

Travel and Accommodation Online

Manual for apprentices and trainees

Version 2, July 2018



Contents

Introduction	3
Step 1 – Welcome page	3
Step 2 – Identity page	4
2.1 Incorrect identity information	5
2.2 Non completion of mandatory fields	6
2.3 Forgotten registration number	6
Step 3 – Contact page	7
3.1 Change qualification	8
3.2 Change employer	9
Step 4 – Training page	10
4.1 Different training provider	11
4.2 Training dates error	11
Step 5 – Claim page	12
5.1 Claims for dates in the future.....	12
5.2 Claims for dates in the future error message	13
5.3 Claims for air travel.....	14
5.4 Air travel error messages	15
Step 6 – Payment page	16
6.1 Direct debit error message	17
Step 7 – Confirmation page	18
Step 8 – Claim lodged	18

Introduction

The Department of Employment, Small Business and Training provides financial assistance to offset out-of-pocket expenses paid by apprentices and trainees (*other than school-based apprentices and trainees*) who travel specified distances to attend off-the-job training required to be undertaken by them in conjunction with their apprenticeship or traineeship. Please note this financial assistance does not cover 100% of expenses incurred by apprentices or trainees.

The subsidies are paid only if the applicant attends the closest supervising registered training organisation (SRTO – also referred to as training provider) able to deliver the off-the-job training program and travels at least 100kms return to attend that SRTO. Eligible apprentices and trainees may receive financial assistance for their travel to and from required off-the-job training, and where training is undertaken on a block release basis, for a daily accommodation subsidy during the training period.

Travel distances are calculated electronically from the applicant's usual place of residence (from where they travel to and from work each day) and are based on the shortest possible route (i.e. most direct road distance), to the location of the SRTO they attended, and return.

Apprentices and trainees receiving the Commonwealth Government's Living Away From Home Allowance (LAFHA) may only claim travel and/or accommodation subsidies from their 'Away from Home' address.

Subsidy payments will only be paid into bank accounts which have an account name including the name of the apprentice or trainee.

Step 1 – Welcome page

Access the Travel and Accommodation Online application via the department's website. After clicking on the **Travel and Accommodation Online** link under *How do I apply?* you will see the welcome page.

You are required to read and understand the **Travel and Accommodation Allowance: Policy Statement and Guidelines** before being able to continue with your lodgement. When you click on the **Travel and Accommodation Allowance: Policy Statement and Guidelines** link, the document will be displayed as a PDF in a separate window.

You will be required to tick the box to confirm your understand of the policy statement and guidelines before you can click **Continue**. See screen shot below.

Travel and Accommodation Subsidy - Online Application

[1. welcome](#) > [2. identity](#) > [3. contact](#) > [4. training](#) > [5. claim](#) > [6. payment](#) > [7. confirmation](#)

Apply for a Travel & Accommodation Subsidy Online

SCHOOL-BASED apprentices/trainees: Your Travel and Accommodation application forms are available from your school or the [Education Queens](#)

The Department of Employment, Small Business and Training provides travel and accommodation subsidies to eligible apprentices and trainees to ass

To be eligible, you must meet the following criteria:

- You must be attending the closest training provider campus that delivers the course of instruction for your particular training program. You can fi
- You must travel 50 kilometres or more one way **by the most direct route** from your usual place of residence to attend your **closest** training pro
- You must lodge an application within six months of the completion date of the training block or attendance period being claimed for.

You can use this site to lodge an application for all types of travel and accommodation subsidy including air travel and advance claims.

If you have a completed paper-based claim form and it is signed by your training organisation, you can attach it to your application via this site for a entitlements. Most eligible claims will be paid within 28 days.

Please ensure you have read and understood the Travel and Accommodation Allowance: Policy Statement and Guidelines before subm

I have read, understood and agree to the [Travel and Accommodation Allowance: Policy Statement and Guidelines \[PDF 88kb\]](#) and the [Privacy No](#)

Disclaimer — The Department of Employment, Small Business and Training (DESBT) is collecting the information on this application to assess your eligibility for the provided, such as address, differ from the details already held by DESBT this information will update the personal details listed in DESBT's records. The information w training organisation. Information may also be provided to your employer for the purpose of verifying aspects of the claim. Your information will not be given to any o

Step 2 – Identity page

After clicking **Continue** you will be taken to the Identity page where you will be required to type in the following information to confirm your registered training contract details:

- Contract registration number (you registration number will begin with 20 which has been automatically pre-entered)
- Surname
- First name
- Date of birth

You will not be able to proceed unless the details exactly match your details in the department's system. Therefore, please ensure the details you enter here are the same as what were submitted on your training contract.

