

Manual for registered training organisations (RTOs)

Travel and Accommodation Online



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For any issues regarding the application, please contact Partner Portal Help Desk:

Phone: (07) 3025 6691

Email: partnerportal@desbt.qld.gov.au

1. TRAVEL AND ACCOMMODATION SUBSIDY

The Department of Employment, Small Business and Training provides financial assistance to apprentices and trainees (*other than school-based apprentices and trainees*) who travel specified distances to attend off-the-job training required for their apprenticeship or traineeship. 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.

2. TRAVEL AND ACCOMMODATION ONLINE

The Travel and Accommodation Online system was implemented (in 2010) to allow access to apprentices and trainees to submit their travel and accommodation claims online.

The benefits of Travel and Accommodation Online include:

1. Apprentices and trainees can lodge electronic applications online and receive their subsidy sooner.
2. RTOs can electronically verify the booking and/or attendance of apprentices and trainees claiming the subsidy.
3. Departmental Travel and Accommodation staff can process applications more efficiently and with shorter turnaround times.

Apprentices and trainees can lodge claims online through the [Travel and Accommodation section of the department's website](#).

3. ASSISTANCE FOR TRAVEL AND ACCOMMODATION ONLINE

RTO assistance

The RTO officer should refer to the latest version of this manual prior to contacting the department for assistance.

This manual is located at

<https://desbt.qld.gov.au/training/apprentices/incentives/travel-accommodation>.

Apprentice and trainee assistance

Apprentices and trainees lodging claims online will see error messages and/or help messages like below. These messages will help them continue to lodge their claim, or advise them to contact their RTO or Apprenticeships Info on 1800 210 210 (depending on the information needed to complete the lodgement).

There is also a *Travel and Accommodation Online: Manual for apprentices and trainees* to assist apprentices and trainees when lodging their application online. This manual is located at <https://desbt.qld.gov.au/training/apprentices/incentives/travel-accommodation>.

4. ATTENDANCE/BOOKING VERIFICATION EMAIL

The Travel and Accommodation unit is required to comply with departmental Financial Audit protocols for all claims paid. Where the Travel and Accommodation unit pays any money to an apprentice or trainee, the RTO is required to verify the apprentice or trainee's attendance for the training block for which they claimed subsidy.

These are **three scenarios** where the Travel and Accommodation unit requires verification, and where an automated email will be sent to the RTO to verify the claim in the Travel and Accommodation RTO application in Partner Portal.

The three scenarios are:

1. post attendance claim
2. advance claim
3. audit of attendance for an advance claim and/or air travel claim.

Post attendance claim

Claim is made by apprentice or trainee for subsidy **after** the training block is completed.

When the department has received and reviewed an apprentice or trainee's subsidy claim, and determined the claim is eligible for payment, an **Attendance Verification Email** will be sent to the relevant RTO's Travel and Accommodation email box.

The email will be seeking verification an apprentice or trainee **has attended the training provider** for the dates and number of days for which they have claimed subsidy.

The verification email will advise the RTO of:

- type of email – e.g. attendance email

- apprentice or trainee's name
- campus attended/enrolled
- qualification
- claimed attendance dates.

Please note: The RTO officer who is verifying the claim must also **check the qualification details** on the claim are correct. If the RTO is delivering a different qualification to that supplied by the apprentice or trainee, the RTO officer will need to add a supporting note in Partner Portal when they verify the claim and give the details of the correct qualification they are delivering.

This will notify the Travel and Accommodation unit to follow a process to have the qualification corrected in DELTA. Correcting the qualification in DELTA can also avoid delays in the RTO's claim for payment of training delivery from the department.

If verification is not received back from the RTO after 10 days, a reminder email (examples on the following pages) will be sent to the RTO, and reminder emails will continue to be sent until the claim is verified.

If the apprentice or trainee has attached a scanned copy of a hard copy claim form (signed, stamped and verified by the RTO) to their online claim, a verification email **will not be sent to their RTO**.

Advance claim

Claim is made by apprentice or trainee for subsidy payment prior to the apprentice or trainee attending their training block, or the department is booking and paying for a return flight for the apprentice or trainee to attend the training provider. Claims for advance accommodation and air travel can be received separately by the department. In these cases it is possible the RTO may receive two booking verification emails – one for the accommodation claim and one for the air travel claim. Travel and Accommodation officers endeavour to **not send two separate** emails to the RTO if they identify the apprentice or trainee have submitted two claims on different dates.

