

Guide for supervising registered training organisations

This guide provides the supervising registered training organisation (SRTO) with:

- the topics and key issues to discuss with an employer, apprentice/trainee, parent (if applicable and appropriate) and school (if applicable) at the start of the apprenticeship or traineeship, and
- information and links to relevant procedures and resources to assist the SRTO to:
 - meet their legislative obligations under the [Further Education and Training Act 2014](#) and [Further Education and Training Regulation 2014](#),
 - induct employers, apprentices and trainees (i.e. parties to a training contract), and
 - manage interactions with the parties and relevant stakeholders during the term of the training contract.

This guide, when read in conjunction with relevant Department of Employment, Small Business and Training (DESBT) policies and procedures, gives a registered training organisation (RTO) a broader understanding of the responsibilities when they accept the role to be the SRTO for an apprentice or trainee.



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Acronyms & Definitions

AASN — Australian Apprenticeship Support Network — AASN Providers are contracted by the Australian Government, and are in an agreement with the Queensland Department of Employment, Small Business and Training (DESBT) to provide targeted services which deliver tailored advice and support to employers, apprentices and trainees. DESBT actively promotes the AASN Provider as the first point of contact for the administration of all apprenticeship and traineeship training contracts.

ASQA — Australian Skills Quality Authority — the national regulator for Australia’s vocational education and training sector

DESBT — Department of Employment, Small Business and Training

ERA — employer resource assessment — is completed by the SRTO to determine an employer’s capacity to provide the facilities, range of work and supervision, supporting an apprentice or trainee to develop workplace knowledge and competence related to the occupational outcome aligned to an apprenticeship or traineeship

FET Act — *Further Education and Training Act 2014*

GTO — Group Training Organisation, as recognised under the FET Act

PEO — Principal Employer Organisation, as recognised under the FET Act

QTIS — Queensland Training Information Service, DESBT’s database of apprenticeships and traineeships approved for delivery in Queensland

RTO — registered training organisation — is a training provider registered by the Australian Skills Quality Authority to deliver vocational education and training services

SAS — the Skills Assure Supplier (SAS) system provides a central register of pre-approved registered training organisations for the delivery of training and assessment services subsidised by DESBT

SAT — school-based apprenticeship or traineeship

SRTO — supervising registered training organisation, as defined in the FET Act

Parental consent

The consent of an apprentice’s or trainee’s parent (or guardian), where mentioned in this document, is required if the apprentice or trainee is under 18 years of age and it would be appropriate in all the circumstances for a parent to give their consent. A parent’s consent is not required, for example, if the apprentice or trainee is living independently.



Overview – registered training organisation (RTO) & supervising RTO

An RTO may only become the SRTO for an apprentice or trainee if the organisation agrees, and is able to provide, or arrange to provide, the facilities, services, supervision and training required under the training plan for the apprentice/trainee.

The SRTO must ensure the training and assessment required under the training plan is delivered to the apprentice or trainee for the duration of the training contract. This includes when the following occurs:

- the training contract is permanently or temporarily transferred to a new employer
- the training contract is returned to an active status following a period of suspension
- DESBT decides to change the mode of delivery of the training plan
- the qualification for the apprenticeship or traineeship is superseded or amended
- the training contract that was cancelled is re-registered by DESBT as a registered training contract.

Where an RTO markets a qualification/program to an employer, the RTO must ensure:

- the qualification is appropriate for the employer's needs,
- the employer has the capacity to provide, or arrange to provide, the apprentice/trainee with the facilities, range of work and supervision required to achieve the qualification, and
- the employer and apprentice/trainee understand they may choose any RTO to become the SRTO for the apprentice/trainee's apprenticeship/traineeship.

The SRTO, through monitoring and delivering training and assessment, may come across an issue/concern about an employer or apprentice/trainee who may not be fulfilling their obligations under the training contract, or other issues that may affect the training contract. In these situations, the SRTO must notify/report the issue/situation to DESBT via the Apprenticeships Info line on 1800 210 210 or via email at apprenticeshipsinfo@qld.gov.au

Once the employer, apprentice/trainee and SRTO are satisfied that all training and assessment required under the training plan is complete, the SRTO will issue a certificate to the apprentice/trainee for the related qualification and notify DESBT of the completion.

Through DESBT's Partner Portal www.portal.desbt.qld.gov.au the RTO has access to daily training updates and can access a number of DESBT business systems and search facilities, including Apprenticeships Info Self Service where an RTO can search for specific apprentice/trainee contract information.



