

# Management of Norfolk Island training contracts

## Purpose

This procedure details the processes for managing Norfolk Island training contracts under the Apprenticeship and Traineeship Service Schedule agreed between the Department of Youth Justice, Employment, Small Business and Training (DYJESBT) and the Australian Government.

**Important** – The South East Regional Office, Training and Skills, DYJESBT is responsible for managing Norfolk Island training contracts (new and recommencing) with a commencement date **on or after** 1 January 2022.

Training contracts that commenced **on or before** 31 December 2021 are managed by the New South Wales (NSW) Department of Education, Training Services NSW Lismore Office under grandfathered arrangements agreed between the NSW and Australian Governments.

## Overview

### Legislation:

The [Norfolk Island Act 1979 \(Cth\)](#) (NI Act) establishes the administrative, legislative, and judicial systems for Norfolk Island. The three main types of legislation currently applied on Norfolk Island are:

- Commonwealth laws – in 2016, the [Territories Legislation Amendment Act 2016 \(Cth\)](#) was passed to extend all Commonwealth legislation to Norfolk Island unless otherwise specified by the NI Act or another Commonwealth Act;
- Continued Norfolk Island laws – in addition to the Commonwealth laws, a range of existing Norfolk Island laws continue to apply on Norfolk Island through the NI Act (e.g. the [Employment Act 1988 \(NI\) \(Cth\)](#)), with most of these laws being enacted by the, now abolished, Norfolk Island Legislative Assembly; and
- Applied State and Territory laws – under the NI Act, the Commonwealth can pass a regulation that identifies a State or Territory as an applied laws jurisdiction, enabling State or Territory laws to be applied to Norfolk Island (e.g. to support the delivery of regulatory functions/services).

The *Further Education and Training Act 2014* (FET Act) and *Further Education and Training Regulation 2014* (FET Regulation) are applied to Norfolk Island as amended under the [Norfolk Island Applied Laws and Service Delivery \(Queensland\) Ordinance 2021](#) (Cth) (Ordinance). Schedules 7A and 7B of the Ordinance detail how the FET Act and FET Regulation are amended to apply.

The laws applied to Norfolk Island are to be referred to as the:

- ***Further Education and Training Act 2014 (Qld) (NI)***
- ***Further Education and Training Regulation 2014 (Qld) (NI)***

**Note** – Not all Queensland legislation has been applied to Norfolk Island. Schedule 1 of the Ordinance provides details of which Queensland legislation has been applied. This Schedule is amended as additional legislation is applied to Norfolk Island under agreement between the Queensland and Australian Governments. The remaining Schedules to the Ordinance detail how each piece of Queensland legislation is amended to apply to Norfolk Island.

### Framework and Policy:

The Apprenticeship and Traineeship Service Schedule (ATSS) provides the framework for how apprenticeships and traineeships on Norfolk Island will be monitored and supported by DYJESBT.

Under the ATSS, the [delegations and authorisations](#) of powers and functions that apply under the FET Act and FET Regulation also apply in the context of Norfolk Island apprenticeship and traineeship service delivery.

Appendices A, B and C to the ATSS reference each section of the FET Act and FET Regulation, detailing which sections respectively – apply in full; have been modified before being applied; and do not apply (i.e. have been suspended). Refer to [Attachment 1](#) for an overview of the Appendices to the ATSS.

The [Norfolk Island Apprenticeships and Traineeships – Policy](#) provides specific policy information relating to apprenticeships and traineeships on Norfolk Island, and should be read in conjunction with the [Declaration of apprenticeships and traineeships in Queensland Policy](#).

**Note** – The South East Regional Office, Training and Skills, DYJESBT is responsible for managing Norfolk Island training contracts, including reviewing transactions and processing transactions in DELTA.

### **Funding – Apprenticeship and Traineeship Service Schedule (ATSS):**

Under the *Intergovernmental Partnership Agreement on State Service Delivery to Norfolk Island* signed between the Queensland and Australian Governments, the Australian Government is responsible for paying all costs associated with the Queensland Government providing agreed services to Norfolk Island, including the apprenticeship and traineeship services provided under the ATSS.

The Queensland Apprenticeship and Traineeship Office (QATO), DYJESBT is responsible for reporting back to the Australian Government on services provided under the ATSS, acquitting expenditure under the ATSS, and reviewing the ATSS as required under the ATSS. QATO is also responsible for ensuring that operational policies, procedures and other associated apprenticeship and traineeship documentation are fit for purpose for Norfolk Island.

### **Funding – Apprenticeship and traineeship off-the-job training:**

Under the ATSS, apprentices and trainees on Norfolk Island, including school-based apprentices and trainees, may attend any registered training organisation (RTO) in any Australian jurisdiction of their choice. Apprentices and trainees pay fee-for-service to the RTO to complete their off-the-job training, and for travel and accommodation costs incurred to attend their training.