When the department has received and reviewed an apprentice or trainee's advance subsidy claim, and determined the claim is eligible for payment, a **Booking Verification Email** will be sent to the RTO's Travel and Accommodation email box.

The email will be seeking verification an apprentice or trainee **is booked to attend the training provider** for the dates and number of days they have claimed subsidy.

The verification email will advise the RTO of:

- type of email – e.g. booking email
- apprentice or trainee name
- campus attended/enrolled
- qualification
- claimed booked dates.

Please note: The RTO officer who is verifying the claim must also **check the qualification details** on the claim are correct. If the RTO is delivering a different qualification to that supplied by the apprentice or trainee, the RTO officer will need to add a supporting note in Partner Portal when they verify the claim and give the details of the correct qualification they are delivering.

This will notify the Travel and Accommodation unit to follow a process to have the qualification corrected in DELTA. Correcting the qualification in DELTA can also avoid delays in the RTO's claim for payment of training delivery from the department.

If verification is not received back from the RTO after 10 days, a reminder email (examples on the following pages) will be sent to the RTO, and reminder emails will continue to be sent until the claim is verified.

If the apprentice or trainee electronically attached their Training Notice (booking confirmation) to their online claim, a verification email **will not be sent to their RTO.**

Audit of attendance for an advance claim and/or air travel claim

If the apprentice or trainee has applied for and received payment of their subsidy or had a flight paid for before attending their RTO, the RTO will be asked to verify that the apprentice or trainee actually attended for the dates and number of days for which they were paid subsidy.

Under the department's audit requirements, where an apprentice or trainee has been paid subsidy in advance or had a flight booked for them, and **Audit of Attendance Email** must be sent to the RTO after the final day of the training block, to verify the apprentice or trainee actually attended for the dates and number of days for which they claimed.

IMPORTANT NOTE: Where an apprentice or trainee has claimed air travel and accommodation subsidy, these are treated as **two separate claims in Travel and Accommodation Online**. An audit of attendance email will be sent to the RTO for each type of claim (i.e. the RTO will receive an audit of attendance email for the accommodation claim and will also receive an audit of attendance email for the air travel claim).

The verification email will advise the RTO of:

- type of email – e.g. audit of attendance email
- apprentice or trainee's name
- campus attended/enrolled
- qualification
- paid dates.

Please note: The RTO officer who is verifying the claim must also **check the qualification details** on the claim are correct. If the RTO is delivering a different qualification to that supplied by the apprentice or trainee, the RTO officer will need to add a supporting note in Partner portal when they verify the claim and give the details of the correct qualification they are delivering.

This will notify the Travel and Accommodation unit to follow a process to have the qualification corrected in DELTA. Correcting the qualification in DELTA can also avoid delays in the RTO's claim for payment of training delivery from the department.

If verification is not received back from the RTO after 10 days, a reminder email (examples on the following pages) will be sent to the RTO, and reminder emails will continue to be sent until the claim is verified.

5. LOGGING INTO PARTNER PORTAL

Click the link in the text of the verification emails or alternatively click the link

www.portal.desbt.qld.gov.au

This will open the Partner Portal login page where you log in to Partner Portal to verify the claim (see screen shot below). If you do not have access to Partner Portal you need to contact your organisation's Partner Portal Partner Administrator and ask them to give you access to Partner Portal using the instructions [here](#). As a new Partner User of Partner Portal, you should automatically receive access to Travel and Accommodation Online when you receive Partner Portal access.

If/or when you have access:

Go to Partner Portal www.portal.desbt.qld.gov.au and click sign in, Accept the terms and conditions to enter.

Queensland Government | Department of Employment, Small Business and Training

Contact us | Help | Administration | Your name

Home > Access to the Partner Portal

Access to the Partner Portal

Your access to, and use of, the Partner Portal is subject to the terms of a Partner Portal Access Deed signed by your Organisation. You confirm that:

1. your Organisation has informed you of your obligations when accessing and using the Partner Portal;
2. you will only access the Partner Portal for a Permitted Purpose;
3. you will keep your User ID and password confidential;
4. you will comply with the Conditions of Use for the Partner Portal which include the Disclaimer, Privacy statement and Copyright statement linked on this website;
5. you will ensure that all information and data that you upload to the Partner Portal is complete, accurate and current and does not include Personal Information without the consent of the individual concerned;
6. your access to the Partner Portal may be suspended or terminated at any time;
7. if you require any support or assistance using the Partner Portal please contact your Organisation's Administrator in the first instance.