Role of the Australian Apprenticeship Support Network Provider

DESBT actively promotes Australian Apprenticeship Support Network (AASN) Providers as the first point of contact for the administration of all apprenticeship and traineeship training contracts in Queensland. AASN Providers:

- facilitate the sign-up and lodgement of training contracts with DESBT,
- are the main point of contact during the life of a training contract,
- perform a range of functions under delegation under the FET Act (where applicable), and
- refer issues to DESBT where the AASN Provider:
 - does not have delegation, such as a dispute between parties to a training contract (e.g. not wanting to sign a form),
 - comes across a situation, issue or information that may affect the training contract, such as training not being provided, or
 - becomes aware one party is not meeting their obligations, such as not releasing the apprentice/trainee to attend training.

SRTO notification (accepting the role of supervising RTO)

During the sign-up of an apprenticeship or traineeship training contract, the employer and apprentice or trainee (i.e. parties to the training contract) must select an RTO to become the SRTO for the apprentice or trainee. Generally, the AASN Provider will provide a list of RTOs with scope to deliver the apprenticeship/traineeship qualification in Queensland, for the employer and apprentice/trainee to select from.

Once the training contract is signed by the parties, the AASN Provider forwards a Supervising registered training notification form to the RTO to complete and return to confirm:

- acceptance to become the SRTO for the apprentice/trainee, which obligates the SRTO to:
 - complete an employer resource assessment (ERA) to assess the legitimacy of workplace arrangements regarding the employer's capacity to provide, or arrange to provide the facilities, range of work and supervision,
 - negotiate and sign a training plan with the employer and apprentice/trainee within 3 months of the start date of the apprenticeship or traineeship, and
 - for a school-based apprenticeship or traineeship (SAT), participate in developing a schedule of school studies, training and employment (typically referred to as an Education, Training and Employment Schedule) with the school, student, parent (if applicable and appropriate) and employer, and inform the student about the impact this SAT may have

on the student's ability to access future public funding for apprenticeship or traineeship training under the User Choice program.

- they do not agree to be the SRTO and to state their reasons.

The SRTO notification is returned to the AASN Provider and is retained by the AASN Provider as evidence when deciding to register or refuse to register the training contract.

Where an AASN Provider and RTO with a Skills Assure supplier (SAS) status make formal arrangements regarding an automatic SRTO notification acceptance process, the arrangement must:

- clearly state that the SRTO will undertake to develop a training plan and ERA for the apprenticeship/traineeship,
- detail the terms of the agreement, any conditions, and when it takes effect, and
- be recorded as evidence of the agreement (for perusal by DESBT, if requested).

If the RTO accepts their role to be the SRTO prior to completing an ERA or negotiating a training plan, the SRTO may not be aware of issues in relation to the employer's capacity to provide the facilities, range of work and supervision.

Once the RTO accepts their role to be the SRTO, if an issue arises during development of the training plan or completing an ERA, the SRTO MUST notify DESBT immediately for assistance to resolve the issue/concern.

Employer resource assessment (ERA)

It is a requirement under the FET Act for the SRTO to complete an ERA in the approved form to verify the employer has the capacity to provide the facilities, range of work and supervision when preparing the training plan required for the apprenticeship or traineeship.

The ERA must be reviewed and, if necessary, revised at intervals of no greater than three months during the period of the training plan. This aligns with the legislative requirement to review the training record.

The SRTO should refer to information on completing an ERA at:

- [The employer resource assessment and training plan – expectations of the department](#)

Where the employer is a GTO or PEO

In the case of a Group Training Organisation (GTO) or Principal Employer Organisation (PEO) the SRTO is required to complete an ERA for the first host employer's workplace and once completed forward a copy to the GTO/PEO for review. For permanent transfers where the new employer is a GTO/PEO, an ERA is required for the first host employer. It is not a requirement for the SRTO to continue to review the ERA at three monthly intervals for GTO/PEO training contracts.



Training plan

The parties to the training plan include the employer, apprentice/trainee and the SRTO.

Every apprentice and trainee must have a training plan. If the apprentice or trainee enters into [more than one training contract](#), a training plan is required for each apprenticeship or traineeship.

The training plan must be in the approved form as published by DESBT, however the department will accept training plans which have been developed by an SRTO to meet their individual requirements provided the training plans contain all the information contained in the *Apprenticeship/Traineeship training plan template*.

Visit the Queensland Government Publications Portal for the [Apprenticeship/Traineeship training plan template](#) and to access the [Guide to Training Plans and Training Records](#).

The training plan outlines the training to be delivered to the apprentice/trainee by the employer or the SRTO, and includes the assessment arrangements, dates, sequencing of the training, and any temporary assignment in order to complete training and assessment under the training plan.

The SRTO is encouraged to make contact with the employer and apprentice/trainee as early as possible to establish a training plan and to commence training.

The training plan is negotiated and signed with the employer and the apprentice/trainee:

- within 3 months of the start of the apprenticeship or traineeship, or
- where an SRTO is being replaced ([change of SRTO](#)), within 28 days after the replacement, or
- where a permanent, temporary or statutory transfer of the registered training contract occurs, within 28 days after the transfer.

