

Travel and Accommodation Online

Manual for registered training organisations (RTOs)

Version 4, July 2018



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For any issues regarding the application, please contact DETConnect Help Desk:

Phone: (07) 3025 6691

Email: detconnect@desbt.qld.gov.au

1. TRAVEL AND ACCOMMODATION SUBSIDY

The Department of Employment, Small Business and Training provides financial assistance to apprentices and trainees (*other than school-based apprentices and trainees*) who travel specified distances to attend off-the-job training required for their apprenticeship or traineeship. This financial assistance does **not** cover 100% of expenses incurred by apprentices or trainees.

The subsidies are paid only if the applicant attends the closest supervising registered training organisation (SRTO – also referred to as training provider) able to deliver the off-the-job training program and travels at least 100kms return to attend that SRTO.

2. TRAVEL AND ACCOMMODATION ONLINE

The Travel and Accommodation Online system was implemented (in 2010) to allow access to apprentices and trainees to submit their travel and accommodation claims online.

The benefits of Travel and Accommodation Online include:

1. Apprentices and trainees can lodge electronic applications online and receive their subsidy sooner.
2. RTOs can electronically verify the booking and/or attendance of apprentices and trainees claiming the subsidy.
3. Departmental Travel and Accommodation staff can process applications more efficiently and with shorter turnaround times.

Apprentices and trainees can lodge claims online through the [Travel and Accommodation section of the department's website](#).

3. ASSISTANCE FOR TRAVEL AND ACCOMMODATION ONLINE

RTO assistance

The RTO officer should refer to the latest version of this manual prior to contacting the department for assistance.

This manual is located at

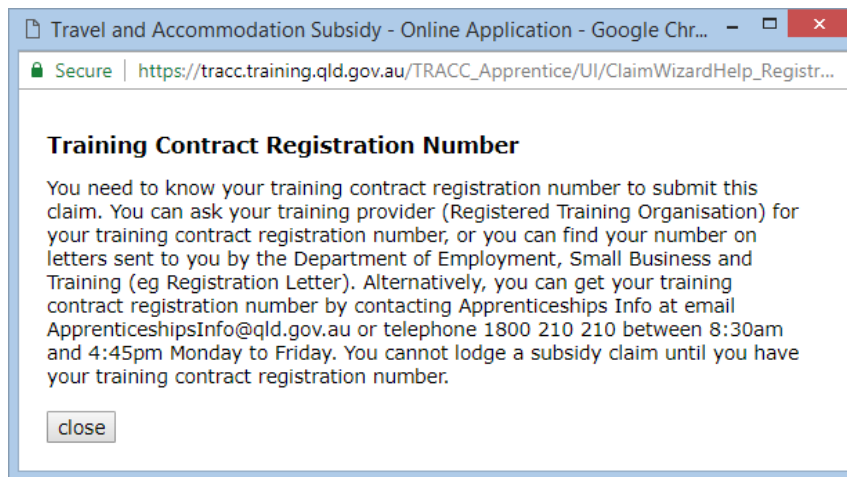
<https://desbt.qld.gov.au/training/apprentices/incentives/travel-accommodation>.

Apprentice and trainee assistance

Apprentices and trainees lodging claims online will see error messages and/or help messages like below. These messages will help them continue to lodge their claim, or advise them to contact their RTO or Apprenticeships Info on 1800 210 210 (depending on the information needed to complete the lodgement).

There is also a *Travel and Accommodation Online: Manual for apprentices and trainees* to assist apprentices and trainees when lodging their application online. This manual is located at <https://desbt.qld.gov.au/training/apprentices/incentives/travel-accommodation>.

EXAMPLE: Apprentice/trainee help message in Travel and Accommodation Online.



4. ATTENDANCE/BOOKING VERIFICATION EMAIL

The Travel and Accommodation unit is required to comply with departmental Financial Audit protocols for all claims paid. Where the Travel and Accommodation unit pays any money to an apprentice or trainee, the RTO is required to verify the apprentice or trainee's attendance for the training block for which they claimed subsidy.