Queensland Government
Apprenticeships Info

Travel and Accommodation Subsidy - Online Application

1. welcome > 2. identity > 3. contact > 4. training > 5. claim > 6. payment > 7. confirmation

Please Identify Yourself

You can identify yourself by either logging on to your [Apprentice/Trainee Portal Account](#)

OR

You need to provide the following information to confirm your training contract details. You must provide the details exactly as they appear in the following fields then select 'Next'.

Your Contract Registration Number * [Don't know your registration number?](#)

Your surname *

Your first name *

Your date of birth *

previous next finish cancel

Once you have completed the information, click **Next**.

2.1 Incorrect identity information

If you enter incorrect information, you will receive the below error message.

Department of Employment, Small Business and Training

Error
Our system is unable to locate your training contract based on the information you have provided. If you wish to continue with your online subsidy claim - you can telephone Apprenticeships Info on 1800 210 210 (standard office hours) or email ApprenticeshipsInfo@qld.gov.au.

Travel and Accommodation Subsidy - Online Application

1. welcome > 2. identity > 3. contact > 4. training > 5. claim > 6. payment > 7. confirmation

Please Identify Yourself

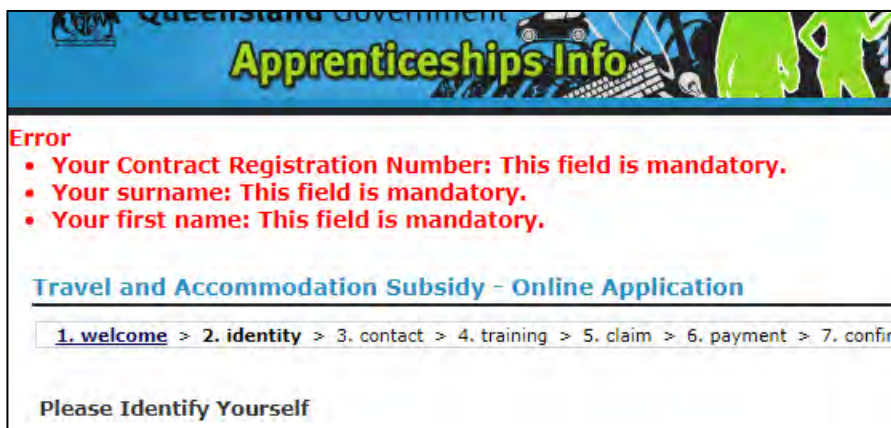
This means that either:

- the registration number you entered does not exist in the department's databases; or
- your surname, first name and date of birth do not match what the department has in their databases for the registration number you entered.

You will need to contact Apprenticeships Info on 1800 210 210 to verify what your correct registration number is.

2.2 Non completion of mandatory fields

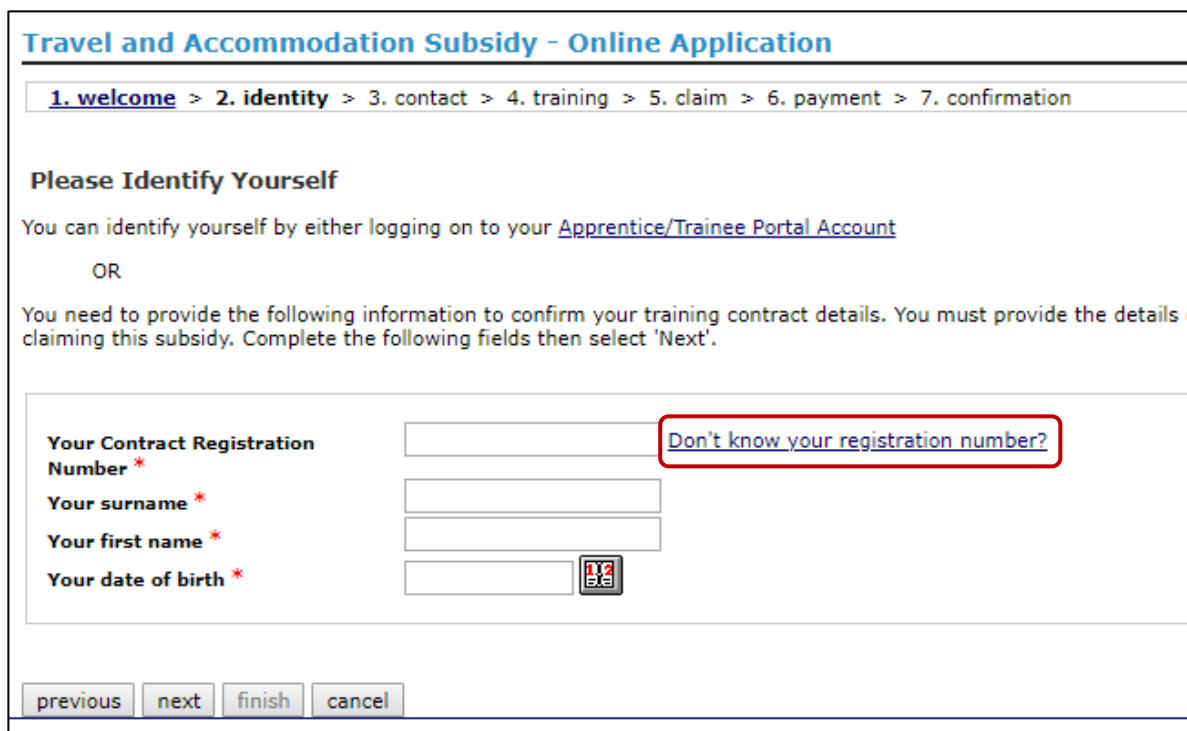
If all of the mandatory fields are not completed, then the following error message will be received.



