] or any of its employees, directors or shareholders.

We wish to take this opportunity to thank the department for raising this issue with us as well as the ongoing support the department provides us in our daily operations.

We take the matter you have raised very seriously and will continue maintain our compliance efforts. We continually seek to improve our processes and systems with student experience, outcomes and compliance at the forefront of our considerations.

In this case, we are confident there has been no breach of the clauses you have outlined or of our agreement with the Department of Employment, Small Business and Training in general.

Yours faithfully,

[49-Sch4 - Personal Information]

Mrs Nosheen Naz Khan

Chief Executive Officer
Ezy Pezy Australia Pty Ltd

13/05/2019

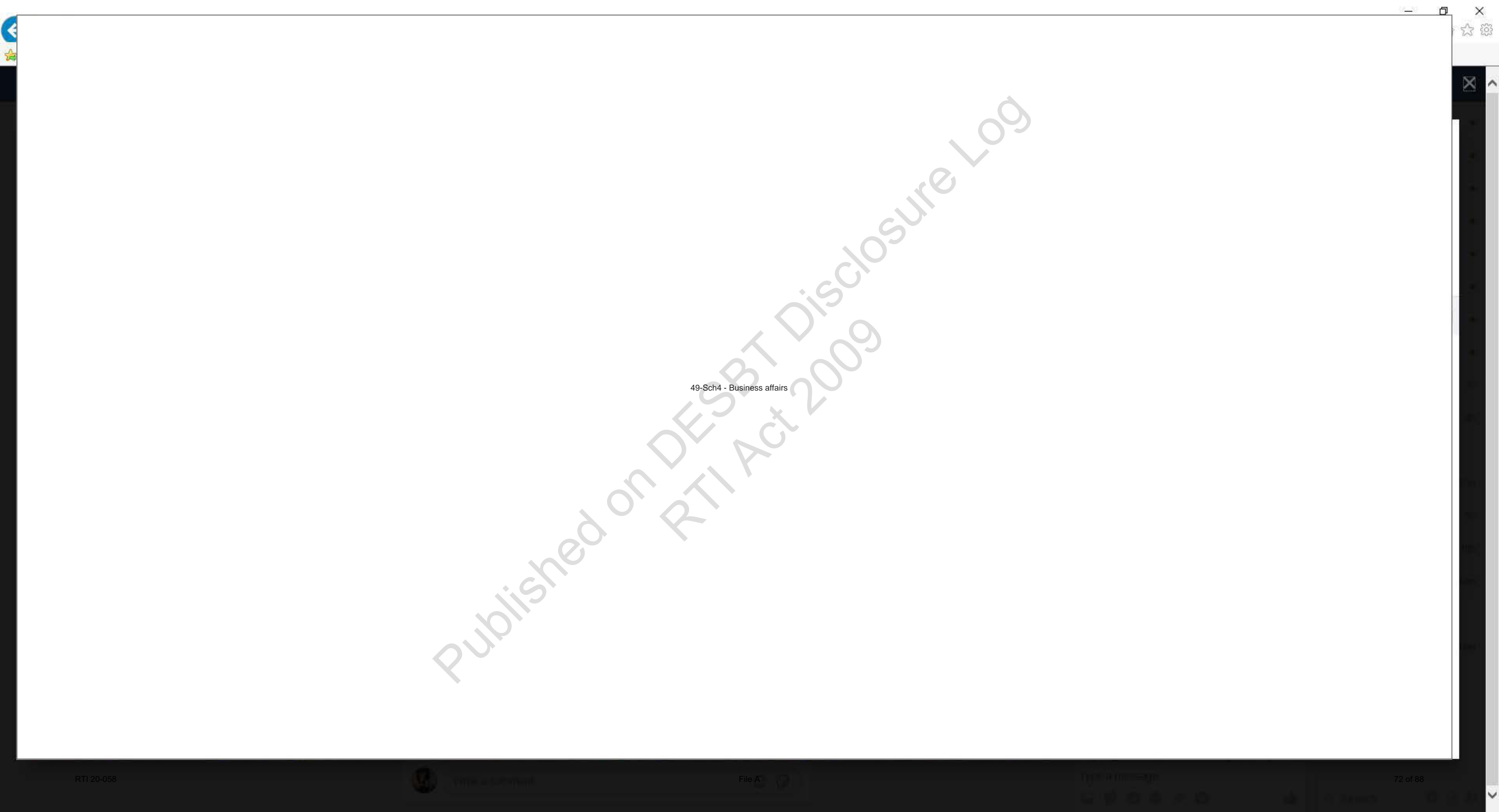
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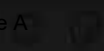
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49-Sch4 - Business affairs