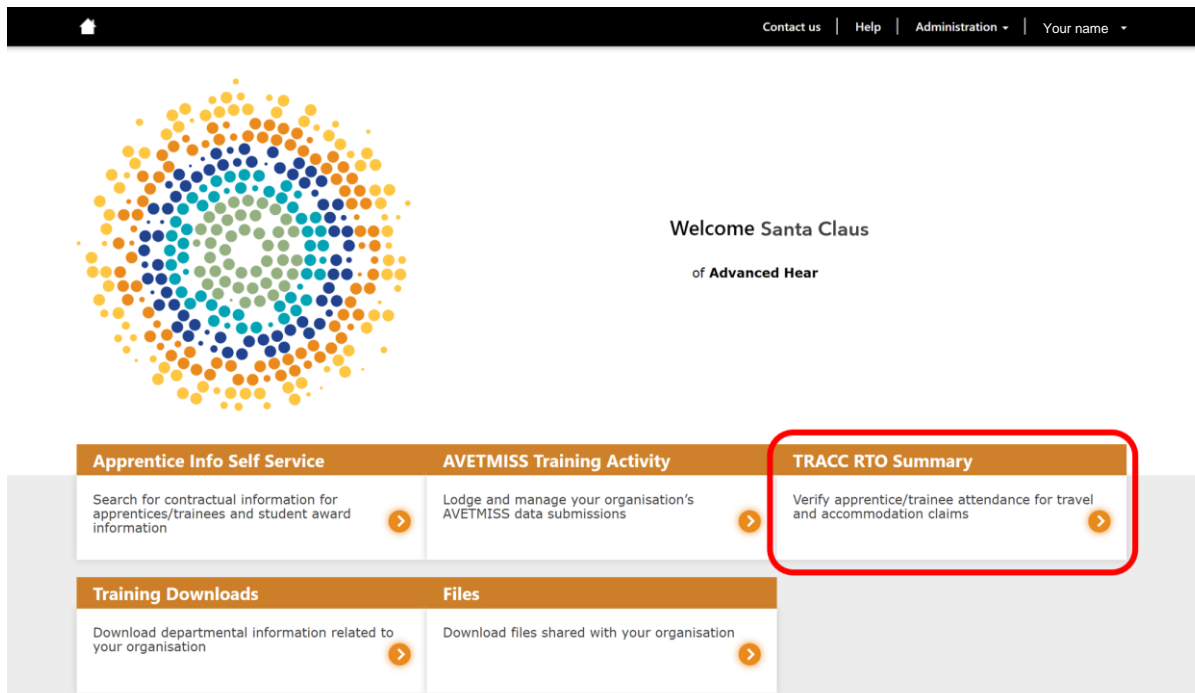
I confirm and accept the above statement *

Accept & Continue

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6. ACCESSING THE TRAVEL AND ACCOMMODATION ONLINE RTO APPLICATION

After you have logged in to Partner Portal it will open up the main Partner Portal screen. The Travel and Accommodation Online RTO application in the portal is called **TRACC RTO Summary** and is located on the bottom of the screen.



If you cannot see the **TRACC RTO Summary** (which you should automatically be given access to as a new Partner User), you need to ask your Administrator to adjust your access using the instructions [here](#).

In the Travel and Accommodation RTO Summary portal:

1. select **TRACC RTO Summary** to search for a specific claim; and
2. see how many claims for your RTO are awaiting action.

7. SEARCHING FOR CLAIMS AWAITING VERIFICATION

Once you have selected **Proceed into Travel and Accommodation Online RTO** you will be presented with search criteria and the list of claims awaiting verification (please note there may be more than one page).

You can either:

1. Select a highlighted claim; or
2. Enter your search criteria. Select **Search** – the list of claims at the bottom of the screen will be updated to show only those records which match your criteria. Select the claim you want to verify.