Off-the-job training for Norfolk Island apprentices and trainees, including school-based apprentices and trainees, is funded by the Australian Government through the [Norfolk Island Vocational Education and Training \(VET\) Financial Assistance Initiative](#). The initiative reimburses apprentices and trainees a prescribed amount for training course fees and provides a travel and accommodation subsidy for apprentices and trainees to attend training. The Australian Government has contracted provider, Asuria to administer the initiative through its Norfolk Island office.

**Note** – Any tutorial assistance required by a school-based apprentice or trainee to complete their off-the-job training will be provided and funded through the Norfolk Island Central School.

## **Process**

This document contains the following sections:

- [Registering Norfolk Island training contracts](#)
- [Regulating Norfolk Island training contracts](#)
- [Completing Norfolk Island training contracts](#)
- [Queensland Apprenticeship and Traineeship Office \(QATO\) responsibilities](#)
- [General information](#)

### **Registering Norfolk Island training contracts**

#### **Australian Apprenticeship Support Network (AASN) Provider:**

**Note** – The South East Regional Office, Training and Skills, DYJESBT will review all Norfolk Island training contracts prior to registration.

Facilitate the completion of Norfolk Island training contracts by referring to the following:

- [Guide to completing the national apprenticeship/traineeship training contract](#)
- DYJESBT procedure – [Registering a training contract](#)
- [Norfolk Island Apprenticeships and Traineeships – Policy](#) (note – this policy should be read in conjunction with the [Declaration of apprenticeships and traineeships in Queensland Policy](#))
- [Specific requirements](#) listed below.

Specific requirements when completing Norfolk Island training contracts:

- Contact Details – employer workplace, apprentice/trainee and parent/guardian:
  - Note** – Mobile numbers on Norfolk Island start with a 5 followed by four digits, e.g. +672 3 52389.
  - Note** – Landline numbers on Norfolk Island start with a 2 followed by four digits, e.g. +672 3 22244
  - Norfolk Island landline and mobile numbers must be recorded as +6723 #####
  - For the employer workplace and the apprentice/trainee:
    - i. DELTA will not accept the above number format in the mobile number field.
    - ii. Only one landline/mobile number is to be recorded in the workplace telephone or home number field using the format: +6723 #####
    - iii. **Note** – The mobile number field is to remain blank.
  - For the parent/guardian:
    - i. There is no number format restriction in the mobile number field in DELTA.
    - ii. Home/work/mobile numbers for the parent/guardian are to be recorded in their respective fields using the format: +6723 #####
  - Adding an alternate parent/guardian's details:
    - i. The apprentice/trainee can add an alternate parent/guardian's details to the training contract after it is registered by completing an [Authority to release information to a third party \(ATF-008\)](#) and emailing it to [apprenticeshipsinfo@qld.gov.au](mailto:apprenticeshipsinfo@qld.gov.au).
- Addresses – employers and apprentices/trainees:
  - Norfolk Island workplace and apprentice/trainee residential addresses are acceptable for Norfolk Island training contracts.
- Date of Birth – age restrictions on entry into apprenticeships and traineeships:
  - Not all Queensland legislation has been applied to Norfolk Island. The [Queensland Training Information Service](#) (QTIS) may specify an age limit on a particular apprenticeship or traineeship, however the relating Queensland legislation may not apply on Norfolk Island. Consult QATO at: [OPRA@desbt.qld.gov.au](mailto:OPRA@desbt.qld.gov.au) prior to signing a training contract if the apprentice/trainee does not meet the entry age requirement and the relating Queensland legislation does not apply.
- Supervision requirements:
  - Refer to the [Norfolk Island Apprenticeships and Traineeships – Policy](#) for more information.
  - Definition of 'Qualified Person' for **apprenticeships**:
    - i. **Note** – Registration under applicable Norfolk Island laws is considered acceptable evidence an individual holds an appropriate qualification to supervise an apprentice in a related calling.
    - ii. **Note** – The *Trans-Tasman Mutual Recognition (Queensland) Act 2003* (Qld) does not operate on Norfolk Island—instead, the *Trans-Tasman Mutual Recognition Act 1997* (Cth) applies.
    - iii. **Note** – Queensland Building and Construction Commission (QBCC) licences—do not apply on Norfolk Island.
  - Electrotechnology qualifications:
    - i. The [Electrical Safety Regulation 2013 \(Qld\)](#) does not operate on Norfolk Island, therefore the specific supervision requirements under section 279 of the Regulation does not apply to Norfolk Island apprentices.
- Electrotechnology industry – electrical contractor's licence check:
  - Contact the Norfolk Island Regional Council (NIRC) at [customercare@nirc.gov.nf](mailto:customercare@nirc.gov.nf) with the subject heading – Attention: Authorised Officer Electricity, to confirm the employer holds an electrical contractor's licence issued by the NIRC.
  - A copy of the email confirmation from the NIRC, including the date of the response, **MUST** be kept on file for review by the department if required.
- Electrotechnology industry – criteria for part-time and school-based apprenticeships:
  - Refer to the [Norfolk Island Apprenticeships and Traineeships – Policy](#) for more information.
  - **Note** – Part-time and school-based apprentices on Norfolk Island **MUST** meet the same industry recognised minimum education requirement as Queensland apprentices.
- School-based apprenticeships or traineeships (SATs):
  - Prior to 2023, SATs have not been available to students on Norfolk Island.
  - Norfolk Island Central School (NICS) is the only school on Norfolk Island.
  - The Queensland Department of Education commenced delivering education services at the NICS on 1 January 2022.
    - i. **Note** – Education services prior to 1 January 2022 were delivered by NSW.