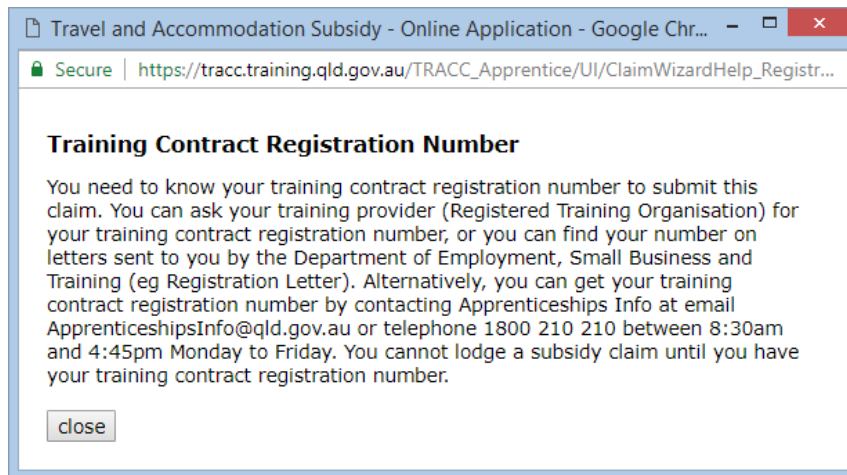
You will need to ensure that all of the fields have been completed before you click **Next**.

2.3 Forgotten registration number

If you have forgotten your registration number, then click on the **Don't know your registration number?** link.



You will receive the below popup window:



Step 3 – Contact page

Once all correct details have been entered and you click **Next**, a new page will appear with your contact details currently recorded against your training contract in the department's databases. If these details have changed, you will need to update them.

You are required to complete the following mandatory information:

- Home address 1 (Home address 2 is also included but is optional)
- Home suburb/town
- Home postcode
- Preferred method of correspondence for this application.

If you travel to work from a temporary location (i.e. if you stay in a mining camp for work purposes), click on the relevant check box and additional temporary location address lines will become enabled for you to complete.

If your preferred method of correspondence is email, an email address must be entered. If you do select email as your preferred method, then all correspondence associated with this claim will be sent to your email address.

Note: Details regarding qualification and employer appear automatically from information entered at the identity screen on the previous page.

Click **Next**.

Please Check Your Contact Details

Check your contact details provided below. Correct or update any incorrect details - then select 'Ne

Contract Registration Number

Surname

First name

Middle name

Date of birth

Address Note: As per the department's policy statement on the Travel and Accommodation Allowance, trainees must provide the address details. Please select the checkbox below and provide the required information.

Yes, I travel to work each day from a temporary location (e.g. a mining camp).