These are **three scenarios** where the Travel and Accommodation unit requires verification, and where an automated email will be sent to the RTO to verify the claim in the Travel and Accommodation RTO application in DETConnect.

The three scenarios are:

1. post attendance claim
2. advance claim
3. audit of attendance for an advance claim and/or air travel claim.

Post attendance claim

Claim is made by apprentice or trainee for subsidy **after** the training block is completed.

When the department has received and reviewed an apprentice or trainee's subsidy claim, and determined the claim is eligible for payment, an **Attendance Verification Email** will be sent to the relevant RTO's Travel and Accommodation email box.

The email will be seeking verification an apprentice or trainee **has attended the training provider** for the dates and number of days for which they have claimed subsidy.

The verification email will advise the RTO of:

- type of email – e.g. attendance email
- apprentice or trainee's name
- campus attended/enrolled
- qualification
- claimed attendance dates.

Please note: The RTO officer who is verifying the claim must also **check the qualification details** on the claim are correct. If the RTO is delivering a different qualification to that supplied by the apprentice or trainee, the RTO officer will need to add a supporting note in DETConnect when they verify the claim and give the details of the correct qualification they are delivering. This will notify the Travel and Accommodation unit to follow a process to have the qualification corrected in DELTA. Correcting the qualification in DELTA can also avoid delays in the RTO's claim for payment of training delivery from the department.

If verification is not received back from the RTO after 10 days, a reminder email (examples on the following pages) will be sent to the RTO, and reminder emails will continue to be sent until the claim is verified.

If the apprentice or trainee has attached a scanned copy of a hard copy claim form (signed, stamped and verified by the RTO) to their online claim, a verification email **will not be sent to their RTO**.

EXAMPLE A: 1st email sent to RTO requesting verification of ATTENDANCE.**Subject: ATTENDANCE – JAY PRENTICE – MOUNT GRAVATT – MEM30705**

This apprentice/trainee has completed their training block and requests travel and accommodation subsidy. DET requires verification of the attendance Details. When you action the claim in DETConnect please also check the **qualification** listed below. If it is NOT the qualification being delivered please advise DET by note with your verification in DETConnect.

The **Attendance verification** is for:

Name: PRENTICE, JAY

Registration No: 201123456

Campus: Mount Gravatt

Dates: 14-Mar-2010 to 18-Mar-2010

Qual: Certificate III in Marine Craft Construction (MEM30705)

Please click on the link below to verify the dates of attendance and advise if the qualification is different to that listed.

<http://www.DETConnect.qld.gov.au>

You may delete this email once you have verified the claim in DETConnect.

Assistance Required?

If you need assistance responding to these emails please visit the departmental website at <http://www.apprenticeshipsinfo.qld.gov.au/resources/pdf/tracc/rto-manual.pdf> and access the Travel and Accommodation Online RTO User Manual which provides the steps for responding to these emails.

Privacy Information: The Department of Education and Training is providing this information to you so you can verify the attendance or booking Details of the apprentice or trainee listed in this email. This is part of the process for the department to assess apprentice and trainee eligibility for the travel and accommodation subsidy. The personal Details provided in this email may only be disclosed to authorised employees within your organisation. This information must not be provided to any other organisations or used for any other purpose.

EXAMPLE B: 2nd and subsequent emails reminding of **previous request for verification of **ATTENDANCE.****

Subject: ATTENDANCE – 2nd EMAIL – JAY PRENTICE – MOUNT GRAVATT – MEM30705

A Travel and Accommodation ATTENDANCE email was sent to you **10 days ago** and the attendance Details have not yet been verified in DETConnect.

This apprentice/trainee has completed their training block and requests travel and accommodation subsidy. DET requires verification of the attendance Details. When you action the claim in DETConnect please also check the **qualification** listed below. If it is NOT the qualification being delivered please advise DET by note with your verification in DETConnect.

