

Completion of an apprenticeship or traineeship (where the RTO has ceased operating)

Purpose

This procedure details the process for completing an apprenticeship/traineeship under the *Further Education and Training Act 2014* (FET Act) where a supervising registered training organisation (SRTO) has stopped operating as a registered training organisation (RTO) before a completion agreement is signed.

Note – This procedure does not apply if an industry’s regulatory and licensing authority requires that a supervising registered training organisation (SRTO) must verify that all training and assessment has been completed, for example, qualifications required to apply for an electrical work licence.

Overview

The FET Act permits completion of a registered training contract and the issuance of a completion certificate on application by the parties (i.e. the employer and apprentice/trainee, and parent/guardian if applicable and appropriate) where the SRTO for the apprentice/trainee has stopped operating as an RTO before a completion agreement is signed by the parties to a registered training contract and the SRTO.

Contracts that commenced as a school-based traineeship must also meet the minimum paid work requirement, prior to the contract being eligible to complete.

Process

Employer and apprentice/trainee:

- Reach agreement that the apprentice/trainee has completed all of the training and assessment required under the training plan.
- Agree on a proposed completion date. The completion date must be a date after the apprentice/trainee has achieved workplace competence in all competencies under their training plan, and must not be more than 10 days into the future.
- Complete and sign an application in the approved form requesting the issuance of a completion certificate. A [Completion of an apprenticeship or traineeship \(where the RTO has ceased operating\) \(ATF-052\) form](#) is available to assist the parties provide an application in the approved form (note – if the apprentice/trainee is under 18 years of age and it is appropriate, the application must also be signed by the parent/guardian).
 - Provide a copy of the current training plan and any evidence that supports all required training and assessment has been completed. This evidence **MUST** include:
 - a qualification or statement of attainment issued by the SRTO prior to ceasing operation; or
 - a statement of results issued during the process of winding up the RTO; or
 - a letter or transcript provided by the Australian Skills Quality Authority (ASQA) confirming the units of competency achieved.
- Email the application and associated evidence (i.e. training plan, evidence that supports training and assessment has been completed) to the Department of Employment, Small Business and Training (DESBT) at apprenticeshipsinfo@qld.gov.au advising that the SRTO is no longer operating.



Note: This procedure does not apply where the industry's regulatory and licensing authority requires that an SRTO must verify all training and assessment has been completed, for example, qualifications required to apply for an electrical work licence. The parties will be required to select an alternate SRTO to assist with the completion process. Contact the DESBT or your Australian Apprenticeship Support Network (AASN) Provider if you require assistance to replace the SRTO.

Australian Apprenticeship Support Network (AASN) Provider:

IMPORTANT – Limitation of delegated authority **MUST** be observed. AASN Providers do not have delegation to complete a registered training contract under section 50A of the FET Act. Refer to the [Executive Director's sub-delegations under the FET Act 2014](#) for details of delegated authority.

- Upon receiving an application for completion where the SRTO is no longer operating, immediately email it to DESBT at apprenticeshipsinfo@qld.gov.au using the following naming convention in the subject line of the email to assist prioritisation:
<CompletionRTOCeased> <Registration number> <Apprentice/trainee's surname>.

Training and Skills, Department of Employment, Small Business and Training (DESBT):

- Upon receiving an application for completion where the SRTO is no longer operating, an investigation will be required to be undertaken by the region (DCC - create a Case in CEDRI and assign to the relevant regional office).

Investigating officer – Training and Skills, DESBT:

Note: In instances where a large SRTO stops operating as an RTO, which may potentially result in bulk applications for completion certificates, seek advice from the Operational Policy and Regional Assistance unit (OPRA) at OPRA@desbt.qld.gov.au on whether the below process will be modified to expedite processing of the applications in a timely manner.