The SRTO issues a signed copy of the training plan to the employer and apprentice/trainee within 14 days of the parties signing the training plan.

Throughout the life of the training plan, the parties may change the plan if all the parties agree to the change. The SRTO must take all reasonable steps to ensure the parties sign the changed training plan within 14 days after the change is agreed to.

The SRTO must also be aware of the following legislative requirements:

- where a registered training contract is suspended for a period of time, the training plan is reviewed and updated where required at the end of the suspension period,

- where a cancelled training contract has been re-registered by DESBT as a registered training contract following a decision of the Industrial Relations Commission or Fair Work Commission to reinstate the employment of the apprentice or trainee who was a party to the cancelled contract, the training plan under the cancelled contract continues in force unless the parties enter into a new training plan,
- where DESBT decides to change the mode of delivery of the training plan to assist the apprentice or trainee to make progress under the training plan, the SRTO must take all reasonable steps to ensure the change is complied with by the parties to the plan.

The SRTO may change the training plan if the change is minor, for example an amendment to reflect the changed title of the qualification. In this instance, the SRTO must send a copy of the changed training plan to the parties within 14 days after making the change.

Where a training plan is developed for a school-based apprentice or trainee, the SRTO is encouraged to provide a copy of the training plan to the school co-ordinator. Providing a copy of the training plan enables the school co-ordinator to:

- assist the SRTO to monitor the student's progress against the training plan,
- provide feedback to the parent (if applicable and appropriate), and
- ensure the apprenticeship/traineeship is an appropriate component of the student's overall school program.

When negotiating how training will be delivered, parties must be aware of the potential impact with respect to wages. Contact the Fair Work Ombudsman on 13 13 94 or visit the [Fair Work Ombudsman website](#) for information on award conditions.

Note: An SRTO is NOT able to withdraw from delivering training as agreed to in a training plan without agreement by all parties to the training plan, approval from DESBT, or unless there are circumstances beyond the SRTO's control (e.g. liquidation, cancellation of registration as an RTO).

More than one training contract

An apprentice or trainee who has a registered training contract may enter into a second training contract to run concurrently. This may be possible under the following scenarios:

- two part-time training contracts with the same employer or different employers
- one full-time training contract and one part-time training contract with the same employer or different employers.

Care must be taken when negotiating a training plan for each apprenticeship/traineeship, particularly if there is more than one SRTO involved. For EACH training contract, there will need to be clear



identification and understanding of the training to be delivered by the SRTO, and the on-the-job training or workplace tasks to be provided by the employer, as stated in the [Guide to Training Plans and Training Records](#).

Note: An apprentice/trainee can only receive one government contribution for a User Choice funded qualification at any single point in time. Refer to the [User Choice program documents](#) for further information.

Training record

Within 14 days of signing the training plan, the SRTO must provide the apprentice/trainee with a method of recording training for the selected units of competency. The method of recording training is provided in either paper or electronic format.

The training record is retained by the apprentice/trainee. However, on reasonable notice being provided by the SRTO, employer or DESBT, the training record is to be produced by the apprentice/trainee for inspection or updating.

Updating of the training record to reflect the training undertaken, both structured and on-the-job components, must occur at intervals of not more than 3 months, except during periods where a training contract may be suspended. Updating the training record may occur in conjunction with the ERA review, and provides an opportunity for the SRTO to enter into discussions with the employer about the progress of the apprentice/trainee.

A properly kept training record will allow the employer, apprentice/trainee and SRTO to identify, at any stage, the training undertaken and the attainment of skills. The training record may also be used should the competence in a unit/s of competency be the subject of a dispute between an apprentice/trainee and the employer.

Refer to the [Guide to Training Plans and Training Records](#) for further information.

Learning support

It is the responsibility of the SRTO and a requirement under the NVR standards that the RTO should provide apprentices and trainees with training, assessment and support services to meet their individual needs throughout their apprenticeship/traineeship.

The SRTO may contact DESBT via the Apprenticeships Info line on 1800 210 210 for more information.



Apprentice/trainee not progressing

The SRTO must ensure the training and assessment required under the apprentice's or trainee's training plan is delivered to the apprentice or trainee.

Additionally, the employer must provide, or arrange to provide, the apprentice/trainee with the facilities, range of work, supervision and training the employer is required to provide under the training plan.

The SRTO and employer are obligated under the FET Act to notify DESBT where the SRTO or employer recognises the apprentice or trainee is not progressing under the training plan. Prior to notifying DESBT, the SRTO should:

- attempt to resolve the issue/s with the parties,
- discuss available options and negotiate a strategy for achieving the successful completion of the apprenticeship or traineeship, and
- ensure the parties to the training plan clearly understand their roles and responsibilities for training and assessment in each competency.

