Frequently Asked Questions Bulletin No.1

Solar Victoria Upskilling for Plumbers grants program



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**Date: Friday 19 September 2025**

Prospective providers are advised that the following questions have been received regarding the Upskilling Plumbers grant program and the following answers are provided to the questions.

It is deemed that the information contained in the responses should be shared will all the prospective providers. Therefore, to facilitate information sharing the questions may not appear in the form in which it was submitted as an effort has been made to remove all proprietary and/or confidential information contained in the questions.

### Question 1 - Enrolment/ booking process:

Some student enrolment systems are highly encrypted and secure platforms and contain student data which is both commercially and personally sensitive and private. Is it compulsory for Solar Victoria to be provided access to the booking portal?

**Answer:**

In lieu of direct access, contracted training providers will be required to provide detailed performance reports, containing quantitative details of program delivery expenditure and participant numbers.

Additionally, some reports may include demographic details of participants. For example, participant age, gender, role in industry, duration in industry, etc.

### Question 2 - Timeline:

Step 6 of the online application portal states:

*The delivery component of the contract must be completed by 15 May 2026 with final reporting due 31 May 2026 and contract end by 30 June 2026.*

However, the key dates on page 9 of the guidelines state:

* *Activities completed 30 May 2026*
* *Acquittal reports submitted 30 June 2026*

Please confirm the correct delivery and reporting dates.

**Answer:**

The delivery component of the contract must be completed by 15 May 2026 with final reporting due 31 May 2026 and contract end by 30 June 2026. In exceptional circumstances, and subject to Solar Victoria’s approval, a two-week extension may be granted. There is no opportunity to submit the final report after 15 June 2026.

### Question 3 – Number of workshops:

1. Is there a preferred mix of online vs workshop/masterclass participation for example, 35% online and 65% in person workshop participants?
2. Is there a minimum class size?
3. If the number of sessions delivered varies from the contracted amount, who will wear the risk?

**Answer:**

There is no preference for the distribution of participants across the different streams however, the target number of participants overall is 1,000.

A minimum number of participants would only be applied to Stream 2 and 3 to ensure viability, cost effectiveness and optimal learner experience. It is expected a minimum of 6 participants would be viable with an overall average between 8-12 achievable. Similarly, an average participant number of 15-20 for Stream 4 is expected.

If the number of sessions delivered varies from the contracted number, the provider will be responsible for the risk and associated cost.

### Question 4 – Face to face training and networking events for women:

Is there an expectation that only women attend the Stream 5 events?

**Answer:**

There is no expectation that only women attend the Stream 5 events. All women working in or associated with the plumbing industry should be encouraged to attend (e.g. sales, management, supply chain, project managers, etc). In addition, men should also be encouraged to attend to show support for increasing the participation of women in the plumbing industry.

### Question 5 – Marketing costs:

Is there an opportunity for an up-front payment to support immediate marketing costs and media promotion?

**Answer:**

On execution of the contract, there is an opportunity to negotiate an up-front payment to support immediate costs such as marketing, media promotion, etc.

### Question 6 – Equipment be added or replaced:

If Solar Victoria requests equipment be added or replaced at any stage during the delivery period, who will be responsible for any additional costs?

**Answer:**

If the request to replace or add equipment is due to negligence or poor maintenance on behalf of the provider, the provider will be responsible for any associated cost. If the request is solely due to the preference or discretion of Solar Victoria, costs can be negotiated accordingly.

### Question 7 – Ministerial launch/announcement:

Will a Ministerial launch or announcement place an embargo on advertising prior to the launch or announcement? Is there a date for the launch most likely to occur?

**Answer:**

Providers can commence advertising and delivery of training upon contract finalisation. However, a formal announcement of funding is at the discretion of the Victorian Government.

### Question 8 – Evaluation

Is Solar Victoria able to provide the Evaluation Reports of previous rounds?

**Answer:**

The program guidelines have been written to reflect learnings from previous rounds. Previous evaluation reports are commercial in confidence.

### Question 9 – Application Structure

Are separate applications required for each stream?

**Answer:**

Only one application per provider is required regardless of the number of streams being applied for.