- Check that the apprenticeship/traineeship is not associated with an industry where the industry's regulatory and licensing authority requires that an SRTO must verify all training and assessment required under the training plan has been completed by the apprentice/trainee, for example, electrical licensing.
 - In instances where industry requires SRTO verification, return the application to the employer advising that the parties will be required to change to an alternate SRTO, and before the apprenticeship/traineeship can be completed, the new SRTO will be required to sign a completion agreement. Assist the parties with the change of SRTO process.
- Confirm the RTO is no longer active by conducting a search of the RTO registration status in training.gov.au - <https://training.gov.au> (TGA).
 - If the status in TGA does not indicate the RTO is no longer operating, investigate to confirm the current situation.
- Collect and evaluate evidence from the parties and confirm that the evidence provided supports that all required training and assessment under the training plan has been completed. Request further evidence if necessary. A **complete application** must include the agreed proposed completion date; be signed by both the apprentice/trainee and an authorised representative of the employer and include the signed consent of a parent/guardian of the apprentice/trainee if the apprentice/trainee is under 18 years of age unless it would be inappropriate for the parent/guardian to give signed consent. A copy of the current training plan and supporting evidence must accompany the completed application. The supporting evidence **MUST** include one of the following documents, however there may be other options available in certain circumstances if the off-the-job component cannot be fully verified - seek advice from OPRA if necessary.
 - a qualification or statement of attainment issued by the SRTO before it stopped operating; or
 - a statement of results issued during the process of winding up the RTO; or
 - a letter or documentation from ASQA stating the units of competency the apprentice/trainee achieved under the RTO.
- Check that the agreed proposed completion date is not more than 10 days into the future. If the application reflects a proposed completion date more than 10 days into the future, contact the employer and the apprentice/trainee to advise that the completion date will need to be amended. If the parties do not agree to amend the proposed completion date and still require the completion date to be more than 10 days into the future, they will be required to choose an alternate SRTO. The new SRTO will be required to sign a completion agreement when the parties are ready to complete. Assist the parties with the change of SRTO process.



- Seek clarification or request further information and/or supporting evidence from the parties to the training contract if considered necessary to assist the delegated officer – DESBT to make an informed decision regarding the application, particularly regarding the following -
 - if the traineeship commenced as a school-based training contract, confirm the minimum paid work requirement has been satisfied (refer to Attachment 2 for more information).
 - if the training contract status is expired, and the proposed completion date is more than 90 days after the nominal completion date, obtain confirmation from the parties that training and employment in the apprenticeship/traineeship continued after the expiry date and up to the agreed proposed completion date.
- Consideration should also be given to whether there were issues with the SRTO involving an ASQA or Quality and Compliance Unit investigation prior to the RTO ceasing operations, which may lead to the delegated officer – DESBT deciding not to issue the completion certificate in accordance with section 50A(5) of the FET Act. Seek further advice from OPRA if necessary.
- Decide if there is enough evidence to support the completion in accordance with the FET Act.
 - if yes, prepare a Briefing Note using the DocumentCorePack template in CEDRIC – ‘Briefing Note to Director, QATO’ seeking approval to issue a completion certificate under section 50A of the FET Act recommending completion of the apprenticeship/traineeship. Include a copy of the completed application, current training plan and all supporting evidence. Forward the Briefing Note to the Regional Director - DESBT for endorsement prior to sending to QATO.
 - if no, contact the employer and apprentice/trainee and advise of options available. This may include a change of SRTO to allow the apprentice/trainee to complete all the training and assessment required under the training plan, or evidence to satisfy the minimum paid work requirement if the contract commenced as a school-based traineeship. Record information in CEDRIC against the training contract that details the application, the investigation, and the decision.
 - Ensure the application, training plan, any supporting evidence and the Briefing Note are saved in CEDRIC against the training contract.
 - Upon receipt of the delegated officer – DESBT’s decision, take the required action.
- If the decision of the delegated officer – DESBT is to issue the completion certificate in accordance with section 50A(5) of the FET Act:
 - record the delegated officer – DESBT’s decision in CEDRIC, and save a copy of the response from QATO in CEDRIC against the training contract.
 - If the training contract has a status of ‘Expired’, and confirmation from the parties was received that training and employment in the apprenticeship/traineeship continued after the nominal term end date up to the agreed proposed completion date, process an administrative extension in DELTA.
 - update the training contract status in DELTA to ‘Completed’.
 - send the AIRDOCS generated letters to the employer and parent/guardian and/or school (if appropriate) and the appropriate letter with the completion certificate to the apprentice/trainee.
- If the decision of the delegated officer – DESBT is NOT to issue the completion certificate in accordance with Section 50A(5) of the FET Act, QATO will advise what action is required.
 - Carry out any action that the delegated officer – DESBT requests.
 - Have a discussion with the parties regarding the decision.
 - Record information relating to the delegated officer – DESBT’s decision, discussions with the parties as a result of the decision, and any further action required in regard to the application and the training contract in CEDRIC, and save the response from QATO in CEDRIC against the training contract.

