

# Skills Development Program - frequently asked questions

## How do I apply for Skills Development funding?

All employers participating in the Pacific Australia Labour Mobility (PALM) scheme can apply for funding.

Please download and complete the Skills Development Program funding [application form](#).

Please submit your application to ([PALMCapability@dewr.gov.au](mailto:PALMCapability@dewr.gov.au)) and include evidence of training costs (e.g., invoice, email confirmation, or screenshot from the training provider).

For further information please visit the PALM scheme [website](#) to access guidelines for completing the application form or email ([PALMCapability@dewr.gov.au](mailto:PALMCapability@dewr.gov.au)).

## 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 should I provide with the initial application?

Acceptable evidence includes:

- email correspondence from your training provider confirming costs
- an expected invoice addressed to you from the training provider
- a screenshot showing training costs from the provider's website.

This evidence must accompany your initial application to confirm reimbursement amounts.

## When and how will I be reimbursed?

After application approval, you will receive an expected reimbursement date and a checklist of required documents to process the payment.

Reimbursement occurs either 4 weeks after training completion or 4 weeks after application approval.

Failure to provide reimbursement documentation in a timely manner may result in the withdrawal of your application.

The PALM Capability team will contact you up to three times via email and phone if the reimbursement date has passed before the application is withdrawn.

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

If no training date is booked, the reimbursement date will be calculated 4 weeks from approval.

You must secure a training date within 4 weeks of receiving your approval email and inform the PALM Capability team.

Any changes to training dates must be reported and approved as soon as possible by emailing ([PALMCapability@dewr.gov.au](mailto:PALMCapability@dewr.gov.au)).

## When will my application be approved?

Applications are reviewed and processed within 7 business days. You will be notified of the decision via email or advised if further information is required to assess your application.

## Who covers the training costs?

The Department of Employment and Workplace Relations (DEWR) funds training costs based on cost-sharing parameters outlined on the PALM scheme [website](#). Employers initially pay for training and will be reimbursed after submitting necessary documents.

## How much funding support can we apply for?

Funding amounts vary based on the type of training and its funding tier. For details, check the PALM scheme [website](#).

## 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](mailto: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, if there is a new training date already booked.

## What types of training can we apply for?

Training can include both formal accredited programs and non-accredited activities based on employer needs. The Skills Development Program outlines suggest training options, but employers are encouraged to work with training providers to develop tailored 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?

You can search the [Your Career website](#) for register training providers in your area.

## What if I can't find a training provider?

If you need help finding a training provider, please email ([PALMCapability@dewr.gov.au](mailto:PALMCapability@dewr.gov.au)).