

# myApprenticeship User Guide

## Topics in this user guide:

- [What can I use the portal for?](#)
- [Who can use the portal?](#)
- [How can I access the portal?](#)
- [When can I use the portal?](#)
- [How do I login?](#)
- [I don't know my username or password](#)
- [I still can't login](#)
- [How do I reset my password?](#)
- [How do I change my password?](#)
- [How do I sign up for an account?](#)
- [Why do I have to change my password when logging in for the first time?](#)
- [Why do I have to confirm my email address when logging in for the first time?](#)
- [What will the department do with my email address?](#)
- [Can I change my username?](#)
- [Can I stop getting emails?](#)
- [How do I cancel my portal account?](#)
- [How do I view correspondence?](#)
- [Why do I have more than one portal account?](#)
- [How is parent access managed?](#)
- [How do I view my competencies?](#)
- [How do I change my personal details?](#)
- [How do I view my training details?](#)
- [How do I change my name or date of birth?](#)
- [How do I change my training details?](#)
- [How do I withdraw or change a request?](#)
- [How do I lodge a travel and accommodation claim form?](#)
- [How do I sign out?](#)



### What can I use the portal for?

The myApprenticeship portal allows you to:

- Check the details of your training contract.
- Update your personal details with the department.
- Receive electronic correspondence from the department about your training.
- Initiate changes to your training contract by accessing and submitting forms and other requests.
- Submit travel and accommodation claims for your training.

### Who can use the portal?

To be eligible to use the portal you must be:

- An apprentice or trainee registered in Queensland; or
- The parent who is recorded against the training contract of a Queensland-registered apprentice/trainee who is less than 18 years of age; or
- A parent who used the portal when their dependant was less than 18 years of age, and has been nominated to continue their access. The apprentice/trainee nominates the access by ticking a box inside the portal.

### How can I access the portal?

- You can use the portal on any smartphone, tablet or computer with a current web browser.
- Older browsers may not support all the features of the portal, or may not be able to display the portal at all.
- It is necessary to have an email address to use the portal.
- To use the portal you'll need to [login](#) first.

### When can I use the portal?

- The portal is available at all times, unless there is downtime for planned upgrades or other reasons beyond the department's control.
- Help is available between 8:30am - 4:45pm Monday to Friday. You can contact us at [myapprenticeship@desbt.qld.gov.au](mailto:myapprenticeship@desbt.qld.gov.au), or telephone 1800 210 210.



## How do I login?

1. Go to [www.training.qld.gov.au/myapprenticeship](http://www.training.qld.gov.au/myapprenticeship).

Queensland Government

Department of **Education and Training**

**myApprenticeship Login**

Username: \*

Password: \*

By logging in, you are indicating that you have read, understood and agree to the myApprenticeship [Terms of Use](#).

☐ Change my password after login **Login**

- [Reset your password](#)
- [Sign up for an account](#)
- [Need help or forgotten your log in details?](#)

Copyright Disclaimer Privacy Right to information Accessibility  
Jobs in Queensland Government Other languages

© The State of Queensland (Department of Education and Training), 2014 - 2105  
Queensland Government

2. Enter your username and password. [I don't know my username or password](#).
3. Select the *Login* button.
4. If you are logging in for the first time, you will be prompted to change your password. Enter your current password, a new password, and confirm the new password. ([Why do I have to change my password when logging in for the first time?](#))

**Change Password**

Current Password \*

New Password \*

Confirm Password \*

**Submit**

5. Select the *Submit* button.

6. If you are logging in for the first time, you will also be prompted to confirm your email address. Enter your email address and your password. ([Why do I have to confirm my email address when logging in for the first time?](#))

**Change Email**

- Your email address has not been provided. Please set your email address.

Email \*

- Enter your password in order to authorise the change of account details.

Password \*

**Submit**

7. Select the *Submit* button.
8. Your email address will be successfully updated when you see the following screen:

**Change Email**

- ✓ Update successful.
- ✓ An email has been set to your registered email address (\*\*\*@gmail.com).