Home address 1 *

Home address 2

Home suburb/town *

Home postcode *

Home Phone

Postal address is same as residential

Postal address 1

Postal address 2

Postal suburb/town

Postal postcode

Work Phone

Mobile Phone

How would you prefer to receive the correspondence regarding this application *

Email address

Qualification

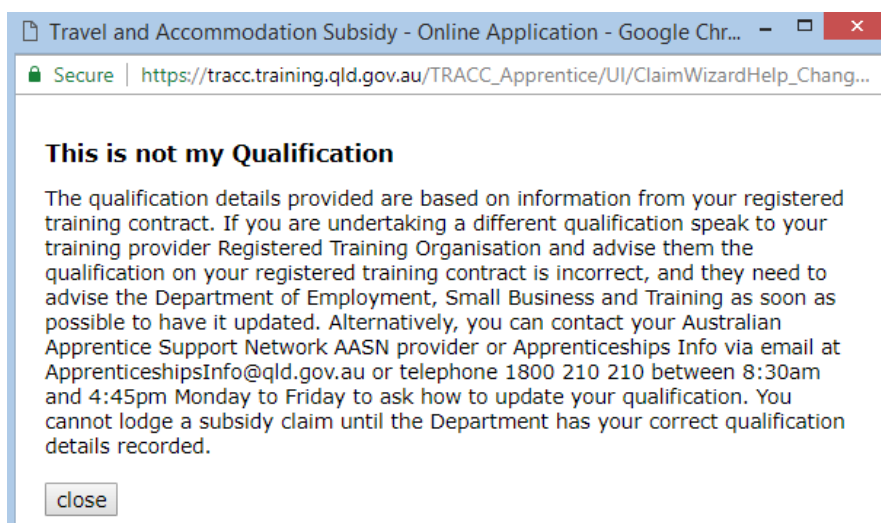
[This is not my qualification](#)

Employer

[This is not my employer](#)

3.1 Change qualification

If you believe that the qualification listed is incorrect, click on **This is not my qualification** and the below popup window will appear.

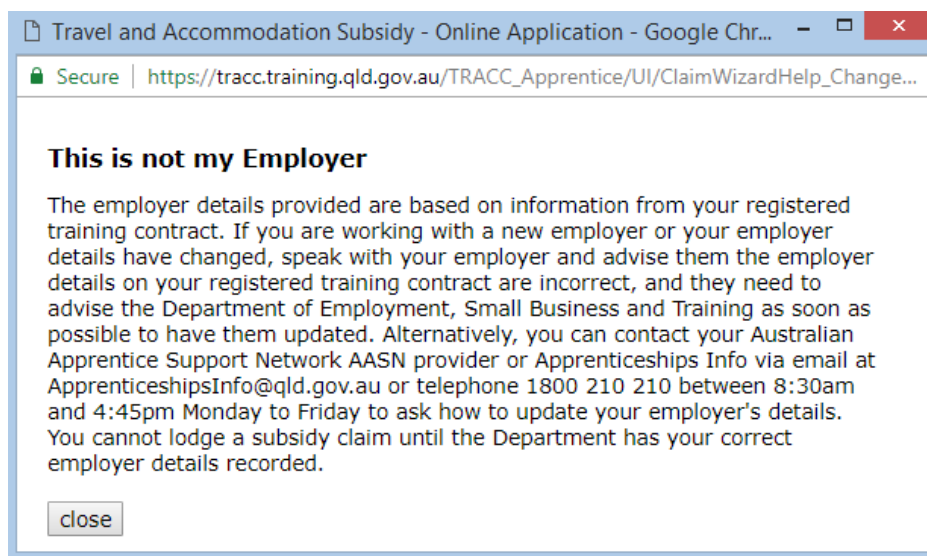


This message advises that the qualification listed is what was submitted to the department on your training contract. In order to change it, you will need to complete and submit the correct amendment form.

Until the amendment has been processed, it is recommended that you do not continue submitting your claim. The reason for this is that it will be refused due to you attending training for a different qualification than that which is listed against your training contract.

3.2 Change employer

If you believe the employer listed is incorrect, click on **This is not my employer** and the below popup window will appear.



This message advised that the employer listed is what was submitted to the department on your training contract. In order to change it, you will need to complete and submit the correct amendment form. It is recommended that you contact your Australian Apprenticeship Support Network (AASN) provider for assistance with this.

Until the amendment has been processed, it is also recommended that you do not continue submitting your claim. The reason for this is that it will be refused due to your employer being different to the one that is listed against your training contract.

Step 4 – Training page

After checking and completing your personal information, click on **Next**. The next page will require you to complete the following mandatory information regarding the training you have attended or are going to attend at your training provider:

- Start date
- Finish date
- Actual days attending, or intended to attend, during the period
- Campus attended (selected from the drop down box).