If the issue/s persist/s and it becomes apparent the apprentice/trainee is not likely to make progress, the SRTO must notify DESBT via the Apprenticeships Info line on 1800 210 210 or via email at apprenticeshipsinfo@qld.gov.au providing the details that may have contributed to the apprentice/trainee not progressing. These details include, but are not limited to:

- inability of the employer or the SRTO to arrange delivery of the apprentice's or trainee's training within a timeframe that allowed the apprentice or trainee to attain competencies as scheduled,
- the employer was unable or unwilling to release the apprentice or trainee for the training delivered by the SRTO,
- the employer was unable to provide adequate training by qualified staff,
- long term illness/injury or neglect of the apprentice or trainee, or
- instances where the minimum paid work requirement for a school-based apprentice or trainee is not being met.

School-based apprenticeships or traineeships

A school-based apprenticeship or traineeship (SAT) is a contract of training and paid employment where a school student's timetable or curriculum reflects a combination of work, training and school study. If the apprenticeship/traineeship does not impact the school timetable, it is not considered school-based and it may be appropriate for the employer and student to consider instead, a part-time training contract outside of school arrangements.



When an SRTTO accepts their role for a school-based apprenticeship/traineeship, in addition to the policies and procedures that all apprentices and trainees are subject to, the SRTTO is also responsible for the following:

- Ensuring the student's school, through the school principal or authorised representative, has agreed to the SAT arrangement prior to agreeing to become the SRTTO.
- Ensuring the intending apprentice or trainee (and parent, if applicable and appropriate) is informed of the possible implications it may have on the apprentice's or trainee's eligibility for future [User Choice](#) funding.
- Negotiating and agreeing to a schedule of school studies, training and employment for the apprentice or trainee (with the school, employer, student and parent), taking into account the minimum paid work requirements for a SAT, and the institutional training delivery limit for school-based apprentices. Details of these requirements are in the [Guide to school-based apprenticeships and traineeships](#) and are also specified against each eligible apprenticeship and traineeship on the [Queensland Training Information Service \(QTIS\)](#) website.
- Consulting with the school to:
 - identify any apprenticeship or traineeship competencies for which the student can receive recognition
 - identifying any competencies applicable to the apprenticeship or traineeship and the apprentice's or trainee's school program, which will be delivered by the school.
- In developing the training plan with the parties, observe the limits to institutional training delivery to school-based apprentices;
- Delivering institutional training to school-based apprentices up to the approved limits only.
- If the apprentice or trainee changes school and the new school agrees to continue the SAT:
 - reviewing the schedule of school studies, training and employment
 - reviewing the training plan.
- Promptly notifying the apprentice or trainee, employer, parent (if applicable and appropriate) and school if it is proposed to change the apprentice's or trainee's institutional training timetable and the change would impact on the apprentice's or trainee's school timetable.
- Notify DESBT by contacting the relevant AASN Provider or emailing apprenticeshipsinfo@qld.gov.au or contacting the Apprenticeships Info line on 1800 210 210, if the SRTTO becomes aware that the school attended by a school-based apprentice or trainee withdraws their support for the student's participation under the training contract.

- Notify DESBT if the SRTO becomes aware the employer is not providing the minimum paid work requirement for the school-based apprentice or trainee for each twelve month period from the date of commencement of the training contract, which is:
 - 375 hours (50 days), or
 - for the electrotechnology industry, 600 hours (80 days).
- Before signing a completion agreement for a school-based traineeship ensure the trainee has completed all training and assessment required under their training plan and is deemed by the employer to be competent, and ensure that the trainee has completed the [minimum paid work requirement](#) as specified for the traineeship on [QTIS](#).

For information refer to the [School-based apprenticeships and traineeships policy – Queensland and Norfolk Island](#) and [Guide for school-based apprenticeships and traineeships](#).

The employer

The SRTO assists the employer to understand their role and responsibilities in fulfilling their obligations under the training plan, such as:

- planning and delivering workplace tasks that are suitable to support the apprentice's or trainee's structured training as outlined in the training plan,
- providing timely access to training and workplace tasks so the apprentice/trainee may progress at a reasonable rate,
- ensuring the apprentice/trainee has suitably qualified personnel designated to supervise and train them,
- supporting competency based progression,
- updating the training record at intervals of not more than 3 months to support achievement of on-the-job competence,
- releasing the apprentice/trainee from work to participate in structured training, including assessment as negotiated in the training plan, and paying the appropriate wages as specified in the relevant award or agreement,
- providing notification to DESBT via Apprenticeships Info where an apprentice/trainee is unlikely to meet the requirements under the training plan or is unlikely to complete in the nominal term of the contract due to, but not limited to:
 - long term illness/injury of the apprentice/trainee;
 - any issues with the SRTO not delivering training as negotiated in the training plan; or
 - employment has ceased.
- if a change of SRTO, ensuring the employer gives a signed notice to the SRTO being replaced at least 14 days before the change becomes effective, and to DESBT notifying of the change, and

- ensuring school-based apprentices and trainees undertake the minimum paid work requirement of 375 hours (50 days) or if electrotechnology 600 hours (80 days) for each twelve month period from the date of commencement of the training contract.

