

Skills Development Program - frequently asked questions

How do I apply for skills development funding?

Pacific Australia Labour Mobility (PALM) scheme employers will need to download and complete the Skills Development Program funding [application form](#), supported by evidence confirming the training cost from your chosen training provider and submit to (PALMcapability@dewr.gov.au). Evidence can be an invoice, email from training provider or screenshot from a website or email trail.

PALM scheme employers and host employers (those who recruit PALM scheme workers through a labour hire company) can access information on how to apply for funding and get a copy of the application form by visiting the [skills development page](#) on the PALM scheme website.

For assistance in completing the application form, there are guidelines on the website, or email (PALMCapability@dewr.gov.au) for further assistance.

When do I need to submit my application?

Applications should be submitted at least 2 weeks before training commences.

Where training has already commenced or been completed, we may take your application into consideration depending on the available funding for the month. An outcome of your application will be received within 7 business days of its receipt.

What type of invoice do I provide with my initial application?

The evidence can be:

- an email trail between yourself and your chosen training provider, outlining costs
- an expected invoice addressed to you from the training provider
- a screenshot confirmation of training costs from the training providers website

This evidence should be provided with your initial application to confirm the expected reimbursement amount.

When and how will I be reimbursed?

Once applications are approved, you will be informed of an expected reimbursement date and provided with a check list of documents required for the reimbursement process to begin. This expected reimbursement date is either 4 weeks after training has been completed, or 4 weeks after the application has been approved.

When the training is completed, employers must submit relevant documents as per the reimbursement process outlined in the Skills Development Program application. The reimbursement process begins once all documentation is received.

Failure to provide reimbursement documentation in a timely manner may result in the withdrawal of your application. Please note, PALM Capability team will make three contact attempts through email and phone if an expected reimbursement date has passed.

What if I don't have a training date or the training changes?

If you have not booked a training date at the time of the application, the expected reimbursement date will be calculated 4 weeks from the application being approved. Once approved you will need to obtain a training date that is within 4 weeks of receiving the approval email from the PALM Capability team. The confirmed training date must be sent to the PALM Capability team once known. Failure to comply with these guidelines may result in the withdrawal of the application.

Any changes to training must be reported and approved by the PALM Capability team as soon as possible. Please email any changes to (PALMCapability@dewr.gov.au).

When will my application be approved?

Applications will be assessed within 7 working days, and the employer will be informed of the decision via email.

How much funding support can we apply for?

The amount of funding that can be accessed depends on the type of training and its funding tier. The funding and cost-sharing parameters are outlined on the [PALM scheme website](#).

Who will cover the cost for training?

The Department of Employment and Workplace Relations (DEWR) will cover the cost of training as per the cost-sharing parameters outlined in the PALM scheme website. Funding is provided on a reimbursement model. Employers initially fund the cost of training and will be reimbursed upon submission of relevant documents.

Can I make changes to my application after it gets approved?

Any changes to training must be reported and approved by the PALM Capability team as soon as possible. Please email any changes to (PALMCapability@dewr.gov.au). Below are some key points about possible changes:

- extra funding cannot be added to an existing application as the approved funding amount is final.
- PALM scheme workers on applications can be swapped if the original worker on the application can no longer complete the training.
- dates of training can also be altered, as long as there is a new training date already booked.

What types of training can we apply for?

Training can be formal accredited programs or non-accredited activities. The type of training is dependent on the employer's skilling needs. The Skills Development Program funding model outlines a suggested list of training options within each tier. These are only suggestions, and employers are encouraged to engage with training providers to develop programs to meet their needs. The type of training can address specific skills shortages or support the development of life skills to help workers integrate into the Australian workplace and culture.

Please find the funding model and more detailed information by visiting the [website](#).

Will workers be paid for time spent training?

This will depend on the type of training and its tier. For example:

- If the training falls within tier 2, is considered a life skill and is not essential for the worker's job (e.g. first aid, general health and hygiene, English language skills), then it is reasonable but not compulsory for the worker to do this unpaid in their own time. Where training programs are only available during normal working hours, workers should not be financially disadvantaged for attending training.
- If the training falls within tier 3 and is considered a work skill, then it is part of the employer's obligation to train and remunerate the worker accordingly.

Can I train my entire workforce?

The PALM scheme has limited funds for workplace skills development. Consequently, the skills development program should not be considered an option for funding full qualifications for an entire workforce.

The intent of the Skills Development Program is to:

- fund activities to support workers to develop life skills necessary for living and working successfully in Australia.
- help employers to meet the costs of training that support workers in their workplace tasks.
- support workers who employers consider having demonstrated aptitude in their specific field, could be enhanced with further qualifications and skills development.

The level of engagement in the scheme will determine the availability of funds. Employers will be notified of their application status as per the assessment process.

How do I source a training provider?

Please google 'registered training providers' or 'training providers' in your area for the stated training. You can also visit <http://www.training.gov.au/> which is the national register for registered training organisations or <http://www.myskills.gov.au/>.

What if I can't find a training provider?

If you find it difficult to source a training provider, please email (PALMCapability@dewr.gov.au) to request assistance.