Note: The training provider and address are automatically populated with what is listed against your training contract in the department's databases. If the campus you attended or intend to attend is not in the list, select *Other* and enter the address of the campus.


Travel and Accommodation Subsidy - Online Application

[1. welcome](#) > [2. identity](#) > [3. contact](#) > **4. training** > 5. claim > 6. payment > 7. confirmation

What Training Did You Attend?

Provide details about the training you have attended and are claiming for, or training you are going to attend at your training provider and are claiming for. Your attendance at your training provider, or confirmation yo

Start date * 

Finish date *  **Note:** If lodging this claim after attending training, the finish date must be within the last 6 months.

Actual days you attended or are booked to attend during this period *

Training Provider (SRTO)

[This is not my training provider \(SRTO\)](#)

Please select your training location from the campus list below. If your campus is not listed in the options available in this list, please select "Not Listed" and enter the address details of the correct place of training.

Campus attended *

Campus Address Line 1

Campus Address Line 2

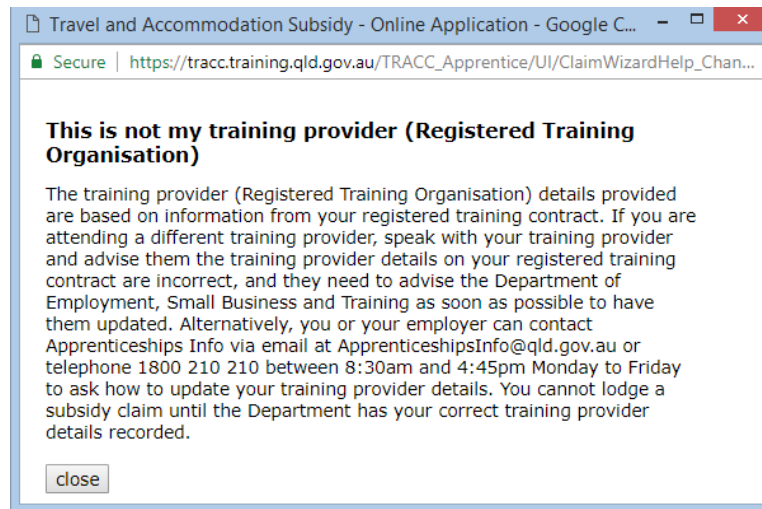
Campus Suburb/Town

Campus Postcode

Click **Next**.

4.1 Different training provider

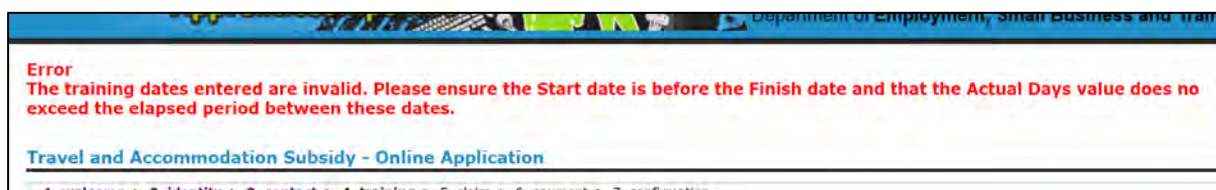
If you believe that the training provider listed is incorrect, click on **This is not my training provider (SRTO)** and the below message will appear.



This message advises that the training provider listed is what was submitted to the department on your training contract. In order to change it, you will need to complete and submit the *ATF-010 Change of supervising registered training organisation* form. It is recommended that you contact your training provider or Australian Apprenticeship Support Network (AASN) provider for assistance with this.

4.2 Training dates error

If there is a problem with the training dates and/or actual days that you have entered, you will see the below error.



This means either:

- you have accidentally put the finish date before the start date; or
- the actual days you have entered is greater than the number of days between the start and finish dates you have entered.

Once you have corrected the information, you will be able to continue with the claim.

Step 5 – Claim page

After clicking **Next**, you are then required to indicate from the drop down list which type of subsidy you are claiming:

You can select either:

- Travel and accommodation
- Daily travel
- Daily accommodation
- Air travel.

Note: You can only select one type of claim.

Apprenticeships Info

Travel and Accommodation Subsidy - Online Application

1. [welcome](#) > 2. [identity](#) > 3. [contact](#) > 4. [training](#) > 5. [claim](#) > 6. [payment](#) > 7. [confirmation](#)

What Are You Claiming Subsidy For?

