

Expired Training Contract Notification

Purpose

This procedure details the process to manage training contracts which have 'expired'.

Overview

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

Supervising registered training organisations (SRTOs) receive a monthly system generated email from apprenticeshipsinfo@qld.gov.au containing the details of training contracts which remain expired three months after the nominal completion date. The SRTO must check the apprentice/trainee records to identify why the training contract hasn't been completed.

Process

Supervising registered training organisation (SRTO)

Check if the registered training contract can be completed.

If a qualification has been issued and the SRTO has a copy of a completion agreement signed by the employer and apprentice/trainee (and parent/guardian if applicable and appropriate), promptly take the following actions:

- Ensure the apprentice/trainee has completed all training and assessment required under their training plan, including all training that the employer was required to provide.
- Validate, with the employer or their authorised representative, the apprentice/trainee's achievement of competence and ability to perform to the standard expected in the workplace, as expressed by the relevant endorsed industry/enterprise competency standards of a training package or by the learning outcomes of an accredited course.
- For school-based apprenticeships/traineeships, confirm with the party/ies that the apprentice/trainee has completed the minimum paid work requirement as stated in the [Guide to school-based apprenticeships and traineeships](#). If not completed, notify the parties of any outstanding paid work hours that will need to be undertaken before the apprenticeship/traineeship can be completed.
 - Assist the parties to complete an application to extend the nominal term of the registered training contract to cover the period until the apprenticeship/traineeship can be completed, and submit the application to the relevant Australian Apprenticeship Support Network (AASN) Provider.
Form [ATF-014: Extension of nominal term of a registered training contract](#) is available to assist parties to apply to extend the nominal term.
- Once satisfied the registered training contract can be completed, sign the completion agreement. By signing the completion agreement the SRTO declares that the apprentice/trainee has completed all training and assessment required and validates their competence in the workplace.
 - Email the completed and signed completion agreement to the Department of Employment, Small Business and Training (DESBT) at apprenticeshipsinfo@qld.gov.au within 10 calendar days after signing (note - TAFE Queensland and Central Queensland University submit the completion

- agreement via DELTA, as per the SRTO Work Instruction – Completing an apprenticeship or traineeship or cancelling a completion certificate).
- Use the following naming convention in the subject line of the email to assist prioritisation: **<Completion> <Registration number>, <Apprentice/trainee's surname>**.

If a qualification has been issued and the SRTO does NOT have a copy of a signed completion agreement, and the apprentice/trainee is eligible to complete (i.e. meets the criteria as detailed above):

- arrange for the parties (i.e. the employer and apprentice/trainee, and if the apprentice/trainee is under 18 years of age, the parent/guardian if appropriate) to sign a completion agreement.
 - When signed by all parties, the SRTO must sign the completion agreement and, within 10 calendar days after the completion agreement is signed by the SRTO, forward it to DESBT for processing.
 - If the SRTO is reasonably satisfied that the apprentice/trainee has completed all training and assessment under their training plan, and has been, or is entitled to be, issued with the qualification or statement of attainment for the apprenticeship/traineeship, however the signature of only one party can be obtained on the completion agreement, notify DESBT (once the qualification has been issued), by sending an email with a subject line **<Completion> <Registration number> <Surname>** to apprenticeshipsinfo@qld.gov.au, stating:
 - the reasons they are reasonably satisfied
 - which party has not signed a completion agreement – if attempts to obtain the parent/guardian's signed consent were unsuccessful, include this information in the email
 - the proposed completion date

Attach a copy of the completion agreement signed by the apprentice/trainee (and parent/guardian, if applicable and appropriate) or signed by the employer.

Form [ATF-033: Notice of intent to complete](#) is available to assist SRTOs to provide this notification to DESBT.

- If no signatures can be obtained relating to completing the registered training contract, DESBT must be contacted by telephoning Apprenticeships Info on 1800 210 210.

If a qualification has not been issued by the SRTO it is possible -

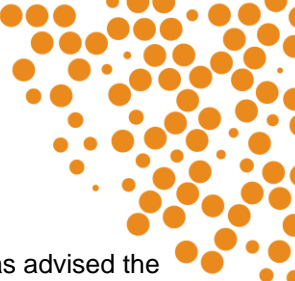
- the employment arrangements have ceased and the department has not been notified.
 - Section 69 of the *Further Education and Training Act 2014* (FET Act) requires an SRTO to notify the chief executive (DESBT) if an apprentice or trainee is not making the progress required under the training plan. This notification may include instances where the SRTO believes the employment arrangements supporting the apprenticeship/traineeship have ceased. Notifications of this type allow for action to be taken to cancel a training contract and as such reduce the numbers of training contracts which expire.
- the apprenticeship/traineeship is continuing but a request to extend the training contract may not have been submitted/received -
 - Assist the parties to complete an application to extend the nominal term of the registered training contract to cover the period until the apprenticeship/traineeship can be completed, and submit the application to the relevant Australian Apprenticeship Support Network (AASN) Provider.

Form [ATF-014: Extension of nominal term of a registered training contract](#) is available to assist parties to apply to extend the nominal term.

DESBT Customer Centre (DCC), Department of Employment, Small Business and Training (DESBT)

If the SRTO -

- provides DESBT with advice that they have issued the qualification, create a regional referral for follow up regardless of whether the SRTO said they could or could not contact the parties.



- has advised that they believe employment has ceased, or the apprentice/trainee or employer has advised the SRTO the contract is to be cancelled, take action as per the procedure on Cancellation by chief executive.
- has advised that the training contract should still be 'active' and they have been unsuccessful in obtaining an extension application from the parties, create a regional referral for follow up.
- provides DESBT with advice that they have not issued the qualification and the SRTO could not contact either party, no further action or referral is required.

Regional Office, Department of Employment, Small Business and Training (DESBT)

- Follow up/investigate referrals from DCC.

Definitions

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.
DCC	DESBT Customer Centre (phone team) - responsible for managing calls received through the Apprenticeships Info line and emails received in the mailbox apprenticeshipsinfo@qld.gov.au .
DESBT	Department of Employment, Small Business and Training
Nominal completion date	The date, indicated on DELTA, which signifies the end of the nominal term for 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.
Signed consent of a parent (if appropriate)	It may be inappropriate for a parent to sign the application if the apprentice or trainee is living independently of his or her parents.
Supervising Registered Training Organisation (SRTO)	The SRTO is 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.

Legislation

- [Further Education and Training 2014](#) Sections 23, 33, 36, 46, 48, 58 and 69.

Delegations/Authorisations

- Nil

Related policies

- [School-based apprenticeships and traineeships policy – Queensland and Norfolk Island](#)

Related procedures

- [Cancel Registered Training Contract by all parties](#)
- [Cancel Registered Training Contract by chief executive](#)
- [Completing an Apprenticeship or Traineeship or Cancelling a Completion Agreement](#)
- [Extension of Nominal Term of a Registered Training Contract](#)



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 agreement – ATF-011](#)
- [Notice of intent to complete – ATF-033](#)
- [Extension of nominal term of a registered training contract – ATF-014](#)
- [Notification employment has ceased – ATF-043](#)
- [Cancel a registered training contract \(by all parties\) – ATF-034](#)

Work instructions

- Nil

Online materials

- Nil

Letters

- Nil

Website

- Nil

Contact

For further information, please contact Apprenticeships Info:

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

