Frequently Asked Questions 2024 (Round 2)

**Micro-credentialing Program**

## GENERAL

1. **What is a micro-credential?**

For the purposes of this Micro-credentialing Program funding round, a micro-credential is defined as a non-accredited skills outcome – i.e., not vocational education and training or VET. Applications that propose nationally recognised training, including existing units of competency or VET skill sets, will not be eligible for funding.

1. **What workers are eligible to be assisted?**

The Micro-credentialing Program is seeking to upskill Queensland existing workers, new entrants or job seekers in industries and enterprises.

To be eligible, a project must target participants that are aged 15 years or over, no longer at school, are Queensland permanent residents, as well as meeting the criteria listed in the [*Micro-credentialing Program Guidelines 2024*](https://desbt.qld.gov.au/__data/assets/pdf_file/0028/22897/micro-credentialing-program-2024-guidelines-for-funding.pdf)*.*

1. **What are the “workforce skills needs” listed in Principle 2 in the Guidelines?**

Micro-credentials developed through this program need to address one or more of the four workforce skills needs identified for this program. It’s not the intent of this program to address long-standing “business as usual” skills required by industry. Instead, the program seeks to fund responses to new challenges that have impacted industry (or will soon) and require existing employees, new entrants, or jobseekers to be upskilled to ensure ongoing workforce capacity and capability. The workforce skills needs are:

* *Digital or technical disruption* - to be selected for projects where new or emerging advances in digital technology have impacted the workforce and staff, new entrants or jobseekers need to be upskilled to work effectively with the new technology.
* *Regulatory, licencing or other compulsory requirements* – to be selected for projects that will upskill staff or potential staff to meet new regulatory, licencing or similar requirements that have been introduced (or will soon be introduced) to the industry.
* *Emerging health and safety issues*– to address new health and safety issues that have impacted the workforce or will impact the workforce in the near future.
* *Other emerging issues*– other new or emerging issues that require staff or potential staff to be upskilled to ensure ongoing workforce capacity and capability.

1. **I own a small business. How can I have my employees trained under the program?**

Employers can submit an application on behalf of their industry. The application will need to detail what consultation has occurred and how the broader industry and/or other employers would benefit from the proposal.

Alternatively, you can collaborate with an eligible organisation such as your industry peak body or a regional industry body to support an application for funding or seek to link with an approved Micro-credentialing Program project. A list of successful projects has been published on Department of Employment, Small Business and Training’s [website](https://desbt.qld.gov.au/training/employers/funding/micro-credentialing).

## ELIGIBLE APPLICANTS

1. **Who is eligible to apply through this program?**

Industry Skills Advisors (approved by the Department), unions, industry peak bodies, regional industry bodies, employers (on behalf of an industry) and Queensland’s public VET providers (TAFE Queensland and CQUniversity) are the only organisations eligible to apply for the Micro-credentialing Program funding round.

1. **What is an industry peak body?**

For the purposes of the Micro-credentialing Program funding round, a peak body is defined as: an advocacy group; industry group; body with allied economic, regional or industry interests; or organisation representing a cluster of businesses in the same industry.

1. **What does “Employer on behalf of their industry” mean in the list of organisations eligible to apply?**

If you are an employer with a workplace in Queensland, you can apply for funding if you are submitting a proposal developed in collaboration with other employers from the same sector who are experiencing similar workforce challenges.

To provide evidence of this collaboration, letters of support from other employers are to be submitted as part of your application. These letters should indicate their current workforce challenge/s, confirmation that they have provided input into the application and that, if the application is successful, their staff will complete the project’s micro-credential/s. Any in-kind or financial support being provided by the partner employer/s should also be detailed in their letter of support.

Applications from an employer seeking to design, develop and deliver micro-credential/s that will only benefit their own business/employees does not align with the intent of the program. These applications will be deemed ineligible.

1. **I am a Registered Training Organisation (RTO), can I apply?**

No, unless your RTO is the training arm of an eligible organisation. Industry Skills Advisors (approved by the Department), unions, industry peak bodies, regional industry bodies, employers (on behalf of industry) and TAFE Queensland and CQUniversity are the only organisations eligible to apply through this funding round.

## ELIGIBLE INCLUSIONS

1. **Can my application request funding for capital and IT development costs?**

No. Purchase of capital equipment/assets will not be funded through this program.

ICT costs directly associated with the development and delivery of the micro-credential/s (for example, a learning management system) can be included in the budget, but IT development for other indirect information systems and applications will not be funded. Licence costs relating to accessing existing learning platforms may also be considered.

1. **Can I apply for non-accredited training?**

Yes, skill outcomes to be targeted will not be national recognised training (i.e., vocational education and training or VET) as these outcomes can be supported under existing VET Investment programs.

Projects containing nationally recognised training, or seeking to replace existing VET pathways, will not be considered.

1. **Can I apply for qualifications or skill sets listed on the Priority Skills List?**

No, projects containing nationally recognised training (VET) will not be considered.

## APPLICATION PROCESS

1. **Can someone from the department help me complete my application?**

The Department will be able to assist you with understanding the program but will not be able to help you write or review your application. The Department’s officers in VET Programs & Investment can be contacted at [VPI@desbt.qld.gov.au](mailto:VPI@desbt.qld.gov.au).