**View/Edit My Details**

9. Select the *View/Edit My Details* button to go to your portal home page.

**I Want To:**

- [View/Edit My Details](#)
- [View Previous Requests](#)
- [Change my Name or Date of Birth](#)
- [Change my Training details](#)
- [Extend my Probation Period](#)
- [What should I be paid?](#)
- [Lodge Travel/Accommodation Claim](#)
- [Are there any incentives?](#)
- [Release my info to a nominated 3rd Party](#)
- [Change my training provider](#)
- [Extend Apprenticeship/Traineeship](#)
- [Temporarily Transfer of my Apprenticeship/Traineeship](#)
- [Permanently Transfer my Apprenticeship/Traineeship](#)
- [Complete my Apprenticeship/Traineeship](#)
- [Suspend my Apprenticeship/Traineeship](#)
- [Cancel my Apprenticeship/Traineeship](#)
- [Notification of Days worked](#)
- [Make a General Enquiry](#)
- [Completed Competencies](#)
- [View Correspondence](#)
- [Change Password](#)
- [Sign Out](#)

**My Details** | **My Training**

First Name:  Middle Name:  Last Name:

Date of Birth:

Home Phone:  Mobile Phone:  Work Phone:

Email Address:

**Home Address**

Line 1:  Line 2:

Suburb:  State:  Postcode:

**Postal Address**

☒ Same as home address?

Line 1:  Line 2:

Suburb:  State:  Postcode:

**Update Details** **Reset**

### I don't know my username or password

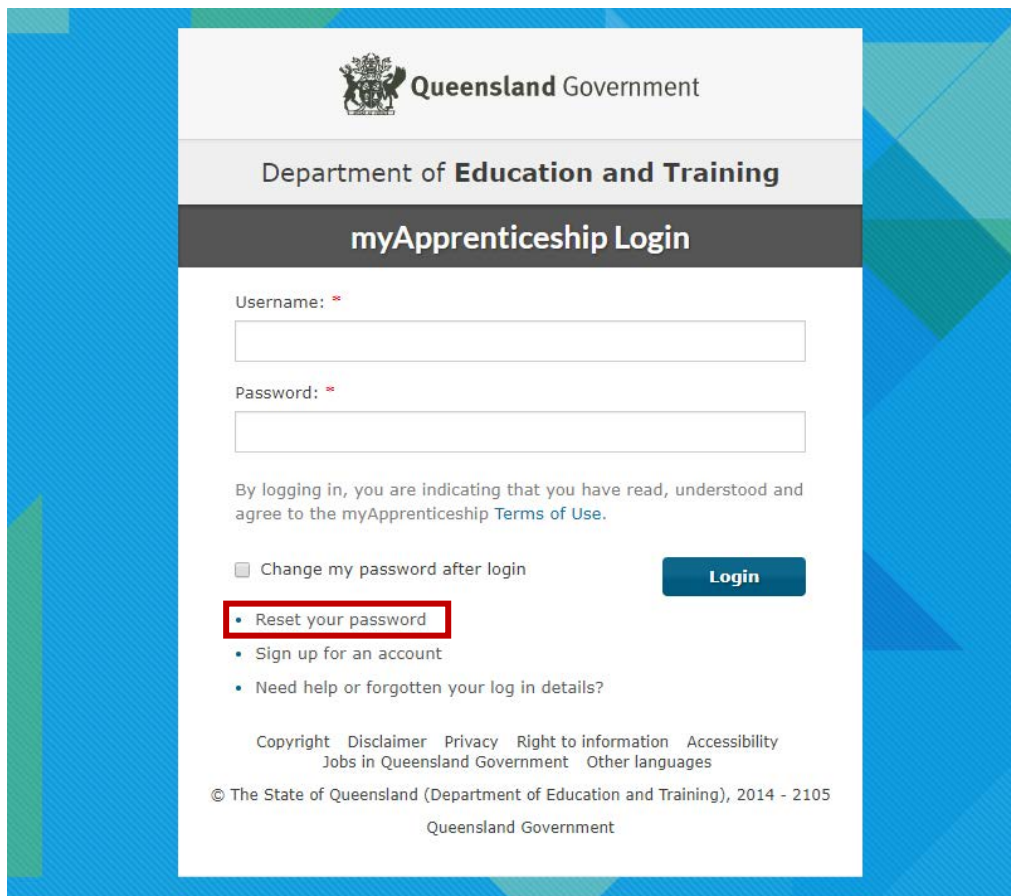
- Check the registration letter you received when you were registered as an apprentice/trainee. If you were registered after 1 July 2014 it will contain your username and password. If you are a parent, check the registration letter that you received.
- If you don't have a username and password you can [sign up for an account](#).
- If you have previously used the portal, the first time you logged in you were required to change your password. If you can't remember what you changed it to, you can [reset your password](#).