- ii. There is a transitional period for the NICS students, with students enrolled in years 11 and 12 in 2022 and students enrolled in year 12 in 2023 progressing towards the NSW Higher School Certificate.
  - iii. Students enrolled in years 10 and 11 in 2023, and students enrolled in years 10, 11 and 12 in 2024 and beyond will progress towards the Queensland Certificate of Education (QCE).
    - Home Education is not available to students on Norfolk Island.
    - Refer to the [School-Based Apprenticeships and Traineeships Policy – Queensland and Norfolk Island](#) for more information on SATs.
- Time credit – the apprentices/trainee is seeking credit to reduce the term of the training contract:
  - If the previous service was accrued on Norfolk Island, and the commencement date of the previous cancelled/withdrawn training contract was **on or after** 1 January 2022, the previous contract would have been registered in Queensland.
    - i. Ensure previous service in months is entered when e-lodging the training contract as per the [Guide](#).
  - If the previous service was accrued on Norfolk Island, and the commencement date of the previous training contract was **on or before** 31 December 2021, the previous contract would have been registered in NSW.
    - i. Evidence of service must be obtained, and a copy kept on the apprentice/trainee's file.
    - ii. An "Extract of Service" can be obtained by emailing QATO at: [OPRA@desbt.qld.gov.au](mailto:OPRA@desbt.qld.gov.au) as per the [Guide](#).
- Registered training organisation details:
  - Norfolk Island apprentices/trainees may attend any RTO in any Australian jurisdiction of their choice.
  - RTOs in other Australian jurisdictions MUST be familiar with the SRTTO obligations under the FET Act (Qld) (NI).

### Delegated officer – AASN Provider:

**Note** – The South East Regional Office, Training and Skills, DYJESBT will review all Norfolk Island training contracts prior to registration.

- Decide to register or refuse to register Norfolk Island training contracts, including the requirement to take into account the 23 fundamental Human Rights under the [Human Rights Act 2019](#) (Qld), by referring to the following:
  - [Guide to completing the national apprenticeship/traineeship training contract](#)
  - DYJESBT procedure – [Registering a training contract](#)
  - [Norfolk Island Apprenticeships and Traineeships – Policy](#) (note – this policy should be read in conjunction with the [Declaration of apprenticeships and traineeships in Queensland Policy](#))
  - [Specific requirements](#) listed above.

### Training and Skills, Department of Youth Justice, Employment, Small Business and Training (DYJESBT):

- Refer all electronically lodged (e-lodged) Norfolk Island training contracts to the South East Regional Office, Training and Skills, DYJESBT as per regional protocols.

### South East Regional Office, Training and Skills, DYJESBT:

**Note** – The South East Regional Office, Training and Skills, DYJESBT will review all Norfolk Island training contracts prior to registration.

- A delegated officer – South East Regional Office must oversee the review of Norfolk Island training contracts, including the requirement to take into account the 23 fundamental Human Rights under the [Human Rights Act 2019](#) (Qld), by referring to the following:
  - DYJESBT procedure – [Registering a training contract](#)
  - [Norfolk Island Apprenticeships and Traineeships – Policy](#) (note – this policy should be read in conjunction with the [Declaration of apprenticeships and traineeships in Queensland Policy](#))
  - [DYJESBT Work Instructions – Register or Refuse to Register a Training Contract](#)
  - [Specific requirements](#) listed above.