1. **When is the last day an application can be submitted?**

The funding round will open on 4 March 2024 and will close at 5.00pm on 11 April 2024. Applications, including supporting evidence, are to be submitted via the online application which can be found at [Micro-credentialing Program | Department of Employment, Small Business and Training (desbt.qld.gov.au)](https://desbt.qld.gov.au/training/employers/funding/micro-credentialing)

Late applications will not be considered.

1. **How much funding can I apply for?**

The Micro-credentialing Program funding round provides up to a maximum of $250,000 (GST exclusive) per project, with the amount dependent on the nature of the project, skills development be delivered, assistance to be provided, and the number of participants targeted by the project.

1. **What is a co-contribution?**

A co-contribution is a mandatory requirement for this program and relates to the level of funding from industry, employers, or participants towards the cost of the project. Co-contributions are the provision of cash or in-kind resources to the project by the applicant or another organisation. There is no minimum or maximum percentage required. The level of co-contribution will be evaluated during the assessment process as part of the cost/value for money criteria.

Assessors will look for evidence of intended co-contributions in your application. The most common way to provide evidence of co-contributions is by providing a letter (on letterhead) from the co-contributor/s detailing the financial or in-kind contribution they intend to make to the project.

1. **My project will be online or mixed delivery. What do I put as the “Primary Location”?**

For projects that are intended to be delivered online, you should put the location where the online units will be delivered from as the Primary Location (i.e., this may be your Queensland office address).

1. **On the application form, how do I calculate the number of enterprises and participants I plan to work with?**

You should estimate the number of businesses who are likely to partake in the program and the approximate number of staff each business will nominate to complete the training.

*For example*, *if you are planning to deliver the training to 20 businesses, and each business will nominate at least 3 staff to do the training, you would indicate 20 enterprises and 60 participants on your application form.*

The number of enterprises and participants listed in your applications will be assessed as part of the cost/value for money criteria.

If your project is successful, these nominated numbers will form part of your KPIs.

1. **I saw that letters of support from industry are mandatory. What information should be included in the letters of the support?**

Letters of support from industry and other stakeholders should be project specific and detail support and/or commitment to the proposed project. Letters of support can be a great tool to validate information contained in your application, including articulation of:

* current industry challenges and how the proposed training may address these issues
* previous collaboration on similar projects
* in-kind, financial, or other support
* approximate number of staff who would benefit from potential training

1. **Can I submit multiple applications?**

Yes, you can submit multiple applications in the 2024 funding round. However, not all application will receive funding, so individual applications should be standalone projects that can operate independently of other project applications.

1. **My organisation has already developed micro-credential/s. Can I apply for funding to deliver these micro-credentials to industry?**

No. As stated in the [program guidelines](https://desbt.qld.gov.au/__data/assets/pdf_file/0028/22897/micro-credentialing-program-2024-guidelines-for-funding.pdf), projects funded through this program will design (in consultation with industry), develop and deliver new micro-credentials not currently available to industry.

1. **I am planning on delivering the micro-credentials online and my delivery costs will be less than 50%. Can I still apply?**

Yes. While it is expected that most projects will utilise at least 50% of funding in the delivery phase, the department is aware that online delivery may reduce delivery costs. If your delivery costs are less than 50%, you should include a statement in your application explaining why the costs are reduced. Departmental staff will take this information into account when reviewing your application.

## ASSESSMENT PROCESS

1. **How will applications be assessed?**

A panel will assess applications against the selection criteria detailed in the [*Micro-credentialing Program Guidelines 2024*](https://desbt.qld.gov.au/__data/assets/pdf_file/0028/22897/micro-credentialing-program-2024-guidelines-for-funding.pdf)document, which include: Capacity to manage; Workforce skills needs; Industry driven; Accessible to participants; Portable and recognisable; and Cost, value for money and sustainability.

1. **When will I know the outcome of my application?**

It is anticipated that you will be notified of the outcome of your application before 30 June 2024, so that projects can commence from 1 July 2024 onwards.

1. **How will I know if my application is approved?**

If your application is approved for funding, you will be issued a letter of offer which will include a Micro-credentialing Program Services Agreement to sign and return to the Department before commencing your project.

1. **If my 2023 application was unsuccessful, can I apply again?**

Yes, non-successful applicants from the 2023 funding round are encouraged to apply again. If you haven’t already, you can request feedback on your unsuccessful application by emailing [VPI@desbt.qld.gov.au](mailto:VPI@desbt.qld.gov.au) .

1. **Can I apply for feedback?**

Yes, non-successful applicants may seek feedback from the Department in relation to the provision of funding under the Micro-credentialing Program. A request for feedback must be emailed to [VPI@desbt.qld.gov.au](mailto:VPI@desbt.qld.gov.au) . Feedback will be provided in writing by the Department within 21 business days from receipt of the request.

**Associated links:**

[**Department of Employment Small Business and Training’s Micro-credentialing Program Webpage**](https://desbt.qld.gov.au/training/employers/funding/micro-credentialing)

[**Priority Skills List**](https://desbt.qld.gov.au/training/docs-data/strategies/vetinvest/subsidieslist)