### I still can't login

- Check again that you are entering the correct username and password.
- If you're still having issues, contact us at [myapprenticeship@desbt.qld.gov.au](mailto:myapprenticeship@desbt.qld.gov.au), or telephone 1800 210 210 between 8:30am - 4:45pm, Monday to Friday.

### How do I reset my password?

1. Go to [www.training.qld.gov.au/myapprenticeship](http://www.training.qld.gov.au/myapprenticeship) and select the *Reset your password* link.



Queensland Government

Department of **Education and Training**

**myApprenticeship Login**

Username: \*

Password: \*

By logging in, you are indicating that you have read, understood and agree to the myApprenticeship [Terms of Use](#).

☐ Change my password after login

**Login**

• **Reset your password**

• Sign up for an account

• Need help or forgotten your log in details?

Copyright Disclaimer Privacy Right to information Accessibility  
Jobs in Queensland Government Other languages

© The State of Queensland (Department of Education and Training), 2014 - 2105  
Queensland Government



Queensland Government

Department of **Education and Training**

**myApprenticeship Login**

Enter your username in order to request a password reset. An email will be sent to your registered email address.

Username\*\*

**Reset Password**

Copyright Disclaimer Privacy Right to information Accessibility  
Jobs in Queensland Government Other languages

© The State of Queensland (Department of Education and Training), 2014 - 2105  
Queensland Government