- Gemma Davis
- Jessica Sykes
- Andrew Smith
- Ianthe Laraway
- Tammy Foat
- Nick Shadd
- Rebecca Morrell
- Lee Currie
- Tim Evans
- Christine Tonn
- Gail Hattaglene
- Sunil Samohi
- Kelli Edwards
- Glenn Potts
- Christine Brennan
- Tom Neal
- Hank Chien
- Leanne Maguire SA
- Piers Rooney
- MORE CONTACTS (1)
- Andrew Peters



49-Sch4 - Business affairs



Language, Literacy & Numeracy Quiz (ACSF Level 2)

This quiz is designed to ensure that you have the required language, literacy and numeracy skills in order to be successful in the course program. This quiz will be marked and results discussed with you if required.

Student Details		
Given name (Legal Given Name)	Middle name	Surname (Legal Given Surname)
49-Sch4 - Personal Information		

General Information about You

1. Current workplace (if applicable):

2. Current position:

3. Current industry experience:

4. Past work experience:

5. What are your career goals?

49-Sch4 - Personal Information

6. What skills would you like to develop?

49-Sch4 - Personal Information

7. How do you like to learn or normally learn new things?

49-Sch4 - Personal Information



8. What do you hope to achieve from this training program?

49-Sch4 - Personal Information



Using the information on the sign below, answer the questions that follow.



9. Who is this sign for?

49-Sch4 - Personal Information

10. Do you think this sign would be on the inside or the outside of the site? Where? Why?

49-Sch4 - Personal Information

11. What does PPE mean?

49-Sch4 - Personal Information

12. A box holds 15 lettuces. At the end of the day the farm crew had filled 86 boxes. How many lettuces is that in total?

49-Sch4 - Personal Information

13. Diesel costs \$1.86 per litre. The tractor's fuel tank is empty. When full it holds 1200 litres. How much money would it cost to fill up the tractor with fuel? ? X

Declaration

I declare that no part of this quiz has been copied from another person's work.

I declare that no part of this quiz has been written for me by another person. I understand that plagiarism is a serious offence that may lead to disciplinary action.

Student Signature:

49-Sch4 - Personal Information

Date:

14/1/2019

Declaration by RTO representative



The LLN diagnostic tool has been marked and the applicant is at an appropriate LLN level to proceed

STOP

The LLN diagnostic tool has been marked and the applicant has been referred to training staff for assistance before they commence the course

Admin Signature:

49-Sch4 - Personal Information

Date:

14.01.19

Language, Literacy & Numeracy Quiz (ACSF Level 2)

This quiz is designed to ensure that you have the required language, literacy and numeracy skills in order to be successful in the course program. This quiz will be marked and results discussed with you if required.

Student Details		
Given name (Legal Given Name)	Middle name	Surname (Legal Given Surname)
49-Sch4 - Personal Information		

General Information about You

1. Current workplace (if applicable):

49-Sch4 - Personal Information

2. Current position:

49-Sch4 - Personal Information

3. Current industry experience:

49-Sch4 - Personal Information

4. Past work experience:

49-Sch4 - Personal Information

5. What are your career goals?

49-Sch4 - Personal Information

6. What skills would you like to develop?

49-Sch4 - Personal Information

7. How do you like to learn or normally learn new things?

49-Sch4 - Personal Information

8. What do you hope to achieve from this training program?

49-Sch4 - Personal Information

Using the information on the sign below, answer the questions that follow.



9. Who is this sign for?

49-Sch4 - Personal Information

10. Do you think this sign would be on the inside or the outside of the site? Where? Why?

49-Sch4 - Personal Information

11. What does PPE mean?

49-Sch4 - Personal Information

12. A box holds 15 lettuces. At the end of the day the farm crew had filled 86 boxes. How many lettuces is that in total?