Please select which type of subsidy you are claiming. You can only select ONE claim type.

For air travel and advance payments you MUST attach a copy of your training notice (i.e. training timetable or other confirmation from your training smart phone and attach it. If you can't attach a copy of your training notice using the link below, please email a copy to Travel.Accommodation@det

Claim Type *

If your training dates are in the past, you will need to click **Next**.

If your training dates are in the future, or you are claiming air travel, you will need to enter more information as explained below.

5.1 Claims for dates in the future

If the dates you entered on the training page are in the future, when you select an option from the drop down list (expect air travel), you will see the following:

Travel and Accommodation Subsidy - Online Application

[1. welcome](#) > [2. identity](#) > [3. contact](#) > [4. training](#) > **5. claim** > [6. payment](#) > [7. confirmation](#)

What Are You Claiming Subsidy For?

Please select which type of subsidy you are claiming. You can only select ONE claim type.

For air travel and advance payments you MUST attach a copy of your training notice (i.e. training timetable or other confirmation from your training provider, with dates you will be attending this block of training). If you do not have a copy of your training notice electronically, you can take a photo with your smart phone and attach it. If you can't attach a copy of your training notice using the link below, please email a copy to Travel.Accommodation@det.qld.gov.au.

Claim Type *

If you are experiencing financial hardship, you can apply to have your subsidy paid to you before you go to your training provider as an 'Advance' Payment. If you would like to apply for an Advance payment, tick this box and provide the reason for your request below. Please note, if there is less than 28 days before you go to your training provider you may not receive your subsidy before you start your training. If you do not need an Advance payment, cancel out of this claim and submit your claim Online once you have completed your block of training at your training provider.

My reasons for requesting Advance payment are

1000 characters maximum - 1000 characters remaining

[Click here to attach a copy of your training notice.](#)

You will need to tick the box requesting advance payment of the claim.

You will then need to provide reasons for the advance claim.

It is recommended that you attach an electronic copy of your training notice to your claim.

This will allow for more efficient processing of your claim. To do this, click on **Click here to attach a copy of your training notice**. If you cannot attach a copy of your training notice, please email travel.accommodation@desbt.qld.gov.au.

Once you have finished, click **Next**.

5.2 Claims for dates in the future error message

If you click **Next** without at least ticking the box you will receive the below error message.

Apprenticeships Info

Error
Advance Claim Acknowledgement: This field is mandatory.
Advance Claim Reason: This field is mandatory.

Travel and Accommodation Subsidy - Online Application

[1. welcome](#) > [2. identity](#) > [3. contact](#) > [4. training](#) > **5. claim** > [6. payment](#) >

You will need to tick the box and provide a reason for requesting the advance, before you can click **Next**.

If you don't provide a reason, you will receive the following error message.

Error
• My reasons for requesting Advance payment are: This field is mandatory.

Travel and Accommodation Subsidy - Online Application

5.3 Claims for air travel

If the option you selected from the drop down list was air travel, you will see the following:

Travel and Accommodation Subsidy - Online Application

[1. welcome](#) > [2. identity](#) > [3. contact](#) > [4. training](#) > [5. claim](#) > [6. payment](#) > [7. confirmation](#)

What Are You Claiming Subsidy For?

Please select which type of subsidy you are claiming. You can only select ONE claim type.

For air travel and advance payments you MUST attach a copy of your training notice (i.e. training timetable or other confirmation from your training provider, with dates you will start phone and attach it. If you can't attach a copy of your training notice using the link below, please email a copy to Travel.Accommodation@det.qld.gov.au.

Claim Type * Air Travel

Please note: If you wish to claim accommodation subsidy for this training block and you have not yet lodged an application for daily accommodation, you will be required to c

Forward flight is not required	<input type="checkbox"/>	Preferred date of forward flight *	Forward Departing Airport *	Forward Arrival Airport *
		<input type="text"/>	<input type="text"/>	<input type="text"/>
Return flight is not required	<input type="checkbox"/>	Preferred date of return flight *	Return Departing Airport *	Return Arrival Airport *
		<input type="text"/>	<input type="text"/>	<input type="text"/>

[Click here](#) to attach a copy of your training notice.

If you are experiencing difficulties with attaching to this application, please contact Apprenticeships Info on 1800 210 210 or email Travel.Accommodation@det.qld.gov.au.

You will need to specify what your preferred day is for the flight to your training provider and the return flight.