2. Enter your username and select the *Reset Password* button.



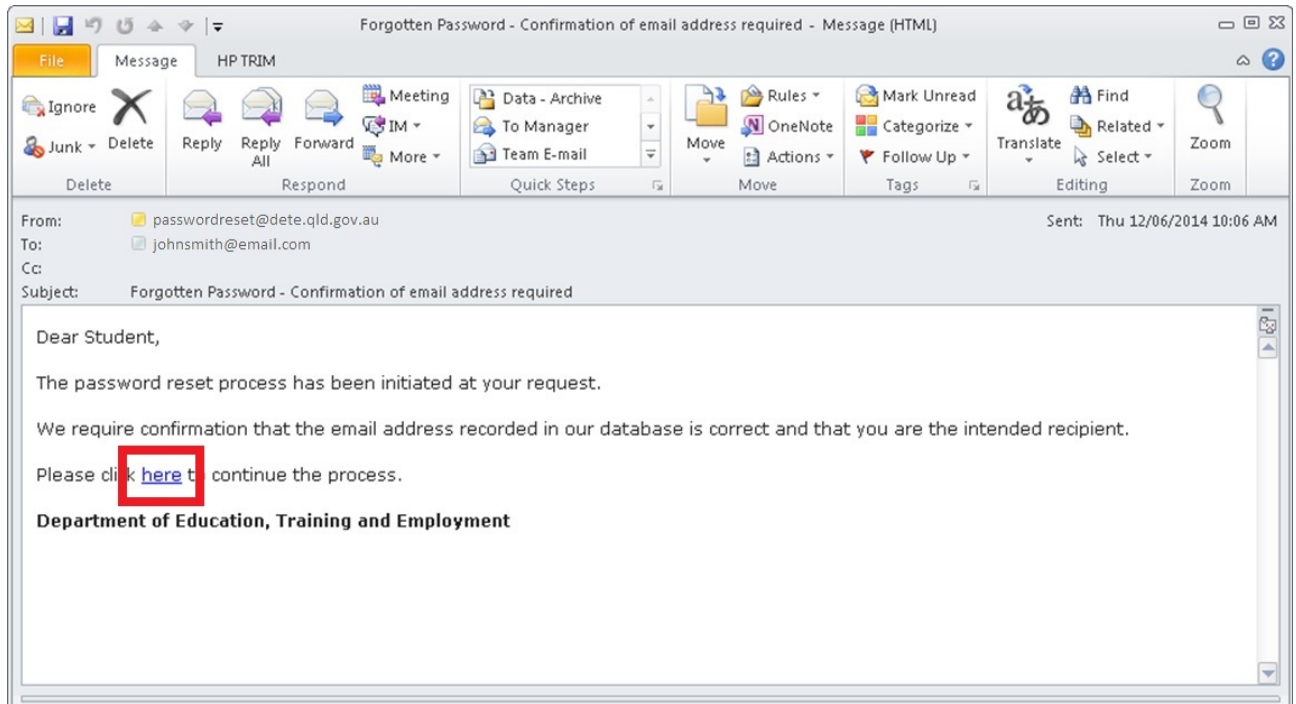
**myApprenticeship Login**

- ✓ An email has been set to your registered email address (\*\*\*)@dete.qld.gov.au).

Copyright Disclaimer Privacy Right to information Accessibility  
Jobs in Queensland Government Other languages

3. An email will be sent to you. If you don't receive an email, contact us at [myapprenticeship@desbt.qld.gov.au](mailto:myapprenticeship@desbt.qld.gov.au), or telephone 1800 210 210 between 8:30am - 4:45pm, Monday to Friday.





4. Open the email and select the link provided to continue the process.
5. The portal login page will open after you select the link in the email. Enter a new password and confirm the new password.

6. Select the *Reset Password* button.

7. Your password will be successfully changed when you see the message below.



8. You can now select the *Sign In* button to enter the portal.

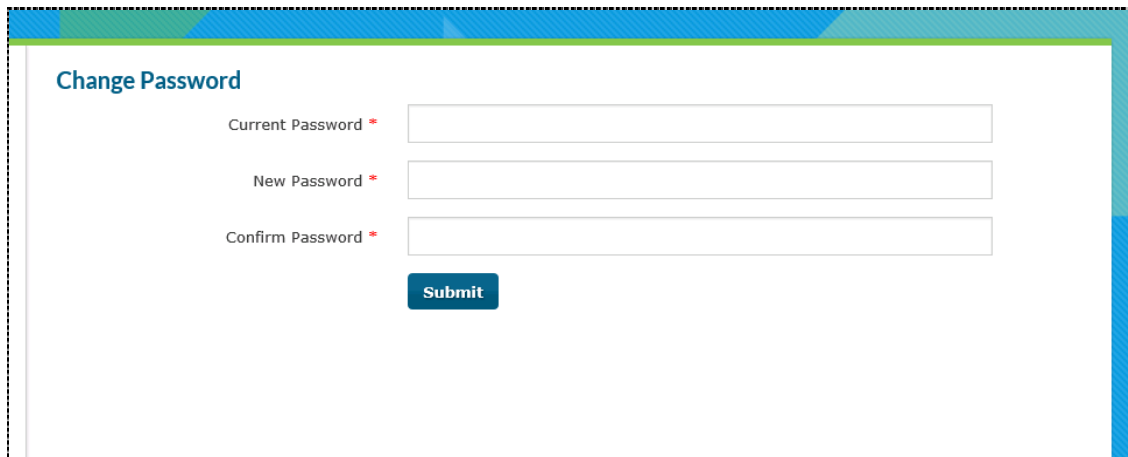
### How do I change my password?