Regional Director, DESBT:

- Endorse, or otherwise, proposals by investigating officers – DESBT to complete registered training contracts in instances where an SRTO has stopped operating as an RTO before a completion agreement was signed by the parties to a registered training contract.

Queensland Apprenticeship and Traineeship Office (QATO):

- Upon receipt of a Briefing Note, review the application and supporting documentation to ensure the application, training plan and additional supporting evidence is sufficient, and that the Briefing Note has been endorsed by the Regional Director - DESBT.



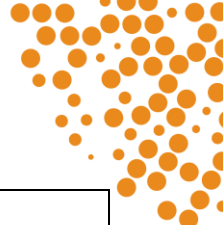
- Follow up with the investigating officer – DESBT if there are any concerns with the Briefing Note or further information is required.
- Forward the Briefing Note and attachments to the delegated officer - DESBT for review and a decision.
 - If the apprenticeship/traineeship relates to an industry where the industry’s regulatory and licensing authority requires that an SRTO must verify all training and assessment has been completed, for example, electrical licencing, return the Briefing Note to the investigating officer – DESBT via email with a cc to the Regional Director – DESBT, advising that a completion under section 50A of the FET Act cannot be progressed.
- Inform the investigating officer – DESBT of the decision made by the delegated officer – DESBT, and if required any further action that needs to be undertaken, via email with a cc to the Regional Director - DESBT.

Delegated officer (Director – QATO), DESBT:

- Review Briefing Notes and attachments and make a decision.
 - In making a decision, take into account the 23 fundamental Human Rights under the [Human Rights Act 2019](#).

Definitions

ADMS	Apprenticeships Data Management System – the Australian Government’s database in which AASN Providers record, among other things, the details of new training contracts prior to lodging them with the Queensland Government for registration.
AIRDOCS	A system used by DESBT for letter templates which are subsequently generated through DELTA.
Approved form	A form approved by the chief executive (Department of Employment, Small Business and Training).
ASQA	Australian Skills Quality Authority, the national regulator for Australia’s vocational education and training (VET) sector. ASQA regulates training providers that deliver VET qualifications and courses to ensure nationally approved quality standards are met.
Australian Apprenticeship Support Network (AASN) Provider	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 DESBT to provide training contract related services. The AASN Provider is the first point of contact for the administration of all training contracts.
CEDRIC	A Client Relationship Management system used by DESBT to capture information on client and stakeholder engagement and correspondence (for internal access only).
DCC	DESBT Customer Centre (Phone Team) – responsible for managing calls received through the Apprenticeships Info line and emails received in the mailbox apprenticeshipsinfo@gld.gov.au
Delegated officer	An appropriately qualified person to whom the chief executive has delegated functions and powers
DELTA	Direct Entry Level Training Administration, DESBT's database of registered apprentices and trainees
DESBT	Department of Employment, Small Business and Training
Expired training contract	A training contract which was active up until the nominal term elapsed, and is now ended
Nominal completion date	The date set by DELTA, which signifies the end of the nominal term of a registered training contract.
Nominal term	The time taken by the majority of apprentices and trainees to complete the training required for an apprenticeship or traineeship.
QATO	Queensland Apprenticeship and Traineeship Office, DESBT
Quality and Compliance Unit	Audit Skills Assure Suppliers
Signed consent of a parent (if appropriate)	It may be in appropriate for a parent to sign to the application if the apprentice or trainee is living independently of his or her parents.
Skills Assure Supplier (SAS)	The Skills Assure Supplier (SAS) system provides a central register of pre-approved registered training organisations for the delivery of training and assessment services subsidised by the Department of Employment, Small Business and Training.



