

ATIS-009

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Completing the apprenticeship or traineeship

Information to get started

All apprenticeships and traineeships in Queensland are competency-based. This means that when an employer and apprentice or trainee are satisfied all training and assessment required under their training plan has been completed, and the supervising registered training organisation (SRTO) has issued the qualification, they may begin the completion process. School-based apprentices and trainees must also have completed the minimum required paid working hours.

It is important to note that apprentices and trainees will receive **two** certificates. The SRTO will issue a certificate for successfully completing the qualification and, if satisfied all requirements have been met, the Department of Employment, Small Business and Training will issue a completion certificate for the apprenticeship or traineeship. The following process is used to obtain the completion certificate.

The completion process

1. The employer, apprentice or trainee and SRTO must sign a completion agreement, stating that all training and assessment required under the training plan has been completed by the apprentice or trainee (and the minimum work requirements for school-based apprentices and trainees). The [ATF-011 Completion agreement form](#) will assist them to do this. The parent or guardian's consent* on the completion agreement is also required, if appropriate.
2. Upon receipt of a completion agreement signed by the employer and apprentice or trainee, and if the SRTO agrees the apprentice or trainee has completed all training and assessment required under the training plan and they have issued the qualification, the SRTO must promptly sign the completion agreement and send it to the department within **10 days** after it is signed.
3. Upon receiving the completion agreement, the department will issue a completion certificate for the apprenticeship or traineeship if satisfied that the apprentice or trainee has completed the apprenticeship or traineeship.
4. Upon deciding that the apprenticeship or traineeship has **not** been completed, the department will send a written notice to the employer, apprentice or trainee, SRTO and parent or guardian* informing them of the decision.

Please note that where a training contract has been temporarily transferred, the original employer must sign the completion agreement, not the temporary employer.

Is a work licence required?

Upon completion of an apprenticeship in trades such as electrical or plumbing and draining, a work licence may be required for the apprentice to carry out work. The employer should be able to provide assistance on this topic. Otherwise the apprentice can contact:

- [Electrical Safety Office](#) on 1300 362 128
- [Queensland Building and Construction Commission](#) on 13 93 33.

Failure to sign completion agreement

1. If an employer or apprentice or trainee cannot be located to sign a completion agreement, or they have agreed that the apprenticeship or traineeship has been completed but have refused or neglected to sign a completion agreement after being asked to do so, the other party should contact the SRTO for assistance regarding completing the apprenticeship or traineeship.
2. If the SRTO (1) receives a completion agreement completed and signed by either the employer or the apprentice or trainee and (2) efforts to obtain the signature of the other party to the training contract have been unsuccessful and (3) is reasonably satisfied that the apprentice or trainee has been, or is entitled to be, issued with a qualification, the SRTO must notify the department accordingly. The [ATF-033 Notice of intent to complete form](#) will assist the SRTO to provide this notification.
3. Upon receiving notice, the department will investigate and consider the matter. The department will give the employer, apprentice or trainee and SRTO an opportunity to respond to a proposed decision, before

deciding finally whether or not to complete the apprenticeship or traineeship. The department will advise the employer, apprentice or trainee, SRTO and parent or guardian* of the decision in writing. If applicable, the department will issue a completion certificate.

*Where actions by the apprentice or trainee's parent or guardian are indicated in this information sheet, they apply if the apprentice or trainee is under 18 years of age. However, in some cases a parent or guardian's involvement may be inappropriate – for example, if the apprentice or trainee is living independently.

myApprenticeship

The myApprenticeship self-service website allows apprentices and trainees to securely view details and initiate and complete various tasks, such as commencing the completion process, relating to their apprenticeship or traineeship.

Visit www.training.qld.gov.au/myapprenticeship to get started.

For further information

Contact:

- the Australian Apprenticeship Support Network provider for the training contract
- Apprenticeships Info on 1800 210 210, regarding completing the apprenticeship or traineeship
- [Fair Work Ombudsman](#) on 13 13 94, regarding the effect the completion of the apprenticeship or traineeship may have on the employment.

Related document:

- [Completing an apprenticeship or traineeship, or cancelling a completion certificate procedure.](#)