- **IMPORTANT** – Any correspondence usually generated from CRM must be modified so that it is specific to Norfolk Island and where possible all letters and other notices should be emailed rather than posted. A lag of up to 4 months is common for mail posted from Australia to Norfolk Island.
  - Contact QATO to arrange for a CRM letter template specific to Norfolk Island to be created if one has not yet been created.
  - Norfolk Island CRM letter templates will be created as and when the need initially arises.
- If a delegated officer – South East Regional Office is satisfied the Norfolk Island training contract meets all the requirements for registration, process the registration of the contract in DELTA.
  - Follow the process in the DYJESBT Work Instructions to register the training contract.
  - Once registered, remove the letters titled: 'T/C Approved' that were generated automatically upon registration – instead letters titled: 'T/C Approved-Norfolk Island' must be manually generated and then emailed (not posted) to the relevant parties
    - i. **Hint** – For information on how to remove and manually generate letters in DELTA, refer to the DELTA process in the DYJESBT Work Instructions under the heading – When the training contract arrangement ceases before the contract is registered.
- If a delegated officer – South East Regional Office is satisfied the Norfolk Island training contract meets all the requirements for registration, however DYJESBT has been advised that the training contract arrangement has ceased, and all the necessary notifications have been received to process the cancellation/withdrawal, process the registration and cancellation/withdrawal of the training contract in DELTA.
  - Follow the process in the DYJESBT Work Instructions under 'When the training contract arrangement ceases before the contract is registered'.
    - i. Once registered, ensure the letters titled: 'T/C Approved' are removed from DELTA.
    - ii. Once cancelled/withdrawn, ensure no letters are sent to the parties from DELTA – this may include cancelling/removing letters that are automatically generated.
  - Email the parties to the contract a combined written notice advising that the contract was registered, and has been cancelled or withdrawn.
    - i. The cancellation takes effect on the date stated in the notice.
    - ii. **IMPORTANT** – Contact QATO to arrange for an AIRDOCS registration/cancellation combination letter specific to Norfolk Island to be created if one has not yet been created. A Norfolk Island version of this letter will be created when the need initially arises. Please note that letters must be emailed rather than posted to the relevant parties.
- If a delegated officer – South East Regional Office decides to refuse to register the Norfolk Island training contract, process the refusal of the training contract in DELTA.
  - Follow the process in the DYJESBT Work Instructions to refuse the training contract.
    - i. Ensure that NO letters are generated from DELTA.
  - Give each party written notice of the decision, including the reasons for the decision and the date of effect.
    - i. The date of effect will be the end date of the training contract and the apprenticeship or traineeship, unless an earlier date has been agreed to by the parties.
    - ii. **IMPORTANT** – Contact QATO to arrange for a CRM Inray refuse to register a training contract decision by DYJESBT letter specific to Norfolk Island to be created if one has not yet been created. A Norfolk Island version of this letter will be created when the need initially arises. Please note that letters must be emailed rather than posted to the relevant parties.

**Note** – The South East Regional Office, Training and Skills, DYJESBT is responsible for processing in DELTA, all other delegated officer – AASN Provider decisions relating to electronically lodged (e-lodged) Norfolk Island training contracts located in the DELTA Inray.

- If a delegated officer – AASN Provider e-lodges a Norfolk Island training contract following a decision to register the contract, and adds a 'Note' that the training contract arrangement ceased before e-lodging, the DELTA Help Desk will refer the DELTA Inray record to the South East Regional Office for processing.
  - Process the registration and cancellation/withdrawal of the training contract in DELTA.
  - Follow the process in the DYJESBT Work Instructions under 'When the training contract arrangement ceases before the contract is registered'.
    - i. Once registered, ensure the letters titled: 'T/C Approved' are removed from DELTA.
    - ii. Once cancelled/withdrawn, ensure no letters are sent to the parties from DELTA – this may include cancelling/removing letters that are automatically generated.

- Email the parties to the contract a combined written notice on behalf of the AASN Provider, advising that the contract was registered, and has been cancelled or withdrawn.
  - i. The grounds for cancellation and the date of effect can be found in the AASN Provider's 'Note' in the 'Links' tab of the DELTA Inray record.
  - ii. **IMPORTANT** – Contact QATO to arrange for an AIRDOCS registration/cancellation combination letter specific to Norfolk Island to be created if one has not yet been created. A Norfolk Island version of this letter will be created when the need initially arises.
- If a delegated officer – AASN Provider e-lodges a Norfolk Island training contract following a decision to refuse to register the contract, the DELTA Help Desk will refer the DELTA Inray record to the South East Regional Office for processing.
  - Process the refusal of the training contract in DELTA.
  - Follow the process in the DYJESBT Work Instructions to refuse the training contract.
    - i. Ensure that NO letters are generated from DELTA.
  - Email each party written notice of the decision on behalf of the AASN Provider, including the reasons for the decision and the date of effect.
    - i. The reason for the decision and the date of effect can be found in the AASN Provider's 'Note' in the 'Links' tab of the DELTA Inray record.
    - ii. **IMPORTANT** – Contact QATO to arrange for a CRM Inray refuse to register a training contract decision by AASN letter specific to Norfolk Island to be created if one has not yet been created. A Norfolk Island version of this letter will be created when the need initially arises.

## Regulating Norfolk Island training contracts

**Note** – The South East Regional Office, Training and Skills, DYJESBT will review all transactions relating to Norfolk Island training contracts and process the transactions in DELTA.

### Australian Apprenticeship Support Network (AASN) Provider:

- Upon receiving any transaction notification information relating to a Norfolk Island training contract, email it to DYJESBT at [apprenticeshipsinfo@qld.gov.au](mailto:apprenticeshipsinfo@qld.gov.au) with a subject heading: "Norfolk Island" to assist prioritisation.