SRTO	Supervising registered training organisation (SRTO) – a registered training organisation that: <ol style="list-style-type: none"> 1. accepts a nomination to deliver training and assessment to apprentices or trainees as negotiated and agreed under individual training plans 2. assesses an employer’s capacity to provide the supervision, facilities and training required under the training plan for an apprentice or trainee 3. assesses whether the apprentice or trainee has completed the training and assessment required to be completed under a training plan 4. when satisfied the apprentice or trainee has completed the training and assessment required, issues the qualification or statement of attainment stated in the training plan, and is a signatory on a completion agreement verifying that all training and assessment required under the training plan has been completed by the apprentice or trainee.
TGA - training.gov.au	The national register containing information on registered training organisations (RTOs), nationally recognised training (training packages, qualifications, accredited courses, skill sets and units of competency) and the approved scope of each RTO to deliver nationally recognised training.
Training and assessment	As defined in the User Choice Policy .

Legislation

- [Further Education and Training Act 2014](#) Sections 50A and 51
- [National Vocational Education and Training Regulator Act 2011](#) Sections 55-59

Delegations/Authorisations

- [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

- [User Choice Policy](#)
- [Electronic Signing Policy for Apprenticeships and Traineeships in Queensland](#)
- [Declaration of Apprenticeships and Traineeships in Queensland Policy](#)
- [School-based apprenticeships and traineeships Policy – Queensland and Norfolk Island](#)

Related procedures

- [Completing an apprenticeship or traineeship or cancelling a completion certificate](#)
- [False and misleading information](#)

Supporting information/websites

Agreements (DESBT and AASN Providers only)

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

Forms

- [Completion of apprenticeship or traineeship \(where the RTO has ceased operating\) \(ATF-052\)](#)

Work instructions

- Completion - where an SRTO has stopped operating as an RTO

DESBT officers can access DESBT Work Instructions at this [internal website](#).

Online materials

- [Guide to school-based apprenticeships and traineeships](#)

Letters

- AIRDOCS – Completion Certificate (DESBT employees only)

- AIRDOCS – Completion letter (A&T) – (s47) (DESBT employees only)
- AIRDOCS – Completion letter (Emp & Parent) – (s47) (DESBT employees only)
- DocumentCorePack – Request information from EMP – completion under s50A - not school-based (DESBT employees only)
- DocumentCorePack – Request information from EMP – completion under s50A - school-based (DESBT employees only)

Template

- Certificate of Completion (DESBT only)
- DocumentCorePack – Briefing Note to Director, QATO seeking approval to issue a completion certificate under s.50A (DESBT only)

Website

- Human Rights: <https://www.qld.gov.au/law/your-rights/human-rights>

Contact

For further information, please contact Apprenticeships Info:

- **Website:** www.desbt.qld.gov.au
- **Telephone:** 1800 210 210
- **Email:** apprenticeshipsinfo@qld.gov.au



Attachment 1

Factors to be considered in decision making process

A range of factors may impact on the investigation and decision of the delegated officer and these will vary from case to case. Whilst this is not an exhaustive list of factors and considerations, the information below may assist with taking the most appropriate action.

Factor	Consideration
Has the application been received in the approved form?	<p>That is –</p> <ul style="list-style-type: none"> ○ application by the employer, apprentice/trainee (and, if the apprentice/trainee is under 18, their parent/guardian if appropriate) and ○ included evidence that the apprentice or trainee has completed all training and assessment required under the training plan for the apprentice or trainee. <p>The FET Act requires that the application be in the approved form, and DESBT has developed a form template to assist the applicants to provide all the required information. 'In the approved form' does not, however, require the applicants to use the available template, but that they provide all the required information in writing, under signature (which includes, for example, by electronic signature).</p>
What happens if an application is received with a proposed completion date which is after the nominal completion date?	<p>There is no need to obtain an application to extend the training contract if the completion agreement has been signed by the employer and the apprentice/trainee.</p> <p>If the completion date is 90 days or less after the nominal completion date, the signed agreement is sufficient to support that employment and training in the apprenticeship/traineeship continued up until the proposed completion date.</p> <p>If the completion date is more than 90 days after the nominal completion date, confirm with the employer and apprentice/trainee that employment and training continued up to the proposed completion date. If confirmed, continue with the completion process.</p> <p>Note – in the scenarios stated above, an 'administrative extension' will be required.</p>
Can a completion be processed for a qualification that has been superseded and the teach-out period has expired?	<p>Provided no further training and assessment is required, an apprentice/trainee does not need to transition into a superseding qualification and can complete their apprenticeship/traineeship under a superseded qualification.</p>