9-Sch4 - Personal Informa

15
1200

13. Diesel costs \$1.86 per litre. The tractor's fuel tank is empty. When full it holds 1200 litres. How much money would it cost to fill up the tractor with fuel?

49-Sch4 - Personal Information

Declaration

I declare that no part of this quiz has been copied from another person's work.

I declare that no part of this quiz has been written for me by another person. I understand that plagiarism is a serious offence that may lead to disciplinary action.

Student Signature:

49-Sch4 - Personal Information

Date:

18/02/19

Declaration by RTO representative

GO

The LLN diagnostic tool has been marked and the applicant is at an appropriate LLN level to proceed

STOP

The LLN diagnostic tool has been marked and the applicant has been referred to training staff for assistance before they commence the course

Admin Signature:

49-Sch4 - Personal Information

Date:

18.2.19

Language, Literacy & Numeracy Quiz (ACSF Level 2)

This quiz is designed to ensure that you have the required language, literacy and numeracy skills in order to be successful in the course program. This quiz will be marked and results discussed with you if required.

Student Details		
Given name (Legal Given Name)	Middle name	Surname (Legal Given Surname)
49-Sch4 - Personal Information		

General Information about You

1. Current workplace (if applicable):

49-Sch4 - Personal Information

2. Current position:

49-Sch4 - Personal Information

3. Current industry experience:

49-Sch4 - Personal Information

4. Past work experience:

49-Sch4 - Personal Information

5. What are your career goals?

49-Sch4 - Personal Information

6. What skills would you like to develop?

49-Sch4 - Personal Information

7. How do you like to learn or normally learn new things?

49-Sch4 - Personal Information

8. What do you hope to achieve from this training program?

49-Sch4 - Personal Information

Using the information on the sign below, answer the questions that follow.



9. Who is this sign for?

49-Sch4 - Personal Information

10. Do you think this sign would be on the inside or the outside of the site? Where? Why?

49-Sch4 - Personal Information

11. What does PPE mean?

49-Sch4 - Personal Information

12. A box holds 15 lettuces. At the end of the day the farm crew had filled 86 boxes. How many lettuces is that in total?

49-Sch4 - Personal Information

13. Diesel costs \$1.86 per litre. The tractor's fuel tank is empty. When full it holds 1200 litres. How much money would it cost to fill up the tractor with fuel?

49-Sch4 - Personal Information

Declaration

I declare that no part of this quiz has been copied from another person's work.

I declare that no part of this quiz has been written for me by another person. I understand that plagiarism is a serious offence that may lead to disciplinary action.

Student Signature:

49-Sch4 - Personal Information

Date:

25/2/2019

Declaration by RTO representative

GO

The LLN diagnostic tool has been marked and the applicant is at an appropriate LLN level to proceed

STOP

The LLN diagnostic tool has been marked and the applicant has been referred to training staff for assistance before they commence the course

Admin Signature:

49-Sch4 - Personal Information

Date:

25/2/19

Date : 17/10/2018 4:22:48 PM

From : "SHEAD, Kelly"

To : "nosheen@formationtraining.edu.au"

Subject : Request for your attention and action Ezy Pezy Australia Pty Ltd t/as Formation Training QS101314

Attachment : Request for information.pdf;image001.png;

Good afternoon Mrs Khan,

Please see attached a document requesting information due by close of business **Wednesday 24 October 2018**.

Kind regards,



Kelly Shead
Program Officer
Contract Management and Performance
Department of Employment, Small Business and Training

P 07 305 52851
E supplier.management@desbt.qld.gov.au W desbt.qld.gov.au
Level 6 Education House, 30 Mary Street, Brisbane QLD 4000
PO Box 15483, City East, QLD 4002

Mrs Nosheen Naz Khan
Chief Executive Officer
Ezy Pezy Australia Pty Ltd t/as Formation Training
PO Box 111
Underwood QLD 4119

Also by email: nosheen@formationtraining.edu.au

Dear Mrs Khan

REQUEST FOR INFORMATION

I refer to , Ezy Pezy Australia Pty Ltd's ("you" or "your") Pre-qualified Supplier (PQS) Agreement, QS101314, with the Department of Employment, Small Business and Training, formerly the Department of Education and Training ("the department") for the delivery of the Certificate 3 Guarantee (including Higher Level Skills) Program ("the Agreement").