Note: For information regarding wages contact the Fair Work Ombudsman on 13 13 94 or visit the [Fair Work Ombudsman website](#).

The apprentice or trainee

The SRTO assists the apprentice and trainee to understand their role and responsibilities in fulfilling their obligations under the training plan, such as:

- participating in negotiating the training plan,
- following all employer's lawful instructions,
- performing the duties required and making reasonable progress to achieve the competencies negotiated in the training plan,
- undertaking the training and assessment related to the training plan as instructed, and
- keeping the training record in their possession, and producing it to their employer, SRTO or DESBT when requested.

Disputes over assessment of competency

During the term of the training contract, the SRTO is responsible for:

- monitoring progression against the training plan,
- entering into discussions with the workplace about skills attainment, and
- validating/updating (along with the employer, depending on who is identified as delivering the training relating to the specific unit of competency) the training record at intervals of not more than 3 months.

Should a dispute over competence in a unit/s of competency arise, the SRTO must manage the dispute via their appeals/complaints resolution policy process. At the end of the SRTO appeals/complaints process, if the employer or apprentice/trainee remains dissatisfied, they may lodge a complaint with DESBT. The department will try and assist parties to resolve the issue.

Additionally, the parties may choose to lodge a complaint with the [Queensland Training Ombudsman](#).

Note: The national regulator, Australian Skills Quality Authority (ASQA) investigates issues with quality of training being provided by the SRTO – refer to www.asqa.gov.au for further information.



Extending the nominal term of a registered training contract

If the employer, apprentice/trainee and SRTTO agree that all the training required under the training plan cannot be completed by the nominal completion date of the apprenticeship/traineeship, they need to discuss how long it may take for the apprentice/trainee to complete all the requirements of the training plan.

Once a decision is made to extend the nominal term of the training contract and for how long to extend, the employer, apprentice/trainee, parent (if applicable and appropriate) and the SRTTO:

- complete and sign form [ATF-014 Extension of nominal term of a registered training contract](#), and
- submit the application to the AASN Provider for the training contract for actioning via email using a subject heading of 'Extension of Nominal Term'.

Note: Where a suspension period has been approved during the term of the training contract, the nominal completion date of the training contract is automatically extended by the period of suspension.

Refer to [Extension of nominal term of a registered training contract](#) procedure for additional information.

Completing a registered training contract

All apprenticeships and traineeships in Queensland are competency-based. This means that when the employer and apprentice or trainee are satisfied all training and assessment required under their training plan has been completed, and the SRTTO has issued the qualification, they may begin the completion process for the apprenticeship or traineeship.

Note: Traineeships that were undertaken wholly or partly under a school-based arrangement MUST also have completed the [minimum paid work requirement](#).

Regular communication between the SRTTO, employer and apprentice/trainee should be occurring throughout the life of the training contract, therefore all parties should be aware when completion is approaching.

SRTTOs should not hold up the process of completion of a training contract as this disadvantages the employer and apprentice/trainee, and can also create industrial relations issues.

Once the final unit of competency has been delivered and assessed, including the employer's verification of competence to workplace/industry standards, the SRTTO:

- should advise the employer and the apprentice/trainee that all requirements under the training plan have now been completed, and
- issue the qualification (note – it is not a requirement for a completion agreement to be received from the employer and apprentice/trainee before an SRTTO can issue the qualification).



The employer and apprentice/trainee (and parent if applicable and appropriate) complete and sign a completion agreement and provide it to the SRTO.

The agreed proposed completion date of the apprenticeship/traineeship is the date mutually agreed to by the employer and apprentice/trainee. If the agreed proposed completion date is more than 10 days into the future, the completion agreement cannot be sent to DESBT. The parties should wait until all training and assessment has actually been completed before submitting a completion agreement.

SRTOs should remind employers that they cannot purely hold off signing the completion agreement due to wanting the apprentice/trainee to complete the entire nominal term of the training contract. Apprenticeships/traineeships are competency based, not time based.

Note: In signing a completion agreement, the employer, apprentice/trainee and SRTO agree that where the apprenticeship or traineeship was all or partly school-based, the apprentice or trainee has completed the minimum paid work requirement, and acknowledge that DESBT may randomly conduct an audit to substantiate that the minimum paid work requirement has been completed.