The **Attendance verification** is for:

Name: PRENTICE, JAY
 Registration No: 201123456
 Campus: Mount Gravatt
 Dates: 14-Mar-2010 to 18-Mar-2010
 Qual: Certificate III in Marine Craft Construction (MEM30705)

Please click on the link below to verify the dates of attendance and advise if the qualification is different to that listed.

<http://www.DETConnect.qld.gov.au>

You may delete this email once you have verified the claim in DETConnect.

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Advance claim

Claim is made by apprentice or trainee for subsidy payment prior to the apprentice or trainee attending their training block, or the department is booking and paying for a return flight for the apprentice or trainee to attend the training provider. Claims for advance accommodation and air travel can be received separately by the department. In these cases it is possible the RTO may receive two booking verification emails – one for the accommodation claim and one for the air travel claim. Travel and Accommodation officers endeavour to **not send two separate** emails to the RTO if they identify the apprentice or trainee have submitted two claims on different dates.

When the department has received and reviewed an apprentice or trainee's advance subsidy claim, and determined the claim is eligible for payment, a **Booking Verification Email** will be sent to the RTO's Travel and Accommodation email box.

The email will be seeking verification an apprentice or trainee **is booked to attend the training provider** for the dates and number of days they have claimed subsidy.

The verification email will advise the RTO of:

- type of email – e.g. booking email
- apprentice or trainee name
- campus attended/enrolled
- qualification
- claimed booked dates.

Please note: The RTO officer who is verifying the claim must also **check the qualification details** on the claim are correct. If the RTO is delivering a different qualification to that supplied by the apprentice or trainee, the RTO officer will need to add a supporting note in DETConnect when they verify the claim and give the details of the correct qualification they are delivering. This will notify the Travel and Accommodation unit to follow a process to have the qualification corrected in DELTA. Correcting the qualification in DELTA can also avoid delays in the RTO's claim for payment of training delivery from the department.

If verification is not received back from the RTO after 10 days, a reminder email (examples on the following pages) will be sent to the RTO, and reminder emails will continue to be sent until the claim is verified.

If the apprentice or trainee electronically attached their Training Notice (booking confirmation) to their online claim, a verification email **will not be sent to their RTO**.

EXAMPLE A: 1st email sent to RTO requesting verification of BOOKING.**Subject: BOOKING – JAY PRENTICE – MOUNT GRAVATT – MEM30705**

This apprentice/trainee has applied for **ADVANCE** payment of subsidy or an airflight booking. DET requires verification of booking Details before it can pay the subsidy or flight. The apprentice/trainee has been unable to provide DET with a Booking Notice. When you action the claim in DETConnect please also check the **qualification** listed below. If it is NOT the qualification being delivered please advise DET by note with your verification in DETConnect.

The **Attendance verification** is for:

Name: PRENTICE, JAY

Registration No: 201123456

Campus: Mount Gravatt

Dates: 14-Mar-2010 to 18-Mar-2010

Qual: Certificate III in Marine Craft Construction (MEM30705)

Please click on the link below to verify the dates of attendance and advise if the qualification is different to that listed.

<http://www.DETConnect.qld.gov.au>

You may delete this email once you have verified the claim in DETConnect.

Assistance Required?

If you need assistance responding to these emails please visit the departmental website at <http://www.apprenticeshipsinfo.qld.gov.au/resources/pdf/tracc/rto-manual.pdf> and access the Travel and Accommodation Online RTO User Manual which provides the steps for responding to these emails.

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EXAMPLE B: 2nd and subsequent emails reminding of **previous request** for verification of **BOOKING**.

Subject: BOOKING – 2ND EMAIL – JAY PRENTICE – MOUNT GRAVATT – MEM30705

A Travel and Accommodation BOOKING email was sent to you **10 days ago** and the booking Details have not yet been verified in DETConnect.