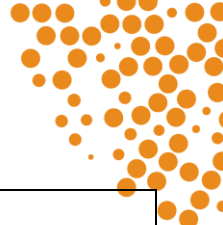


Attachment 2

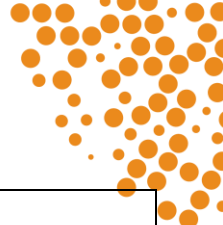
Minimum paid work requirements for school-based apprenticeships and traineeships (SATs)

The following information is provided to assist stakeholders understand the minimum number of hours (days) paid work required for apprenticeships and traineeships undertaken wholly or partly as SATs, before a training contract may be completed.

Query	Response
<p>What is the day/hour equivalence in regard to the minimum paid work requirement?</p>	<p>For the purpose of determining the minimum paid work requirement for school-based apprentices and trainees, one work day is equivalent to 7.5 hours.</p>
<p>What is the minimum paid work requirement for SATs?</p>	<p>TRAINEESHIPS—An employer must commit to provide to a school-based trainee a minimum of 375 hours (50 days) of paid employment over each 12-month period from the commencement date of the training contract. The parties need to plan ahead and develop a schedule for when this employment will occur.</p> <p>Where a traineeship has been undertaken wholly or partly under school-based arrangements, the trainee must have completed the minimum paid work requirement before the traineeship can be completed. The minimum paid work requirement is:</p> <ul style="list-style-type: none"> • Where the training contract is entered into the Australian Government's ADMS database before 11 February 2019, the trainee must have completed a minimum of 375 hours (50 days) of paid employment before the traineeship may be completed. • Where the training contract is entered into the Australian Government's ADMS database on or after 11 February 2019, the trainee must have completed a minimum of 375 hours (50 days) of paid employment for each 12 months of the *full-time equivalent nominal term before the traineeship can be completed. <p>APPRENTICESHIPS—The minimum requirement is as stated above for traineeships. Limits on the amount of institutional training which may be delivered to school-based apprentices, however, precludes them from completing whilst at school.</p> <p>*To find the nominal term of a full-time traineeship, refer to the department's QTIS database at www.qtis.training.gov.au. Search on the occupation, then on the 'Apprenticeship and traineeship details' page for the occupation, scroll down to the Traineeship Probation/Duration Details sub-heading.</p>
<p>An example— How many hours (minimum) must a school-based trainee work if the full-time traineeship has a nominal term of 18 months?</p>	<p>If the nominal term of a full-time traineeship is 18 months, a school-based trainee in the same traineeship is required to work as follows—</p> <ul style="list-style-type: none"> • If the training contract was entered into the Australian Government's ADMS database before 11 February 2019, the minimum is 375 hours (50 days). • If the training contract was entered into the Australian Government's ADMS database on or after 11 February 2019, the minimum is 562.5 hours (75 days) – that is, 375 hours (50 days) for the first 12 months, and 187.5 hours (25 days) for the following 6 months.
<p>If the nominal term of a full-time traineeship is 24 months, how can a school-based trainee in the same traineeship complete the required 750 hours (100 days) work if they commenced in Year 12?</p>	<p>School-based trainees may work during weekends, school holidays and during the school week, however they will not necessarily complete the minimum work requirement whilst at school.</p> <p>If a school-based trainee has not worked sufficient hours when they finish their schooling, the training contract needs to be amended to full-time or part-time arrangements to enable the traineeship to continue through to completion. If a change to full-time or part-time is not appropriate in the circumstances, the training contract would need to be cancelled and the trainee then has the option of completing the traineeship later under a new training contract.</p>