Once the SRTO has received the completion agreement, the SRTO signs the completion agreement to verify that all training and assessment required under the training plan has been completed by the apprentice or trainee (note – in the event the SRTO and the employer are the same entity, the completion agreement must not be signed by the same individual. This supports a clear delineation between the roles for quality assurance purposes).

- Email the completed and signed completion agreement to DESBT at apprenticeshipsinfo@qld.gov.au within 10 calendar days after signing it
- Use the following naming convention in the subject line of the email to assist prioritisation:
<Completion> <Registration number>, <Apprentice/trainee's surname>.

If all the requirements for completion of the apprenticeship/traineeship have been met, DESBT will process the completion agreement and:

- forward the employer and apprentice/trainee confirmation of the completion of the training contract,
- forward the apprentice/trainee a completion certificate,
- the SRTO receives notification about the completion through DESBT's Partner Portal.

Refer to [Completing an apprenticeship or traineeship or cancelling a completion certificate](#) procedure for additional information.



Minimum paid work requirement for completing a school-based trainee

A school-based trainee must complete a minimum of 375 hours (50 days) of paid work for each full-time nominal term year of the traineeship as part of the eligibility requirements to be able to complete.

The table below sets out the minimum days/hours of paid work to be eligible to complete based on the nominal term of the school-based traineeship. This information is also available in [QTIS](#).

School-based traineeship nominal term	Full time traineeship nominal term	Minimum days/hours of paid work required for a school-based trainee to complete
2 years (24 months)	1 year (12 months)	50 days (375 hours)
3 years (36 months)	18 months	75 days (562.5 hours)
4 years (48 months)	2 years (24 months)	100 days (750 hours)

The required minimum paid work hours does not include time that a school-based trainee spends attending training delivered by the SRTO or the trainee’s paid leave entitlements.

For information refer to the [Guide for school-based apprenticeships and traineeships](#).

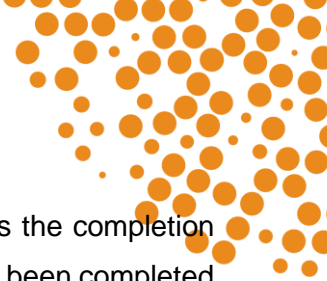
Completion agreement without all signatures

Regular communication between the SRTO, employer and apprentice/trainee should be occurring throughout the life of the training contract, therefore all parties should be aware when completion is approaching.

In situations where the employer or apprentice/trainee advises that they believe the apprenticeship/traineeship has been completed, however the other party has refused or neglected to sign a completion agreement after being requested to do so, or has not signed a completion agreement because they cannot be contacted, the SRTO is required to:

- obtain a signed completion agreement from the party who has raised the matter (and parent if applicable and appropriate if the party is the apprentice/trainee),
- ensure the apprentice/trainee has completed all training and assessment under the training plan,
- check if the employer has assessed the apprentice/trainee as having achieved workplace competence
- for traineeships that were undertaken wholly or partly under a school-based arrangement, endeavour to ascertain whether the [minimum paid work requirement](#) has been completed, and
- attempt to obtain the missing signature.





If successful in obtaining all signatures on the completion agreement, the SRTO signs the completion agreement to verify that all training and assessment required under the training plan has been completed by the apprentice or trainee.

- Email the completed and signed completion agreement to DESBT at apprenticeshipsinfo@qld.gov.au within 10 calendar days after signing it
- Use the following naming convention in the subject line of the email to assist prioritisation:
<Completion> <Registration number>, <Apprentice/trainee's surname>.

If the issue/s is unable to be resolved and the SRTO is reasonably satisfied that the apprentice/trainee has completed all training and assessment under their training plan, and has been, or is entitled to be, issued with the qualification or statement of attainment for the apprenticeship/traineeship, the SRTO must notify DESBT once the qualification has been issued.

Send an email to DESBT at apprenticeshipsinfo@qld.gov.au with the subject line: **<Completion> <Registration number>, <Apprentice/trainee's surname>**, stating:

- the reasons why the SRTO is reasonably satisfied (including details of any competency dispute outcome managed via the SRTO appeals/complaints resolution process),
- the proposed completion date, and
- which party has not signed the completion agreement – if attempts to obtain the parent/guardian's signed consent were unsuccessful, include this information in the email.

The form [ATF-033 Notice of intent to complete](#) is available to assist SRTOs to provide this notification to DESBT. A copy of the signed completion agreement obtained from the party who has raised the matter is required to be provided with this notification.

Refer to [Completing an apprenticeship or traineeship or cancelling a completion certificate](#) procedure for additional information.