1. Go to [www.training.qld.gov.au/myapprenticeship](http://www.training.qld.gov.au/myapprenticeship).

 A screenshot of the myApprenticeship Login page. The page header includes the Queensland Government logo and the text "Queensland Government", "Department of Education and Training", and "myApprenticeship Login". There are input fields for "Username:" and "Password:". Below these, a message states: "By logging in, you are indicating that you have read, understood and agree to the myApprenticeship Terms of Use." A checkbox labeled "Change my password after login" is checked and highlighted with a red box. To the right of the checkbox is a "Login" button. Below the checkbox, there are links: "Reset your password", "Sign up for an account", and "Need help or forgotten your log in details?". At the bottom, there are links for Copyright, Disclaimer, Privacy, Right to information, Accessibility, Jobs in Queensland Government, and Other languages. The footer text reads: "© The State of Queensland (Department of Education and Training), 2014 - 2105" and "Queensland Government".

2. Enter your username and password.
3. Tick the *Change my password after login* option, and select the *Login* button.
4. Enter your current password and new password (you will need to confirm the new password).





**Change Password**

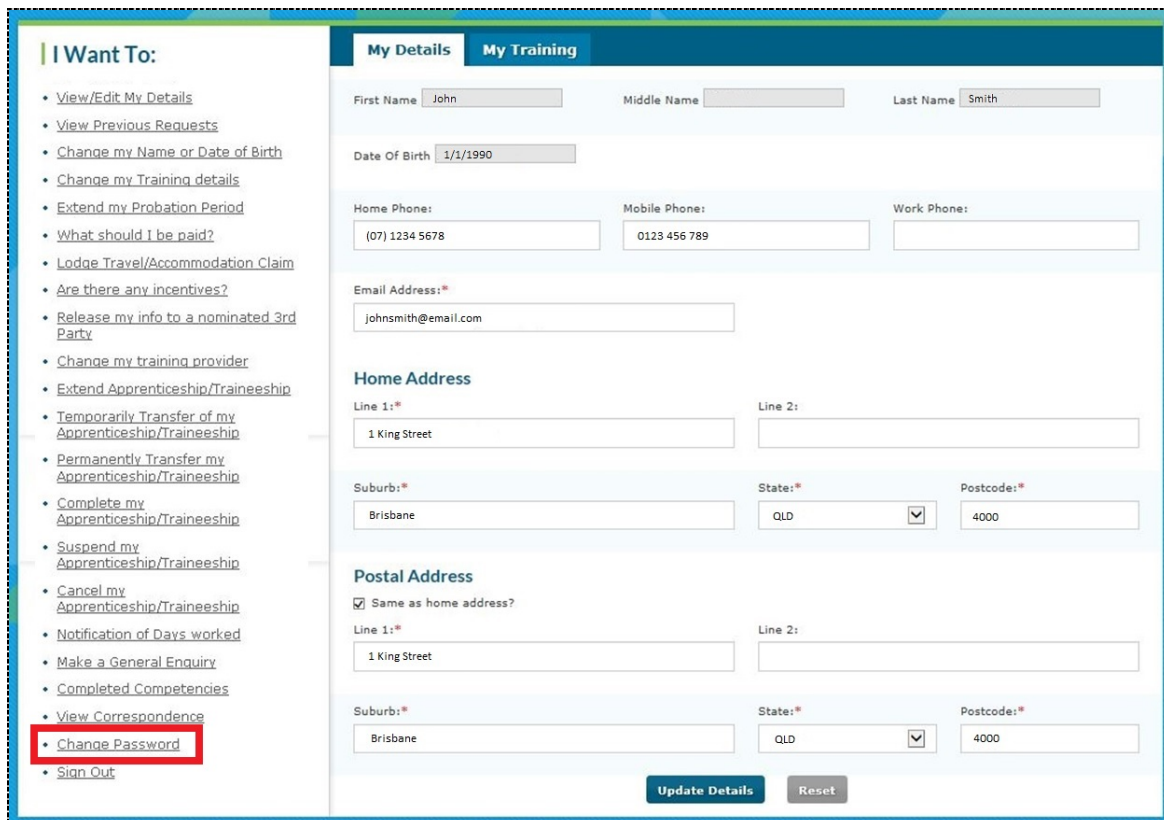
Current Password \*

New Password \*

Confirm Password \*

**Submit**

10. Select the *Submit* button.
11. If you are logging in for the first time, you will also be prompted to verify your email address, and the process for you will continue [here](#).