If one of the flights is not needed, click on the box **Forward flight is not required** or **Return flight is not required**.

You will need to enter the *Forward Departing Airport*. When you click on the drop down list, the closest airport to your residential address will be at the top of the list with an asterisk beside it. You are able to select any airport in the list. Should your airport not be listed, or if you experience a problem, please contact Apprenticeships Info on 1800 210 210.

The airport closest to the training provider campus that you have selected will be pre-populated in the *Forward Arrival Airport* as shown on the following page.

Travel and Accommodation Subsidy - Online Application

1. welcome > 2. identity > 3. contact > 4. training > 5. claim > 6. payment > 7. confirmation

What Are Your Training Subsidy For?

Please select which type of subsidy you are claiming. You can only select ONE claim type.

For air travel and advance payments you MUST attach a copy of your training notice (i.e. training timetable or other confirmation from your training provider, with dates you will be attending this block of training). If you do not have notice using the link below please email a copy to travel.accommodation@desbt.qld.gov.au.

Claim Type: Air Travel

Please note: If you wish to claim accommodation subsidy for this training block and you have not yet lodged an application for daily accommodation, you will be required to complete a separate application for daily accommodation.

Forward flight is not required: Preferred date of forward flight: 04-Jul-2016
 Return flight is not required: Preferred date of return flight: 22-Jul-2016

[Click here to attach a copy of your training notice.](#)
 If you are experiencing difficulties with attaching this to this application, please contact us on 1300 210 210 or email travel.accommodation@desbt.qld.gov.au.

Forward Departing Airport: Cairns (CNS)
 Forward Arrival Airport: Townsville (TSV)
 Return Arrival Airport: Cairns (CNS)

Previous Next Cancel

To enable us to book your flights we require a copy of your training notice. To do this, click on **Click here to attach a copy of your training notice**. If you cannot attach a copy of your training notice, please email travel.accommodation@desbt.qld.gov.au.

Once you have finished, click **Next**.

Note: Claims for air travel need to be received by the department a minimum of 28 days prior to the forward flight (flight to your training provider).

5.4 Air travel error messages

There are a few error messages which could appear for air travel claims.

If your preferred date for the forward (to your training provider) flight is after your training start date, then you will receive the following error message:

Apprenticeships Info

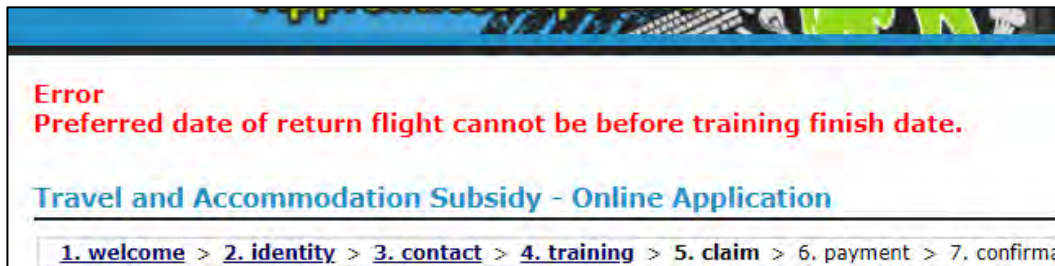
Error
Preferred date of forward flight cannot be after training start date.

Travel and Accommodation Subsidy - Online Application

1. welcome > 2. identity > 3. contact > 4. training > 5. claim > 6. payment > 7. confirmation

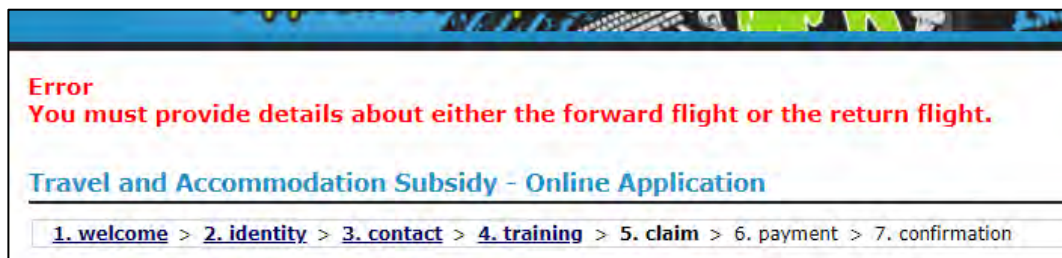
You will need to change your preferred date for the forward flight to before the training start date or the same date as the training start date.