Upon receipt of the *Notice of intent to complete* form and the associated completion agreement, DESBT will:

- consider the reasons and other information provided by the SRTO, including specific SAT requirements,
- undertake a process to provide an opportunity for the employer and apprentice or trainee to respond to DESBT about the department considering whether to issue a completion certificate to the apprentice or trainee, and
- decide the matter and complete the apprenticeship/traineeship only if satisfied that the apprentice/trainee has completed the apprenticeship/traineeship in accordance with the FET Act.



Expired training contract notification

At the end of the nominal term all training contracts for which no completion or cancellation advice has been received are set to a status of expired.

In many cases, if paperwork relating to completion is received by DESBT within 3 months after the expiry, the completion is processed and the training contract is changed to a status of completed.

A monthly report is emailed to all SRTOs listing training contracts which have been expired for more than 3 months. The SRTO is required to check the apprentice/trainee records to identify whether a qualification has been issued, and take appropriate action depending on what is determined.

If the SRTO has issued the qualification and has:

- obtained, or can arrange to obtain, a completed and signed completion agreement from the employer and apprentice/trainee (and parent if applicable and appropriate), refer to the section in this guide on [Completing a registered training contract](#)
- attempted to obtain a completed and signed completion agreement from the employer and apprentice/trainee (and parent if applicable and appropriate), however has only been successful in obtaining one party's signature, refer to the section in this guide on [Completion agreement without all signatures](#)
- attempted to obtain a completed and signed completion agreement from the employer and apprentice/trainee (and parent if applicable and appropriate), however has been unsuccessful in obtaining any signatures, the SRTO should contact DESBT via the Apprenticeships Info line on 1800 210 210 or via email at apprenticeshipsinfo@qld.gov.au to seek further advice.

If the SRTO has NOT issued the qualification as all training and assessment required under the training plan has NOT been completed by the apprentice or trainee, the SRTO should notify DESBT via the Apprenticeships Info line on 1800 210 210 or via email at apprenticeshipsinfo@qld.gov.au of any details they are aware of, such as the employment arrangements supporting the apprenticeship or traineeship have ceased.

SRTOs are reminded to contact the applicable AASN Provider or DESBT if an SRTO is aware of any issues that may be impacting progression or the completion of a training contract, this includes notifications that the employment arrangements may have ceased and when an apprentice or trainee is not making the progress required under the training plan.

It is also possible the apprenticeship or traineeship is continuing but a request to extend the training contract has not been received. If this is the case please contact the applicable AASN Provider or DESBT to discuss an extension to the training contract.

Refer to [Expired training contract notification](#) procedure for additional information.



Replacing (changing) the SRTTO

The parties to the training contract must agree when selecting an RTO to become the SRTTO for the apprentice or trainee at the time of the training contract sign-up, and the parties must also agree to replace (change) the SRTTO. An exception to this is where only two SRTTOs provide training in a particular qualification and one SRTTO ceases training, DESBT will automatically make this change.

A change of SRTTO may occur at any stage during an apprenticeship or traineeship, including when a registered training contract is permanently transferred to a new employer. The SRTTO being replaced must:

- provide the apprentice/trainee with a statement of attainment listing the completed units of competency, and
- update the training record reflecting any training that has been undertaken and completed by the apprentice/trainee since the previous update.

The new SRTTO, on accepting their role must:

- complete an ERA and negotiate and sign a new training plan with the employer and apprentice/trainee within 28 days after replacement,
- notify DESBT via apprenticeshipsinfo@qld.gov.au immediately if the employer cannot provide or arrange to provide the facilities, range of work and supervision required under the training plan,
- issue a signed copy of the training plan to the employer and apprentice/trainee within 14 days of the parties signing the training plan,
- fully advise the employer and apprentice/trainee of the impacts, if any, the change of SRTTO may have on the apprentice/trainee's eligibility to continue receiving any [travel and/or accommodation](#) subsidies and their eligibility of any continued User Choice funding for the training being delivered to the apprentice/trainee, and
- for school-based apprentices and trainees, ensure the schedule of school studies, training and employment is suitable, or re-negotiate with the school, student, parent (if applicable and appropriate) and employer if not suitable (refer to the section in this guide on [School-based apprenticeships and traineeships](#) for further information).

The action to replace the SRTTO may not take effect if the employer has not provided signed notification at least 14 days before the replacement becomes effective to:

- the SRTTO being replaced stating the date the replacement takes effect, and
- DESBT through the relevant AASN Provider stating the name of the new SRTTO:
 - the parties and the new SRTTO complete and sign form [ATF-010 Change of supervising registered training organisation](#), and
 - submit the form to the AASN Provider for the training contract for actioning.



Bulk change of SRTO facilitated by the new SRTO

An employer may seek to change the SRTO for multiple apprentices and/or trainees. Employers should ensure that they discuss the proposed change of SRTO with all the affected apprentices/trainees.

