Fact sheet

Registered training organisations' guide for students applying for a blue card

This fact sheet provides information for registered training organisations (RTO) on creating user guides for students who require a blue or exemption card for their practical placement.

Students applying for the first time

1. The student registers for an online account on the blue card services website.

Note for RTO: Registration is a one-time process. The student will need to validate their identity using their Customer Reference Number (CRN) from the Queensland Department of Transport and Main Roads (TMR). A CRN can be found on a driver license or proof of age card.

2. The student will receive an online account number from us.

Note for RTO: Include clear directions of what the student needs to do with the online account number in order to link the student. If not, they will not be able to apply as a student with the fee waived. If you haven't already, your organisation needs to develop a process for portal users to access the account numbers for linking to occur. For example, "Now log into the Student Portal and enter your account number", or "Now send an email to bluecard@learninguniversity.com with your full name, date of birth and account number".

3. The online account number will be used to link the student. They will then be notified via SMS or email. The student can return to the online applicant portal and apply for their blue or exemption card.

Note for RTO: If your organisation is using the Organisation Portal, this is the point that a portal user will link, if not you will submit a 'Link a person to your organisation' form. Links created in the portal happen instantly.

4. Blue Card Services will receive and process the application. Most online applications for people with no police information should be processed within five business days. It will take longer if further information is required or if we receive police or disciplinary information.

5. We will notify the student and the organisation of the outcome (successful or unsuccessful).

Note for RTO: The Organisation Portal will reflect the updated status.

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A student renewing a blue or exemption card

If a student is already linked to your organisation and they apply before it expires, your RTO will not have to do anything.

1. The student goes to the blue card services website and logs into the online applicant portal.

   Note for RTO: Registration is a one-time process. A student will need to validate their identity using their Customer Reference Number (CRN) from the Queensland Department of Transport and Main Roads (TMR). A CRN can be found on a driver license or proof of age card

2. The student then continues to apply for their blue or exemption card and confirms any existing links with organisations and submits the application. If they delink from your organisation during the renewal process, your organisation will be notified.

   Note for RTO: If the applicant does not see an existing link with your organisation, they will need to have you link them, otherwise they will not be able to apply as a student with the fee waived.

3. Blue Card Services will receive and process the application. Most online applications for people with no police information should be processed within five business days. It will take longer if further information is required or if we receive police or disciplinary information.

4. We will notify the student and the organisation of the outcome (successful or unsuccessful).

   Note for RTO: The Organisation Portal will reflect the updated status.

A student already has a valid blue or exemption card

1. The student provides their card number to their RTO in order to link them.

   Note for RTO: You will need to provide clear instructions to students who already hold a blue card of how to provide their blue card number to your RTO to in order for portal users to access this information and create the link.

2. The card number will be used by the RTO to link the student. They will be notified via SMS or email of the successful link.

   Note for RTO: The student will then be visible in the Blue Card Register section of the Organisation Portal. You must be able to see that the person has a valid card before they can commence work.

Need help?

Phone us on 1800 113 611 or 07 3211 6999. Or visit our website at www.qld.gov.au/bluecard. If you need an interpreter, contact Language Loop on 1800 512 451.

Queensland Government