### DYJESBT Customer Centre (DCC):

- Upon receiving any transaction notification information relating to a Norfolk Island training contract, create a DELTA Referral to the South East Regional Office, Training and Skills, DYJESBT as per regional protocols.

### South East Regional Office, Training and Skills, DYJESBT:

- Decide applications in accordance with the provisions of the FET Act (Qld) (NI), action notifications, and send correspondence to the parties to the Norfolk Island training contract, including the parent (if appropriate) and the Norfolk Island Central School (for SATs).
- Follow the processes, including the requirement to take into account the 23 fundamental Human Rights under the [Human Rights Act 2019](#) (Qld), when applicable, by referring to the following:
  - relevant [DYJESBT procedure](#)
  - relevant [DYJESBT Work Instructions](#).
- **IMPORTANT:**
  - Ensure that NO letters are generated from DELTA when transactions are processed.
  - Any correspondence usually generated from DELTA or CRM must be modified so that it is specific to Norfolk Island.
  - Contact QATO to arrange for any AIRDOCS or CRM letter templates specific to Norfolk Island to be created if one has not yet been created.
  - Additional Norfolk Island AIRDOCS or CRM letter templates will be created as and when the need initially arises.

## Completing Norfolk Island training contracts

**Note** – The South East Regional Office, Training and Skills, DYJESBT will review all Norfolk Island training contract completions and process the transactions in DELTA.

### Australian Apprenticeship Support Network (AASN) Provider:

- Upon receiving a completion agreement (or completion statement) relating to a Norfolk Island training contract, immediately email it to DYJESBT at [apprenticeshipsinfo@qld.gov.au](mailto:apprenticeshipsinfo@qld.gov.au) with a subject heading: "Norfolk Island" to assist prioritisation.

### DYJESBT Customer Centre (DCC):

- Upon receiving a completion agreement/statement relating to a Norfolk Island training contract, create a DELTA Referral to the South East Regional Office, Training and Skills, DYJESBT as per regional protocols.

### DCC – Historical Records:

- Upon receiving an email from the South East Regional Office advising that a Norfolk Island training contract has been completed in DELTA:
  - Generate the completion certificate for the training contract on a blank certificate template.
  - Generate the letters titled: 'Completion letter-Norfolk Island (Emp & Parent)' and 'Completion letter-Norfolk Island (A & T)' from the batch mailbox.
  - Post and email the letters and the completion certificate to the parties.

### South East Regional Office, Training and Skills, DYJESBT:

- A delegated officer – South East Regional Office must decide whether or not to issue a completion certificate for the Norfolk Island apprenticeship or traineeship, including the requirement to take into account the 23 fundamental Human Rights under the [Human Rights Act 2019](#) (Qld), by referring to the following:
  - DYJESBT procedure – [Completing an apprenticeship or traineeship or cancelling a completion certificate](#)
  - relevant [DYJESBT Work Instructions](#).
- **IMPORTANT** – Any correspondence usually generated from CRM must be modified so that it is specific to Norfolk Island.
  - Contact QATO to arrange for a CRM letter template specific to Norfolk Island to be created if one has not yet been created.
  - Norfolk Island CRM letter templates will be created as and when the need initially arises
- If a delegated officer – South East Regional Office decides to issue a completion certificate for the Norfolk Island apprenticeship or traineeship, process the completion in DELTA.
  - Follow the process in the relevant DYJESBT Work Instructions to complete the training contract.
    - i. **IMPORTANT** – Click 'Cancel' in the pop-up window to STOP the following three letters from being generated – titled:
      - 'Completion CERTIFICATE'
      - 'Completion letter (Emp & Parent) – (s47)' and
      - 'Completion letter (A & T) – (s47)'.
    - ii. Instead, manually generate in DELTA the following letters titled:
      - 'Completion letter-Norfolk Island (Emp & Parent)' and
      - 'Completion letter-Norfolk Island (A & T)'.
  - Email DCC, Historical Records at [records@desbt.qld.gov.au](mailto:records@desbt.qld.gov.au) with details of the Norfolk Island training contract completion, including the apprentice/trainee's name and training contract registration number, using the subject line wording 'Norfolk Island'.
- **Note** – No letter templates have been created specifically relating to the completion of Norfolk Island training contracts under s50 or s50A at this stage. A modified version of any letters sent to Queensland apprentices/trainees will be created when the need initially arises.
  - Contact QATO to arrange for a template letter specific to Norfolk Island to be created if one has not yet been created.

## Queensland Apprenticeship and Traineeship Office (QATO) responsibilities

### Norfolk Island letter templates:

**Note** – Upon commencing the registration of Norfolk Island training contracts in Queensland, only Norfolk Island AIRDOCS letter templates were created for contract registration approvals and completions (where all parties agree). This was agreed due to the low numbers of apprentices/trainees projected for Norfolk Island, and the likelihood that there would be minimal other transactions occurring throughout the Norfolk Island training contract lifecycle.