The department has received information that [49-Sch4 - Business affairs] and [49-Sch4 - Business affairs] may be recruiting potential students on your behalf. The department is concerned that these recruitment practices or referral arrangements may not comply with the Agreement and associated PQS Policy and Marketing and Disclosure Directives.

To alleviate the department's concerns in this regard, the department hereby requests, pursuant to clause 9.2 of the PQS Agreement, copies of any and all information relating to your relationship with [49-Sch4 - Business affairs] [4 - Business], including any and all written agreement(s) between the parties.

In addition, the Department requests that you provide a detailed response (and any supporting documentation) to the following questions pursuant to clause 10.3 of the S Agreement:

1. Do you, or any of your employees, directors or shareholders hold a financial interest in [49-Sch4 - Business affairs] or [49-Sch4 - Business affairs]? If yes, please provide full and complete details of the financial interest.
2. Do any employees, directors or shareholders of [49-Sch4 - Business affairs] [4 - Business] [49-Sch4 - Business affairs] hold a financial interest in Ezy Pezy Australia Pty Ltd? If yes, please provide full and complete details of the financial interest.
3. Do you or any of your employees, directors or shareholders have any arrangement, whether written, oral or otherwise with [4 - Business] [49-Sch4 - Business affairs] for

Education House
30 Mary Street Brisbane 4000
PO Box 15033 City East
Queensland 4002 Australia
Website www.training.qld.gov.au
ABN 76 337 613 647

the referral of students to your organisation? If yes please provide full and complete details of the arrangement, including copies of any supporting documentation including a copy of the arrangement or agreement if it is in writing.

4. Have you given or offered any valuable consideration to 49-Sch4 - Business affairs or any of its employees, directors or shareholders with a view to securing the enrolment of a student in under your Agreement valuable consideration includes but is not limited to a financial payment, the offer of a gift, reward, tangible or non tangible benefit.

Please provide the information requested above within 5 business days from the date hereof, being **close of business Wednesday 24 October 2018**, in accordance with Clauses 9.2 and 10.3 of the PQS Agreement.

Please provide this information via email to Kelly Shead, Contract Manager, Contract Management and Performance at kelly.shead@det.qld.gov.au.

If you wish to discuss this request, please contact Linda Bradley, Director, Contract Management and Performance, on (07) 3328 6848 or by email at linda.bradley@det.qld.gov.au.

Yours sincerely

49-Sch4 - Personal Information

LINDA BRADLEY
Director
Contract Management and Performance
17 / 10 / 2018
Ref: 18/545379

Date : 17/10/2018 8:48:08 AM

From : "SHEAD, Kelly"

To : "EDWARDS, Kelli"

Subject : Request_reminder of obligations.docx Ezy Pezy Australia Pty Ltd t/as Formation Training

Attachment : Request_reminder of obligations.docx;

Published on DESBT Disclosure Log
RTI Act 2009

Mrs Nosheen Naz Khan
Chief Executive Officer
Ezy Pezy Australia Pty Ltd t/as Formation Training
PO Box 111
Underwood QLD 4119

Also by email: nosheen@formationtraining.edu.au

Dear Mrs Khan

REQUEST FOR INFORMATION

On or about 28 July 2016, Ezy Pezy Australia Pty Ltd ("you" or "your") entered into a Pre-qualified Supplier Agreement, QS101314, with the Department of Employment, Small Business and Training, formerly the Department of Education and Training ("the department") for the delivery of the Certificate 3 Guarantee (including Higher Level Skills) Program ("the Agreement").

The department has received information that [redacted] 49-Sch4 - Business affairs and " [redacted] 49-Sch4 - Business affairs may be recruiting potential students on your behalf.

