



# Training Matters News – Issue # 77

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## In this issue:

- Training Market Customer Support during holiday period
- Frequently Asked Questions (FAQs)

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## Training Market Customer Support during holiday period

Training Market Customer Support will be closed from 26 December 2011 until 6 January 2012.

Should you require support during this period the following is available on the State Training Services website, [www.training.nsw.gov.au/training\\_providers/training\\_market/doing\\_business/index.html](http://www.training.nsw.gov.au/training_providers/training_market/doing_business/index.html):

- 60 Frequently Asked Questions newly published
- Fact sheets

If the answer to your questions is not on our website, please e-mail your enquiries to [training.market@det.nsw.edu.au](mailto:training.market@det.nsw.edu.au) and we will respond on our return.

During this period all RTOs will still be able to lodge data.

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## Frequently Asked Questions (FAQs)

60 FAQs have been added to the *Doing Business through the Approved Providers List* page on the State Training Services website.

The FAQs will assist RTOs to maintain their compliance under the 2011-2012 APL.

The questions have been collated from:

- phone calls and emails to Training Market Customer Support, and
- questions raised at the *Maintaining 2011-2012 APL Contract Compliance* workshops.

The questions cover four categories:

- APL Contract
- Apprenticeship and Traineeship Training Program (ATTP)
- Strategic Skills Program (SSP)
- Your APL Page, Reporting and ePayments

We recommend that RTOs bookmark and check the FAQs regularly, as new questions will be published as needed. To view the 2011-2012 Frequently Asked Questions, go to [www.training.nsw.gov.au/training\\_providers/training\\_market/doing\\_business/index.html](http://www.training.nsw.gov.au/training_providers/training_market/doing_business/index.html).