This apprentice/trainee has applied for **ADVANCE** payment of subsidy or an airflight booking. DET requires verification of the booking Details before it can pay the subsidy or flight. The apprentice/trainee has been unable to provide DET with a Booking Notice. When you action the claim in DETConnect please also check the **qualification** listed below. If it is NOT the qualification being delivered please advise DET by note with your verification in DETConnect.

The **Attendance verification** is for:

Name: PRENTICE, JAY

Registration No: 201123456

Campus: Mount Gravatt

Dates: 14-Mar-2010 to 18-Mar-2010

Qual: Certificate III in Marine Craft Construction (MEM30705)

Please click on the link below to verify the dates of attendance and advise if the qualification is different to that listed.

<http://www.DETConnect.qld.gov.au>

You may delete this email once you have verified the claim in DETConnect.

Assistance Required?

If you need assistance with responding to these emails please visit the departmental website at <http://www.apprenticeshipinfo.qld.gov.au/resources/pdf/tracc/rto-manual.pdf> and access the Travel and Accommodation Online RTO User Manual which provides the steps for responding to these emails.

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Audit of attendance for an advance claim and/or air travel claim

If the apprentice or trainee has applied for and received payment of their subsidy or had a flight paid for before attending their RTO, the RTO will be asked to verify that the apprentice or trainee actually attended for the dates and number of days for which they were paid subsidy.

Under the department's audit requirements, where an apprentice or trainee has been paid subsidy in advance or had a flight booked for them, and **Audit of Attendance Email** must be

sent to the RTO after the final day of the training block, to verify the apprentice or trainee actually attended for the dates and number of days for which they claimed.

IMPORTANT NOTE: Where an apprentice or trainee has claimed air travel and accommodation subsidy, these are treated as **two separate claims in Travel and Accommodation Online**. An audit of attendance email will be sent to the RTO for each type of claim (i.e. the RTO will receive an audit of attendance email for the accommodation claim and will also receive an audit of attendance email for the air travel claim).

The verification email will advise the RTO of:

- type of email – e.g. audit of attendance email
- apprentice or trainee's name
- campus attended/enrolled
- qualification
- paid dates.

Please note: The RTO officer who is verifying the claim must also **check the qualification details** on the claim are correct. If the RTO is delivering a different qualification to that supplied by the apprentice or trainee, the RTO officer will need to add a supporting note in DETConnect when they verify the claim and give the details of the correct qualification they are delivering. This will notify the Travel and Accommodation unit to follow a process to have the qualification corrected in DELTA. Correcting the qualification in DELTA can also avoid delays in the RTO's claim for payment of training delivery from the department.

If verification is not received back from the RTO after 10 days, a reminder email (examples on the following pages) will be sent to the RTO, and reminder emails will continue to be sent until the claim is verified.

EXAMPLE A: 1st email sent to RTO verifying **ACTUAL** attendance.**Subject: AUDIT OF ATTENDANCE – JAY PRENTICE – MOUNT GRAVATT – MEM30705**

This apprentice/trainee was paid subsidy in ADVANCE of their training block. You may have previously verified a booking for this apprentice/trainee in DETConnect so DET could pay their subsidy in Advance. Due to Queensland Government financial audit requirements, DET has to verify apprentice/trainee attendance where they have been paid government funding in advance of attending their RTO.

The **Attendance verification** is for:

Name: PRENTICE, JAY

Registration No: 201123456

Campus: Mount Gravatt

Dates: 14-Mar-2010 to 18-Mar-2010

Qual: Certificate III in Marine Craft Construction (MEM30705)

Please click on the link below to verify the dates of attendance:

<http://www.DETConnect.qld.gov.au>

You may delete this email once you have verified the claim in DETConnect.

Assistance Required?

If you need assistance responding to these emails please visit the departmental website at <http://www.apprenticeshipsinfo.qld.gov.au/resources/pdf/tracc/rto-manual.pdf> and access the Travel and Accommodation Online RTO User Manual which provides the steps for responding to these emails.