If your preferred date for the return flight is before your training end date, you will receive the following error message:



You will need to change your preferred date for the return flight to the same date as the training end date or after the training end date.

If you have ticked both boxes beside **Forward flight is not required** and **Return flight is not required**, then you will receive the following error message:



You will need to un-tick at least one of the boxes and enter preferred details for the flight.

Alternatively, if flights are not needed, click **Cancel** or select a different claim type.

Step 6 – Payment page

After clicking **Next**, you are then required to select what payment method you want. If your claim type is *Air travel*, then the page will be skipped as you will not be receiving any payments.

Your choices are:

- Cheque
- Direct debit

Apprenticeships Info

Travel and Accommodation Subsidy - Online Application

[1. welcome](#) > [2. identity](#) > [3. contact](#) > [4. training](#) > [5. claim](#) > **6. payment** > [7. confirmation](#)

Please Provide Your Bank Details?

Provide your financial institution account details below so approved subsidies can be paid directly into your account. When sub

Payment Method: Direct-deposit into my bank account indicated below ▼

Account Name:

BSB *:

Bank Account Number *: (Credit and/or debit card numbers are not permitted.)

Bank *:

Branch *:

Postal address 1:

Postal address 2:

Postal Suburb:

Postal Postcode:

If you select **Cheque**, then you will need to click **Next**.

If you select **Direct Debit**, then you will need to enter the following information:

- BSB
- Account number
- Bank
- Branch

All this information is mandatory and must be completed.

Note: The cheque or direct debit payment advice will be sent to the postal address displayed.

Once you have entered this information, click **Next**.

6.1 Direct debit error message

If you do not enter in all the required information, then you will receive the following error message:

Apprenticeships Info

Error

- BSB: This field is mandatory.
- Bank Account Number: This field is mandatory.
- Bank: This field is mandatory.
- Branch: This field is mandatory.

Travel and Accommodation Subsidy - Online Application

[1. welcome](#) > [2. identity](#) > [3. contact](#) > **4. training** > [5. claim](#)

Enter in any information which you have missed and click **Next**.

Step 7 – Confirmation page

After clicking **Next**, you are then required to review and confirm your claim. There are four additional questions at the bottom of the page which must be answered by selecting **Yes** or **No**.

DECLARATION

1. Do you declare that all the information supplied is true and accurate? *

2. Did you – or are you – attend/ing the training provider that offers the required training, and is it the closest campus to your residential address?
(The department's policy states that you must attend the closest available training provider to your residential address from where you travel from to work each day. If your employer decides to sign you up with a training organisation that is not the closest available, you will not be eligible for the subsidy from this department and your employer will need to take into consideration the cost implications on you for doing so. If you are attending a training organisation that is not your closest, contact the Fair Work Ombudsman (call 13 13 94 or visit www.fairwork.gov.au to find out if your employer is required to contribute to the costs associated with attending off-the-job training. Also, training quality is regulated by the Australian Skills Quality Authority and for the purposes of determining eligibility for the subsidy from this department is not considered a valid reason for not attending the closest training organisation.) *

3. Would you like to add a note to give us more information about your claim? You can also add a note to tell us how we could improve this online application process for apprentices and trainees. *

4. Would you like to attach a letter or file to support your claim?

The questions are:

1. Do you declare that all the information supplied is true and accurate?
2. Did you – or are you – attend/ing the training provider that offers the required training, and it is the closest campus to your residential address?
3. Would you like to add a note to give us more information about your claim? You can also add a note to tell us how we could improve this online application process for apprentices and trainees.
4. Would you like to attach a letter or file to support your claim?

If you answers yes to the third question, then you will be provided with a box within which you can enter any notes. Alternatively, you can also use this box to provide feedback you may have regarding using the online application.

If you answer yes to the last question, then the **Attach your file** link will appear to allow you to attach a file using the following window:

Travel and Accommodation Subsidy - Online Application

You are prohibited from posting or transmitting to this website any unlawful or inappropriate material that could rise to any civil or criminal liability under the law.

Acceptable Upload File Types: .pdf; .doc; .docx; .rtf; .tif; .bmp; .jpg;
 Maximum Upload File Size: 4Mb

Attachment File No file chosen

Once you have answered all the questions, click **Next**.

Step 8 – Claim lodged

After clicking **Next**, you will be advised that your claim has been lodged. You will also be provided with an option of printing your claim so that you can keep a record of the lodged claim.