- Upon receiving a request from the South East Regional Office, Training and Skills, DYJESBT, arrange for a modified version of a Queensland apprentice/trainee letter template to be created specific to Norfolk Island.
  - Check that a modified version specific to Norfolk Island has not yet been created.
    - i. If yes, inform South East Regional Office where the Norfolk Island letter template can be found, i.e., DELTA or CRM.
    - ii. If no, proceed to create the Norfolk Island letter template.
  - Retrieve a copy of the Queensland apprentice/trainee AIRDOCS or CRM letter template to use as a basis for the Norfolk Island letter template.
  - When creating a Norfolk Island letter template, be aware of the following:
    - i. The last sentence of all AIRDOCS letters must inform the reader to contact the South East Regional Office direct for further information. Refer to current Norfolk Island letter templates for details of the telephone number and email address to be used.
    - ii. All telephone numbers that appear in letter templates, must appear using the international dialling format, for example, +61 7 3025 9999. This must be particularly noted for the last sentence and in the footer of CRM letters.
    - iii. Letters must refer to the *Further Education and Training Act 2014* (Qld) (NI) or if abbreviating, the FET Act (Qld) (NI).
    - iv. Letters cannot refer to the Queensland Training Ombudsman under review options, instead insert that parties may contact QATO for a review of decisions.
    - v. **Note** – Be mindful of other matters that may be specific to Norfolk Island when creating letter templates.
  - Arrange for the letter template to be added to DELTA or CRM as required.
  - Once a new Norfolk Island letter template has been created, update this Procedure with the letter details in the [Supporting information/websites](#) section below.

**Note** - AIRDOCS letters currently reference to the DCC contact details in the footer and it is not possible for this to be changed due to other projects currently impacting DELTA. QATO will monitor this situation and update the footer for Norfolk Island when possible, likely in the first quarter of 2023.

### School-based apprenticeships/traineeships (SATs) – end of school year for Year 12 letters:

**Note** –With SATs only becoming available to students on Norfolk Island for the first time from January 2023, no letter templates have been created specifically relating to the end of school year for Year 12 Norfolk Island school-based apprentices/trainees.

- In approximately August/September 2023, a review should be conducted of the number of Year 12 school-based apprentices/trainees registered on Norfolk Island.
  - **Note** – It is possible there will be no Year 12 SATs in 2023 as the offering will initially be to Year 10 students commencing in 2023.
- If there are Year 12 SATs registered on Norfolk Island, arrange for a modified version of the Queensland apprentice/trainee SATs end of year letter templates to be created specific to Norfolk Island.
  - Be aware of the information that needs to be modified [when creating Norfolk Island letter templates](#) as per above.
  - Discuss with DCC about ensuring that Norfolk Island school-based apprentices and trainees, their employers, and the Norfolk Island Central School receive end of school year letters specific to Norfolk Island.
- If there are no Year 12 SATs registered on Norfolk Island, this Procedure should be updated to reflect that a review should be conducted again in approximately August/September 2024.



## SMS messaging sent to apprentices/trainees and employers:

**Note** – At the time of commencing the registration of Norfolk Island training contracts in Queensland, modifications had been made to apprentice/trainee and employer records in DELTA to have a strict mobile number format of 04## #### ###. This enables SMS messages to be sent to a valid mobile number.

- Norfolk Island mobile numbers do not fit into the strict mobile number format in DELTA, therefore at this stage, the mobile number field for Norfolk Island training contracts must be left blank. The landline field is free text, therefore the Norfolk Island mobile number can be entered into this field if necessary.
- The strict mobile number format in DELTA should be reviewed in early 2023 (once other projects impacting DELTA are complete) if it is determined that Norfolk Island apprentices/trainees and employers should also receive SMS messages.

## Responsibilities under the ATSS:

- Report back to the Australian Government by 31 October each year on services provided under the ATSS.
- Acquit expenditure under the ATSS in August each year.
- Contribute to quarterly Department of Premier and Cabinet risk reports on Norfolk Island Services.
- Ensure that operational policies, procedures and other associated apprenticeship and traineeship documents are fit for purpose for Norfolk Island.
- Keep up-to-date with Service Schedules agreed between other Queensland Government Departments and the Australian Government, that may impact operational matters relating to apprenticeships and traineeships on Norfolk Island.

## Reviewing Complaints

- FET Act provisions relating to the Queensland Training Ombudsman do not apply to Norfolk Island. QATO will independently review complaints that cannot be resolved within DYJESBT's South East Region.