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EXAMPLE B: 2nd and subsequent emails reminding of **previous request** for verification of **ACTUAL** attendance.

Subject: AUDIT OF ATTENDANCE – 2nd EMAIL – JAY PRENTICE – MOUNT GRAVATT – MEM 30705

A Travel and Accommodation ATTENDANCE email was sent to you **10 days ago** and the attendance Details have not yet been verified in DETConnect.

This apprentice/trainee was paid subsidy in ADVANCE of their training block. You may have previously verified a **booking** for this apprentice/trainee in DETConnect so DET could pay their subsidy in Advance. Due to Queensland Government financial audit requirements, DET has to verify apprentice/trainee **attendance** where they have been paid government funding in advance of attending their RTO.

If it is NOT the qualification being delivered please advise DET by note with your verification in DETConnect.

The **Attendance verification** is for:

Name: PRENTICE, JAY

Campus: Mount Gravatt

Dates: 14-Mar-2010 to 18-Mar-2010

Qual: Certificate III in Marine Craft Construction (MEM30705)

Please click on the link below to verify the dates of attendance:

<http://www.DETConnect.qld.gov.au>

You may delete this email once you have verified the claim in DETConnect.

Assistance Required?

If you need assistance responding to these emails please visit the departmental website at <http://www.apprenticeshipsinfo.qld.gov.au/resources/pdf/tracc/rto-manual.pdf> and access the Travel and Accommodation Online RTO User Manual which provides the steps for responding to these emails.

Privacy Information: The Department of Education and Training is providing this information to you so you can verify the attendance or booking Details of the apprentice or trainee listed in this email. This is part of the process for the department to assess apprentice and trainee eligibility for the travel and accommodation subsidy. The personal Details provided in this email may only be disclosed to authorised employees within your organisation. This information must not be provided to any other organisations or used for any other purpose.

5. LOGGING INTO DETCONNECT

Click the link in the text of the verification emails – www.detconnect.qld.gov.au.

This will open the DETConnect login page where you log in to DETConnect to verify the claim (see screen shot below). If you do not have access to DETConnect you need to contact your organisation's DETConnect Partner Administrator and ask them to give you access to DETConnect using the instructions in [Section 9](#) of this manual. As a new Partner User of DETConnect, you should automatically receive access to Travel and Accommodation Online when you receive DETConnect access.

If/or when you have access:

Enter your user ID and password, and then select *Log In*.

The screenshot displays the DETConnect login interface. At the top, there is a navigation bar with the Queensland Government logo and 'DETconnect' branding. Below this, a 'Welcome to DETConnect' message is followed by a brief description of the site's purpose. A 'New to DETConnect?' section provides instructions for new users, including a link to a document for AVETMISS requirements. The main focus is the 'Log in to DETConnect' form, which is circled in red. This form contains two input fields: 'User ID' and 'Password', both with asterisks indicating they are required. A 'Log In' button is positioned to the right of the password field. Below the form, there are links for 'Forgot your user ID or password?' and 'Register for DETConnect'.

6. ACCESSING THE TRAVEL AND ACCOMMODATION ONLINE RTO APPLICATION

After you have logged in to DETConnect it will open up the main DETConnect screen (see screen shot on the following page).

The Travel and Accommodation Online RTO application is the portal called ***Travel and Accommodation RTO Summary*** and is located on the left side at the bottom of the screen.