The department is concerned that the recruitment or referral arrangements or practices you have in place may not comply with the VET Pre-qualified Supplier (PQS) Agreement, the Pre-qualified Supplier Policy 2018-19 (for Queensland VET Investment Programs) and the Pre-qualified Supplier Marketing and Disclosure Directives.

In particular, we draw your attention to the following:

1. Clause 12. (Conflicts of interest and inducements) of the PQS Agreement provides that:

- 12.1** *The Supplier warrants that as at the date it executes this Agreement it does not have a conflict of interest in the performance of this Agreement and that a conflict of interest is unlikely to arise.*
- 12.2** *If a conflict or risk of conflict of interest arises during the Term, the Supplier must immediately give notice of it to the Department.*
- 12.3** *The Supplier must comply with all reasonable directions of the Department in relation to the conflict of interest...*
- 12.5** *The Supplier must not give, or agree or offer to give, to another person any valuable consideration with a view to securing the enrolment with the Supplier of a Student in relation to a Qualification funded under a Program.*

12.6 Without limiting clause 12.5, the persons to whom the Supplier must not give, or agree or offer to give, any valuable consideration for a purpose mentioned in clause 12.5 include:

- (a) a Student;
- (b) a prospective Student; and
- (c) a person who refers or offers to refer Students or prospective Students to the Supplier.

2. Performance standard 2 D. of the Pre-qualified Supplier Policy 2018-19 (for Queensland VET Investment Programs) states [you must]:

Comply with all department policies and directives in relation to the proper marketing of a program. This includes not advertising, marketing or promoting to consumers any gifts or inducements an enrolled student would be eligible to receive upon enrolment in training offered by the PQS under a program. See PQS Agreement clauses 11 and 12, the department's PQS marketing and disclosure fact sheet, and any other relevant publications or instructions the department may publish.

3. Principle one (no third party marketing) of the Pre-qualified Supplier Marketing and Disclosure Directives states:

Only the PQS approved to deliver training for a funding program by the Department of Employment, Small Business and Training (the department) is permitted to market or advertise that program.

A third party, irrespective of the nature of the relationship it has with the PQS, must not market or advertise the program or the PQS's participation in the program.

The department defines a third party as any entity, other than the RTO. A third party operates as a separate entity, either with or without a contract or agreement with the PQS. For example, the department does not permit a third party to advertise employment opportunities with the sole purpose of referring individuals to training offered by a PQS.

To alleviate the department's concerns in this regard, the department hereby requests, pursuant to clause 9.2 of the PQS Agreement, copies of any and all information relating to your relationship with [49-Sch4 - Business affairs]

[4 - Business], including any and all written agreement(s) between the parties.

Further, pursuant to clause 10.3 of the PQS Agreement, please provide your detailed response (and relevant documentation) to the following questions:

1. Do you, or any of your employees, directors or shareholders hold a financial interest in "[49-Sch4 - Business affairs]"?
If yes, please provide full and complete details of the financial interest.
2. Do any employees, directors or shareholders of [49-Sch4 - Business affairs]
[49-Sch4 - Business affairs] hold a financial interest in Ezy Pezy

Australia Pty Ltd? If yes, please provide full and complete details of the financial interest.

3. Have you or any of your employees, directors or shareholders received a financial benefit from [49-Sch4 - Business affairs] [49-Sch4 - Business affairs]? Financial benefit includes any and all business generated from the referral of students from [49-Sch4 - Business affairs] or [49-Sch4 - Business affairs].
4. Have you given a financial benefit to [49-Sch4 - Business affairs] or [49-Sch4 - Business affairs], or any of its employees, directors or shareholders? Financial benefit includes referral fees paid as a result of referral of potential students to you.

This information is required within 5 business days from the date hereof, being **close of business Wednesday 24 October 2018**, in accordance with Clauses 9.2 and 10.3 of the PQS Agreement.

Please provide this information via email to Kelly Shead, Contract Manager, Contract Management and Performance at kelly.shead@det.qld.gov.au.

If you wish to discuss this request, please contact Linda Bradley, Director, Contract Management and Performance, on (07) 3328 6848 or by email at linda.bradley@det.qld.gov.au.

Yours sincerely

LINDA BRADLEY
Director
Contract Management and Performance
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