## General information

- Norfolk Island is two hours ahead of Queensland during Summer (Daylight Saving Time) and one hour ahead during Winter (Standard Time), with changes occurring around the same time as NSW.
- When telephoning Norfolk Island from Australia, the international exit code (0011) must be used before the Norfolk Island country code (672) and area code (3).
  - Mobile numbers on Norfolk Island start with a 5 followed by four digits (e.g. 0011 672 3 52389).
  - Landline numbers start with a 2 followed by four digits (e.g. 0011 672 3 22244).
- Be aware that the cost of telephone calls from Norfolk Island to Australian can be expensive, especially if the person calling is using a mobile telephone.
  - Avoid placing employers or apprentices/trainees on hold and have them hanging on the line waiting for you.
  - Consider telephoning the person back or use other modes of communication, such as email and Teams meetings.
- Norfolk Island residents can contact Training Services New South Wales regarding training contracts that commenced **on or before** 31 December 2021, via telephone on +61 2 6629 7900 or via email at [ts.lismore@det.nsw.edu.au](mailto:ts.lismore@det.nsw.edu.au).
- Norfolk Island residents wishing to enrol into their college training must first contact Asuria to discuss their eligibility to receive financial assistance. Asuria's Norfolk Island office may be contacted via telephone on 22562 or by email at [norfolkislandadmin@Asuria.com.au](mailto:norfolkislandadmin@Asuria.com.au).

## Definitions

<b>AIRDOCS</b>	A system used by DYJESBT for letter templates which are subsequently generated through DELTA.
<b>Asuria</b>	Asuria is contracted by the Australian Government to administer funding under the <a href="#">Norfolk Island Vocational Education and Training (VET) Financial Assistance Initiative</a> .

<b>ATSS</b>	Apprenticeship and Traineeship Service Schedule (ATSS) – is agreed between DYJESBT and the Australian Government, and sets out the services to be provided by DYJESBT to support the registration and management of apprenticeship and traineeship training contracts on Norfolk Island.
<b>Australian Apprenticeship Support Network (AASN) Provider</b>	AASN Providers, also known as Apprenticeship Network Providers, are contracted by the Australian Government to provide targeted services which deliver tailored advice and support to employers, apprentices and trainees. AASN Providers also have an agreement with DYJESBT to provide training contract related services. The AASN Provider is the first point of contact for the administration of all training contracts.
<b>CRM</b>	Client Relationship Management System, DYJESBT's database for storing paperwork electronically for apprentices and trainees (for internal access only)
<b>(Cth)</b>	Noting that the legislation is a Commonwealth law
<b>Delegated officer</b>	An appropriately qualified person to whom the chief executive has delegated functions and powers.
<b>DELTA</b>	Direct Entry Level Training Administration, DYJESBT's database of registered apprentices and trainees.
<b>DYJESBT</b>	Department of Youth Justice, Employment, Small Business and Training
<b>DCC</b>	DYJESBT Customer Centre (Phone Team) – responsible for managing calls received through the Apprenticeships Info line and emails received in the mailbox <a href="mailto:apprenticeshipsinfo@qld.gov.au">apprenticeshipsinfo@qld.gov.au</a> .
<b>FET Act (Qld) (NI)</b>	<i>Further Education and Training Act 2014</i> (Qld) (NI) – the laws applied to Norfolk Island
<b>FET Regulation (Qld) (NI)</b>	<i>Further Education and Training Regulation 2014</i> (Qld) (NI) – the laws applied to Norfolk Island
<b>NICS</b>	Norfolk Island Central School
<b>NIRC</b>	Norfolk Island Regional Council
<b>Norfolk Island training contract</b>	A contract between an employer and a person to be trained by the employer, for the training and employment in an apprenticeship or traineeship, which will predominantly take place on Norfolk Island.
<b>Norfolk Island Vocational Education and Training (VET) Financial Assistance Initiative</b>	Funding initiative provided by the Australian Government to reimburse Norfolk Island apprentices and trainees, including school-based apprentices and trainees, a prescribed amount for off-the-job training course fees. The initiative also provides a travel and accommodation subsidy for apprentices and trainees to attend training. The initiative is administered by Asuria through its Norfolk Island office.
<b>Ordinance</b>	<a href="#"><u>Norfolk Island Applied Laws and Service Delivery (Queensland) Ordinance 2021</u></a> (Cth) – the <i>Further Education and Training Act 2014</i> (FET Act) and <i>Further Education and Training Regulation 2014</i> (FET Regulation) are applied to Norfolk Island as amended under the Ordinance. Schedules 7A and 7B of the Ordinance detail how the FET Act and FET Regulation are amended to apply.
<b>QATO</b>	Queensland Apprenticeship and Traineeship Office, DYJESBT
<b>QTIS</b>	QTIS is DYJESBT's Queensland Training Information Service database of apprenticeships and traineeships approved for delivery in Queensland.
<b>Registered Training Organisation (RTO)</b>	A registered training organisation is a training provider registered by the Australian Skills Quality Authority to deliver vocational education and training services.  Note: Apprentices and trainees on Norfolk Island may attend any RTO in any Australian jurisdiction of their choice.