Queensland Government **DETconnect** Portal Home | Contact us | Help | Log out
 Department of Education and Training
 Welcome to DETConnect, Test SkillsTech Australia Tue 27 April
 DETConnect Home My Account

Apprenticeships Info Self Service
 Welcome to Apprenticeships Info Self Service
 Apprenticeships Info Self Service is a facility offering an easy, consistent and effective method of searching for apprentice contract information from the Department of Education and Training (DET).
 Proceed into [Apprenticeships Info Self Service](#) or refer to [Getting Started](#)

AVETMISS Training Activity
 Welcome to AVETMISS Training Activity
 AVETMISS Training Activity is a facility offering an easy, consistent and effective method of information exchange between the Department of Education and Training (DET) and our clients.
 Proceed into [AVETMISS Training Activity](#)

Training Downloads
 Welcome to Training Downloads
 Training Downloads provides information from a number of departmental databases to a wide range of public and private sector partners and customers of the department.
 Proceed into [Training Downloads](#)

Travel and Accommodation Summary
 Claims awaiting verification
 Proceed into [Travel and Accommodation RTO](#)

Contract No.	Applicant Name	Urgency	Verification Type	Date Received
111111111	FIRST, LAST	HIGH	ATTENDANCE	01/01/2010
222222222	FIRST, LAST	HIGH	ATTENDANCE	01/01/2010
333333333	FIRST, LAST	HIGH	ATTENDANCE	01/01/2010
444444444	FIRST, LAST	HIGH	ATTENDANCE	01/01/2010
555555555	FIRST, LAST	HIGH	ATTENDANCE	01/01/2010

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If you cannot see the Travel and Accommodation RTO Summary portal (which you should automatically be given access to as a new Partner User), you need to ask your Partner Administrator to adjust your access using the instructions in [Section 9](#).

In the Travel and Accommodation RTO Summary portal:

1. select **Proceed into Travel and Accommodation RTO** to search for a specific claim; and
2. see how many claims for your RTO are awaiting action.

7. SEARCHING FOR CLAIMS AWAITING VERIFICATION

Once you have selected ***Proceed into Travel and Accommodation Online RTO*** you will be presented with search criteria and the list of claims awaiting verification (please note there may be more than one page).

You can either:

1. Select a highlighted claim; or
2. Enter your search criteria. Select **Search** – the list of claims at the bottom of the screen will be updated to show only those records which match your criteria. Select the claim you want to verify.

8. VERIFYING CLAIMS IN DETCONNECT

There are three types of verifications:

1. **Attendance**

For standard claims where the apprentice or trainee will be paid subsidy **after** they complete their attendance at the training provider. Their **attendance** must be verified by their RTO.

2. **Booking**

For air travel and advance claims where the apprentice or trainee was paid in advance the subsidy **prior** to attending the training provider. Their **booking** must be verified.

3. **Audit of Attendance**

Where an apprentice or trainee has applied for and received payment of their subsidy, or had a flight paid for before attending their training provider. The RTO is to verify the apprentice or trainee **actually attended** for the dates and number of days for which they **have been paid subsidy**.

Once you have selected an individual claim you will be able to view the claim details and provide the attendance or booking declaration (see screen shot on following page).

Queensland Government DETconnect

Welcome to DETConnect, loadtest2 Brisbane Water Department of Education and Training Tue 28 July

Travel and Accommodation RTD

Search

Verification Type: All Booking Attendance

Contract Registration No:

Application Surname:

Applicant Given Name:

Start Date:

Qualification NTIS code:

Employer name:

Campus:

Print Results Search

Claims awaiting verification

Claimant No.	Applicant Surname	Qualification Name	Qualification Code	Status	Attendance Type	Date	Qualification Title	Submission Date	Qualification Code	Employer/Trade Name
				None	Attendance	30/10/2007	Certificate III in Electrotechnology Assembly and Servicing (UTE30199)	22/9/2007	14/10/2007	
				None	Attendance	12/9/2007	Certificate III in Electrotechnology Assembly and Servicing (UTE30199)	21/7/2007	2/9/2007	
				None	Attendance	19/7/2007	Certificate III in Construction Services (General Plumbing Trade) (12265QLD)	3/6/2007	30/6/2007	
				None	Attendance	4/7/2007	Certificate III in Floor Covering and Finishing (LMF30102)	13/7/2007	10/8/2007	
				None	Attendance	9/4/2008	Certificate III in Engineering (Mechanical Refrigeration and Air Conditioning) (MEM30298)	29/1/2008	14/3/2008	
				None	Attendance	22/2/2008	Certificate III in Engineering (Mechanical Refrigeration and Air Conditioning) (MEM30298)	9/7/2007	23/8/2007	
				None	Attendance	14/7/2007	Certificate III in Engineering (Mechanical Refrigeration and Air Conditioning) (MEM30298)	20/5/2007	4/7/2007	
				None	Attendance	1/5/2007	Certificate III in Electrotechnology Computer Systems (UTE30599)	10/3/2007	22/4/2007	
				None	Attendance	31/10/2007	Certificate III in Off Site Construction (Shopfitting) (BCF30100)	9/10/2007	11/10/2007	
				None	Attendance	21/8/2007	Certificate III in Off Site Construction (Shopfitting) (BCF30100)	14/8/2007	17/8/2007	
				None	Attendance	13/9/2007	Certificate III in Off Site Construction (Shopfitting) (BCF30100)	19/6/2007	22/6/2007	
				None	Attendance	22/2/2008	Certificate III in Off Site Construction (Shopfitting) (BCF30100)	11/2/2008	15/2/2008	
				None	Attendance	23/6/2008	Certificate III in Off Site Construction (Shopfitting) (BCF30100)	14/4/2008	18/4/2008	
				None	Attendance	14/7/2008	Certificate III in Automotive Vehicle Body (Vehicle Painting) (AUR30805)	24/5/2008	14/6/2008	
				None	Attendance	31/3/2009	Certificate III in Automotive Vehicle Body (Vehicle Painting) (AUR30805)	2/2/2009	20/3/2009	
				None	Attendance	12/5/2009	Certificate III in Automotive Vehicle Body (Vehicle Painting) (AUR30805)	1/3/2009	21/3/2009	
				None	Attendance	1/11/2007	Certificate III in Automotive Vehicle Body (Vehicle Painting) (AUR30805)	8/9/2007	30/9/2007	
				None	Attendance	11/9/2007	Certificate III in Electrotechnology Refrigeration and Air Conditioning (UTE30599)	9/7/2007	24/8/2007	
				None	Attendance	2/7/2007	Certificate III in Stonemasonry (Monumental/Installation) (BCF30600)	21/5/2007	21/6/2007	
				None	Attendance	29/10/2007	Certificate III in Automotive Electrical Technology (AUR30305)	12/10/2007	30/11/2007	

Verifying ATTENDANCE

1. Check the **Application Summary** details to see who the claim is regarding (see screen shot on following page).
2. Complete the **Attendance Declaration** section – include any notes you need to support your declaration.

Example of a supporting note: If the Application Summary details are incorrect, select *'I declare that the applicant above attended college for the following period'*. Correct any attendance details, if necessary and fill in the note explaining any change(s) (for example, you may want to advise the department that the apprentice or trainee did not attend the first week of block training due to illness and a medical certificate was provided).

If the RTO advises the department that the apprentice or trainee attended for significantly less days than they are claiming, if **may affect the amount of subsidy** the apprentice or trainee receives.

3. **Check the qualification details are correct.** If the RTO is delivering a different qualification to that supplied by the apprentice or trainee (which also matches DELTA), the RTO officer will need to add a supporting note in DETConnect to advise the department. This will notify the Travel and Accommodation unit to follow a

process to have the qualification corrected in DELTA. Correcting the qualification in DELTA can also avoid delays in the RTO's claim for payment of training delivery from the department.

4. Select **Save** in the bottom right of the screen.

The claim has now been verified.

Travel and Accommodation RTO

Verify applicant's attendance at training

Review the attendance details presented below and amend those that are incorrect. Please provide your name and contact number. Click the 'save' button when you have finished.