The new SRTO may facilitate this process on behalf of the parties to each training contract, provided the SRTO has the agreement of all the parties to act on their behalf. The SRTO should keep sufficient evidence to prove, if requested, that they have the agreement of the parties:

- prepare an Excel spreadsheet showing each apprentice/trainee's:
 - registration number,
 - first name and family/surname
 - date of birth.
- the employer and new SRTO complete and sign the form [ATF-010 Change of supervising registered training organisation](#), and
- the new SRTO submits the form and Excel spreadsheet to DESBT via email at apprenticeshipsinfo@qld.gov.au using a subject heading of "Change of SRTO" or post to Apprenticeships Info, PO Box 15121, CITY EAST QLD 4002.

Notify DESBT of transition of qualification

When students are required to be transitioned to a superseding qualification, the SRTO completes the form [ATF-028 Transition of qualification](#). This form is ONLY used by SRTOs to notify DESBT when transitioning to a qualification because of an update to a national training package.

For a change of qualification which is NOT a transition, the form [ATF-035 Amendment of a registered training contract](#) MUST be used.

SRTO ceasing training operations

An SRTO from time to time, will exit the vocational education and training sector as a result of:

- making a business decision to cease offering training for one/several qualifications,
 - voluntarily closing their business,
 - being placed in receivership,
 - altering, losing or voluntarily relinquishing their Skills Assure supplier (SAS) status under the User Choice program,
 - voluntarily withdrawing their scope of registration on the approval of the national regulator, ASQA,
- or

- not operating in accordance with the conditions of registration, resulting in ASQA applying enforcement powers, which include sanctions.

IMPORTANT - An SRTO is NOT able to withdraw from delivering training as agreed to in a training plan without agreement of all parties to the training plan or approval from DESBT, however, depending on the circumstances, the following may be relevant where an SRTO ceases training operations. The SRTO:

- must meet their obligations and provide apprentices/trainees with a statement of attainment for all units of competency,
- should issue any eligible apprentices/trainees with a qualification, and assist with completing the apprenticeship/traineeships of eligible apprentices/trainees,
- must meet their obligations for providing student records to ASQA – refer to <https://www.asqa.gov.au/rto/withdraw-registration#requirements-after-withdrawing>,
- if approved as a User Choice SAS, must contact their DESBT Contract Manager and follow the required process to delete their SAS status, and
- should inform their employers and apprentices/trainees of ceasing business, and where possible, should assist the parties to locate other appropriate SRTOs to complete the training. For assistance with transitioning existing students, contact DESBT via the Apprenticeships Info line on 1800 210 210.

Refer to [Supervising registered training organisation - ceasing training operations](#) procedure for additional information.

Travel and accommodation

Subject to eligibility, DESBT provides financial assistance to subsidise the costs incurred by apprentices/trainees who travel specified distances to attend institutional training. The SRTO is required to:

- explain to the apprentice/trainee and employer the conditions of eligibility for travel and accommodation subsidies, in particular, the implications of not utilising the closest training organisation, and
- endorse the apprentice's/trainee's claim forms, either paper or electronic, to verify the actual attendance dates at the completion of the structured training period.

Refer to [Travel and accommodation allowance | Education and training | Queensland Government \(www.qld.gov.au\)](#) for eligibility criteria.

DESBT's *Travel and Accommodation Online* system enables eligible apprentices and trainees to lodge their travel and accommodation claims for attendance at their training organisation.



SRTOs who have apprentices and trainees who may claim their travel/accommodation subsidy online are encouraged to register for DESBT's Partner Portal. This will enable electronic verification of booking and/or attendance of apprentices and trainees claiming the subsidy.

Training assistance for cancelled apprentices and trainees

Subject to eligibility, DESBT will pay an RTO for the training of Queensland apprentices or trainees whose training contracts **have been cancelled** (pre-approved). Only RTOs approved as a User Choice SAS to provide training in the same qualification as the cancelled apprenticeship or traineeship may be considered. Contact DESBT via the Apprenticeships Info line on 1800 210 210 for additional information.

Further Information – quick links

DESBT Customer Centre (Phone Team) – responsible for managing general apprenticeship and traineeship calls received through the Apprenticeships Info line at 1800 210 210 or emails received via apprenticeshipsinfo@qld.gov.au

Queensland Training Information Service (QTIS) – allows interested parties to search online for information on apprenticeships and traineeships that have been approved in Queensland.

Visit: <http://www.qtis.training.qld.gov.au/>

Queensland Training Ombudsman – an independent office that provides Queenslanders with dedicated support to resolve training issues or make complaints.

Visit: <http://trainingombudsman.qld.gov.au/> or contact on 1800 773 048.