## Legislation

- [Further Education and Training Act 2014](#) (Qld) – Chapter 2
- [Further Education and Training Regulation 2014](#) (Qld)
- [Norfolk Island Applied Laws and Service Delivery \(Queensland\) Ordinance 2021](#) (Cth)

## Delegations/Authorisations

- Apprenticeship and Traineeship Service Schedule
- [Director-General's delegations under the Further Education and Training Act 2014](#)
- [Executive Director's Sub-delegations under the Further Education and Training Act 2014](#)

## Related policies

- [Norfolk Island apprenticeships and traineeships – Policy](#)
- [Declaration of apprenticeships and traineeships in Queensland Policy](#)
- [School-based apprenticeships and traineeships Policy – Queensland and Norfolk Island](#)

## Related procedures

- Refer to the relevant [DYJESBT procedure](#) related to the transaction.

## Supporting information/websites

### Agreements

- Protocols between DYJESBT and the AASN Providers
- Services Agreement (or Deed of Agreement) between DYJESBT and AASN Providers

### Forms

- Refer to the relevant [DYJESBT procedure](#) for information on related forms and where they are located.

### Work Instructions

- Refer to the relevant [DYJESBT procedure](#) for information on related Work Instructions.

AASN officers can access AASN Work Instructions in the AASN library on SharePoint.  
DYJESBT officers can access DYJESBT Work Instructions at this [internal website](#).

### Online materials

- Refer to the relevant [DYJESBT procedure](#) for information on related online materials.

### Letters

#### DYJESBT employees only:

- AIRDOCS – Completion letter-Norfolk Island (A & T)
- AIRDOCS – Completion letter-Norfolk Island (Emp & Parent)
- AIRDOCS – T/C Approved-Norfolk Island

Contact QATO to arrange for any AIRDOCS or CRM letter templates specific to Norfolk Island to be created if one has not yet been created.

### Website

- Human Rights: [www.qld.gov.au/law/your-rights/human-rights](http://www.qld.gov.au/law/your-rights/human-rights)

## Contact

For further information, please contact the South East Regional Office through Apprenticeships Info:

- **Website:** [www.desbt.qld.gov.au](http://www.desbt.qld.gov.au)
- **Telephone:** 1800 210 210
- **Email:** [apprenticeshipsinfo@Queensland.gov.au](mailto:apprenticeshipsinfo@Queensland.gov.au) with a subject heading: “Norfolk Island”.

## Attachment 1

The following is an overview of how the FET Act (Qld) (NI) and FET Regulation (Qld) (NI) apply to Norfolk Island.

**Note** – Appendices A, B and C to the ATSS reference each section of the FET Act and FET Regulation, detailing which sections respectively – apply in full; have been modified before being applied; and do not apply (i.e. have been suspended).

The following tables provide an overview of the sections that do not apply, or have been modified before being applied, that affect operational matters relating to apprenticeships and traineeships on Norfolk Island.

### Further Education and Training Act 2014

The following sections DO NOT apply to Norfolk Island (i.e. have been suspended)	
Section(s)	Details
Chapter 3 – Group training organisations (GTOs) and principal employer organisations (PEOs) (Sections 83 – 99)	Provisions relating to GTOs and PEOs do not apply on Norfolk Island.  <b>Note</b> – A Queensland based GTO or PEO may however employ an apprentice or trainee who lives on Norfolk Island and is hosted to an employer located on Norfolk Island.
Chapter 4A – Training Ombudsman (Sections 112A – 112ZI)	Provisions relating to the Queensland Training Ombudsman do not apply on Norfolk Island.

The following sections have been modified before being applied to Norfolk Island	
Section(s)	Details
Chapter 2 – section 17	Paragraph 17(5)(d) – does not apply to Norfolk Island. This is because Chapter 3 does not apply.  <b>Note</b> – When deciding a permanent transfer application under section 27 or section 28 of the FET Act (Qld) (NI), it should be noted that paragraph 17(5)(d) does not apply.  Paragraph 17(5)(e) – the words, “an Act or law” are replaced by the words, “a law of the State”.  Subsections 17(7) and (11) – home education does not apply to Norfolk Island.  <b>Note</b> – The <i>Education (General Provisions) Act 2006</i> (Qld) (NI) has been amended so as not to provide for home education on Norfolk Island.
Chapter 2 – section 59	Paragraph 59(4)(d) – the words, “an Act of the State, another State or the Commonwealth” are replaced by the words, “a Territory enactment, an Act of Queensland (as in force in Queensland or as in force in the Territory of Norfolk Island), or an Act of another State or the Commonwealth”.
Chapter 5 – section 113	Definitions for Chapter 5 – under the definition of ‘ <b>place</b> ’, the words, “a place in Queensland waters” are replaced by the words, “a place in waters within the Territory of Norfolk Island”.  <b>Note</b> – This relates to functions of an Inspector under Chapter 5 of the FET Act (Qld) (NI).