TRACC RTO Summary

Search Filter:

Verification Type
 All
 Attendance
 Booking

Contract Registration Number Applicant Surname Applicant Given Name Start Date

Employer Name Campus

Verification Type Contract Registration Number Applicant Surname Applicant Given Name

Start Date Qualification NTIS Code Employer Name Campus

Claims awaiting verification

| Contract No | Applicant Surname | Applicant Given Name | Applicant Middle Name | Urgency | Verification Type | Date Received | Qualification Title | Attendance Start Date | Attendance End Date | Employer Trade Name | Campus Suburb |
|-------------|-------------------|----------------------|-----------------------|---------|-------------------|---------------|----------------------------------------------------------------|-----------------------|---------------------|---------------------------|---------------|
| 202024815 | WILSON | CAMERON | DALE | Low | Attendance | 28-03-2022 | Certificate III in ESI - Power Systems - Distribution Overhead | 22-03-2022 | 24-03-2022 | ENERGY QUEENSLAND LIMITED | DALBY QLD |
| 202024816 | BOHM | RICHARD | JOHN | Low | Attendance | 28-03-2022 | Certificate III in ESI - Power Systems - Distribution Overhead | 22-03-2022 | 23-03-2022 | ENERGY QUEENSLAND LIMITED | DALBY QLD |
| 202024817 | HOLZNAGEL | HARRISON | BRETT | Low | Attendance | 28-03-2022 | Certificate III in ESI - Power Systems - Distribution Overhead | 22-03-2022 | 23-03-2022 | ENERGY QUEENSLAND LIMITED | DALBY QLD |
| 202025096 | O'SULLIVAN | CONNOR | JEFFERY | Low | Attendance | 28-03-2022 | Certificate III in ESI - Power Systems - Distribution Overhead | 12-03-2022 | 12-03-2022 | ENERGY QUEENSLAND LIMITED | DALBY QLD |
| 202025249 | MCKECHNIE | LACHLAN | GEORGE | Low | Attendance | 28-03-2022 | Certificate III in ESI - Power Systems - Distribution Overhead | 22-03-2022 | 23-03-2022 | ENERGY QUEENSLAND LIMITED | DALBY QLD |

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8. VERIFYING CLAIMS IN PARTNER PORTAL

There are three types of verifications:

1. Attendance

For standard claims where the apprentice or trainee will be paid subsidy **after** they complete their attendance at the training provider. Their **attendance** must be verified by their RTO.

2. Booking

For air travel and advance claims where the apprentice or trainee was paid in advance the subsidy **prior** to attending the training provider. Their **booking** must be verified.

3. Audit of Attendance

Where an apprentice or trainee has applied for and received payment of their subsidy, or had a flight paid for before attending their training provider. The RTO is to verify the apprentice or trainee **actually attended** for the dates and number of days for which they **have been paid subsidy**.

Once you have selected an individual claim you will be able to view the claim details and provide the attendance or booking declaration

Home > Applications > TRACC RTO Summary

TRACC RTO Summary

Action Claim
Review the attendance details presented and amend those that are incorrect. Please provide your name and contact number. Click the 'Save' button when you have finished.

Attendance Summary:

| | | | | |
|----------------------------------------------------------|------------------------------------------|----------------------------------------------------------------------------------------|----------------------------------------------|------------------------------------------------------------------|
| Date Received 07-06-2022 | Contract No 012345678 | Status RTO Attendance | Applicant Name CITIZEN, JOHN WAYNE | Applicant Address 1 HIGH STREET NORTH POLE QLD 4000 |
| Campus Details 1 SNOW STREET DALBY QLD 4405 | Employer SNOWGLOBE ENTERPRISES | Qualification Certificate III in ESI - Power Systems - Distribution Overhead | | |

Attendance Declaration:

Verifying Officer Name *
Test officer7

Verifying Officer Phone *
07 3456 7890

I declare that the applicant above attended college for the following period

Please indicate total days booked/attended. Days booked/attended cannot exceed total number of week days between the college start and end date. Any variations must be outlined in the supporting notes below (including any additional days attended or not attended due to illness/public holidays etc.).

| | | |
|---------------------------------------------|----------------------------------------------|------------------------------------|
| Date College Started * 02/06/2022 | Date College Finished * 03/06/2022 | Days Booked/Attended * 2 |
|---------------------------------------------|----------------------------------------------|------------------------------------|

I declare that the applicant above *did not* attend college

Notes Supporting the Attendance Declaration *
testing testing!