Query	Response
<p>How many hours must a trainee work if their training contract is a recommencement?</p>	<p>The hours a trainee has worked under a cancelled training contract are subtracted from the hours required to be worked under a recommenced school-based training contract in the same traineeship.</p> <p>For example—a trainee was required to work 750 hours under a school-based training contract but the contract was cancelled when only 300 hours had been worked; then the trainee recommenced the same traineeship. The trainee must work at least 450 hours more before it's possible to complete the new training contract, regardless of whether it's school-based, full-time or part-time.</p>
<p>Does credit transfer of units of competency reduce the hours required to be worked?</p>	<p>No. The number of competencies already achieved on commencement of a traineeship has no bearing on the minimum work requirement. A school-based trainee who has credit transfer of some competencies is still required to undertake the full minimum working hours before their traineeship can be completed. The credit transfer may reduce the nominal term of the training contract, however the minimum working hours requirement will remain the same.</p>
<p>How does a permanent transfer affect the minimum work hours?</p>	<p>A permanent transfer is, essentially, a recommencement, in that the trainee ceases with the original employer and recommences with a new employer on permanent transfer. The trainee and the new employer need to know how many hours the trainee has already worked and how many hours they have yet to work before the traineeship can be completed.</p> <p>The trainee must work at least 375 hours (50 days) for each 12 months of the traineeship's full-time nominal term.</p> <p>When a delegated officer facilitates and approves a permanent transfer of a school-based training contract, they are required to calculate and let the employer and trainee know the minimum number of hours to be worked with the new employer to enable the training contract to be completed. The calculation is: the number of hours required to be worked, less the hours already worked, resulting in the remaining hours still to be worked.</p> <p>Note – limits on the amount of institutional training which may be delivered to school-based apprentices precludes them from completing whilst at school, therefore it is not a requirement to calculate or let the employer and apprentice know the minimum number of hours yet to be worked with the new employer to enable a training contract for an apprenticeship to be completed.</p>
<p>How does changing the training contract mode from school-based to full-time or part-time arrangements affect the minimum work requirement?</p>	<p>The minimum work requirement does not change. It applies wherever a traineeship has been undertaken wholly or partly under school-based arrangements. Once a training contract is amended from school-based to full-time or part-time arrangements however, one would anticipate that the minimum work requirement would be fulfilled fairly quickly.</p>
<p>Can a school-based traineeship be completed if the trainee has not worked the minimum hours required?</p>	<p>School-based trainees who are nearing the end of Year 12 and are unlikely to meet the minimum paid work requirement due to circumstances beyond their control can put a business case to the Queensland Training Ombudsman for independent consideration of their case for completion.</p> <p>Information on lodging inquiries and complaints with the Queensland Training Ombudsman is available on the Ombudsman's website at https://trainingombudsman.qld.gov.au/ and business cases can be lodged by using the Queensland Training Ombudsman's online complaint form.</p> <p>After reviewing the case, the Queensland Training Ombudsman will make a recommendation to the Department of Employment, Small Business and Training about whether the trainee should be completed.</p>



Query	Response
Can a trainee undertake the required working hours in a shorter period than the nominal term of the traineeship?	<p>Yes. A trainee can work extra hours where agreed between the parties. This can be done by extra release from school and/or additional hours outside of school time. When the minimum hours have been worked and all other completion requirements have been met, the completion process can be initiated.</p> <p>It is important to note however, that a training contract is a contract of employment and training, therefore if all training delivery as stated in the training plan has not been completed, a schedule of regular work must be continued – regardless of how many hours have been worked already – until all units of competency required in the training plan have been completed.</p>
If a trainee is unable to attend work due to circumstances beyond the employer’s control, do they need to make up the lost working hours as well as continue their scheduled hours?	<p>Trainees must be provided a structured and meaningful paid work experience, though it is common that some scheduled work hours may be missed due to sickness, holidays, etc.</p> <p>The missed work hours do not need to be slotted-in amongst the already planned work schedule, however the traineeship cannot be completed until the minimum required working hours (days) have been undertaken. If the trainee finishes school without having completed the required minimum working hours, the remainder will need to be undertaken when the training contract converts to full-time or part-time arrangements.</p>