Application Summary

Date Received: 26/09/2006
 Status: RTO Attendance
 Applicant Name: _____
 Applicant Address: _____
 Employer: _____
 Contract Reg'n No.: _____
 Campus Details: _____
 Qualification: Certificate III in Engineering - Mechanical Trade (MEM30205)

Attendance Declaration

Verifying Officer: _____ Phone: _____

Declaration:
 I declare that the applicant above attended college for the following period
 Date college started: _____ Date college finished: _____
 Days booked: _____

I declare that the applicant above did not attend college

Notes supporting the Attendance Declaration:

Print Claim Save Cancel

Verifying a BOOKING

1. Check the **Application Summary** details to see who the claim is regarding (see screen shot on following page).
2. Complete the **Booking Declaration** section including any notes to support it.

Example of a supporting note: If the Application Summary details are incorrect, select 'I declare that the applicant above is booked to attend college for the following period'. Correct any booking details, if necessary and fill in the note explaining the change (for example, you may want to advise the department that the RTO has changed the dates for this block of training and the apprentice or trainee submitted their travel and accommodation claim before they would have been advised of the change).

3. **Check the qualification details are correct.** If the RTO is delivering a different qualification to that supplied by the apprentice or trainee (which also matches DELTA), the RTO officer will need to add a supporting note in DETConnect to advise

the department. This will notify the Travel and Accommodation unit to follow a process to have the qualification corrected in DELTA. Correcting the qualification in DELTA can also avoid delays in the RTO's claim for payment of training delivery from the department.

4. Select **Save** in the bottom right of the screen.

The claim has now been verified.

Travel and Accommodation RTO

Verify applicant's training booking

i Review the booking details presented below and amend those that are incorrect. Please provide your name and contact number. Click the 'save' button when you have finished.

Application Summary

Date Received: 26/09/2006
 Status: RTO Attendance
 Applicant Name: _____
 Applicant Address: _____
 Employer: _____
 Contract Reg'n No.: _____
 Campus Details: _____
 Qualification: Certificate III in Engineering - Mechanical Trade (MEM30205)

Booking Declaration

Verifying Officer: _____ Phone: _____

Declaration:

I declare that the applicant above is booked to attend college for the following period

Date college started: 14/09/2006
 Date college finished: _____
 Days booked: _____

I declare that the applicant above is *not* booked to attend college

Notes supporting the Booking Declaration:

Print Claim Save Cancel

9. UPDATING DETCONNECT USER ACCESS FO TRAVEL AND ACCOMMODATION ONLINE

Partner Administrators will automatically receive access to Travel and Accommodation Online.

Partner **Users** whose accounts were created **prior to the release of Travel and Accommodation Online** will need to have their access individually updated by the Partner Administrator, as below:

- Log in to DETConnect, select **My Account**.
- Select **Manage Users**.
- Select **Edit User** beside a user's name.

- In **Access Rights** box, tick **Travel and Accommodation Online** – if the Travel and Accommodation Online tick box is already unticked, UNTICK and RE-TICK the box.
- Select **Submit**.

For new Partner Users, access to the Travel and Accommodation Online portal will be automatically included when the Partner Administrator sets up their DETConnect access.

To set up a **new Partner User**, tick the **Travel and Accommodation Online** in the **Access Rights** and select **Submit** (see screen shot below).

The screenshot shows the DETConnect 'My Account' page. The 'Organisation Administration' section is active, displaying the 'New User Details' form. The form includes the following fields:

- Position:** Data Manager
- First Name:** Mr John
- Last Name:** Smith
- Email:** js@jsi.com
- Daytime Phone:** 0712345678 (with example text: eg. 0733333333)

The 'DETConnect Access' section shows the 'Full DETConnect Administrator Rights' set to 'No'. Under 'Access Rights', the 'TRACC Online' checkbox is checked, while 'AVETMISS', 'AISS', and 'Training Downloads' are unchecked. 'Submit' and 'Cancel' buttons are visible at the bottom right of the form.

If an RTO has DETConnect access but cannot access Travel and Accommodation Online within DETConnect, they are to email DETConnect Help Desk at detconnect@desbt.qld.gov.au or phone (07) 3025 6691.