12. If you have already logged in without selecting the option on the login page, simply select the *Change Password* option in the *I Want To* menu on the left-hand side of the portal.



**I Want To:**

- [View/Edit My Details](#)
- [View Previous Requests](#)
- [Change my Name or Date of Birth](#)
- [Change my Training details](#)
- [Extend my Probation Period](#)
- [What should I be paid?](#)
- [Lodge Travel/Accommodation Claim](#)
- [Are there any incentives?](#)
- [Release my info to a nominated 3rd Party](#)
- [Change my training provider](#)
- [Extend Apprenticeship/Traineeship](#)
- [Temporarily Transfer of my Apprenticeship/Traineeship](#)
- [Permanently Transfer my Apprenticeship/Traineeship](#)
- [Complete my Apprenticeship/Traineeship](#)
- [Suspend my Apprenticeship/Traineeship](#)
- [Cancel my Apprenticeship/Traineeship](#)
- [Notification of Days worked](#)
- [Make a General Enquiry](#)
- [Completed Competencies](#)
- [View Correspondence](#)
- **[Change Password](#)**
- [Sign Out](#)

**My Details** **My Training**

First Name  Middle Name  Last Name

Date Of Birth

Home Phone:  Mobile Phone:  Work Phone:

Email Address: \*

**Home Address**

Line 1: \*  Line 2:

Suburb: \*  State: \*  Postcode: \*

**Postal Address**

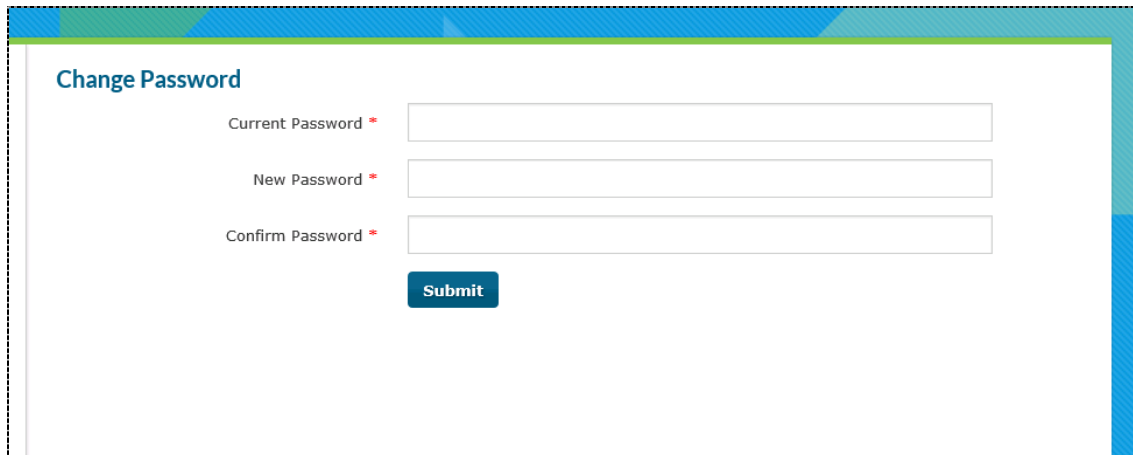
☒ Same as home address?

Line 1: \*  Line 2:

Suburb: \*  State: \*  Postcode: \*

**Update Details** **Reset**

13. Enter your current password and new password (you will need to confirm the new password).



**Change Password**

Current Password \*

New Password \*

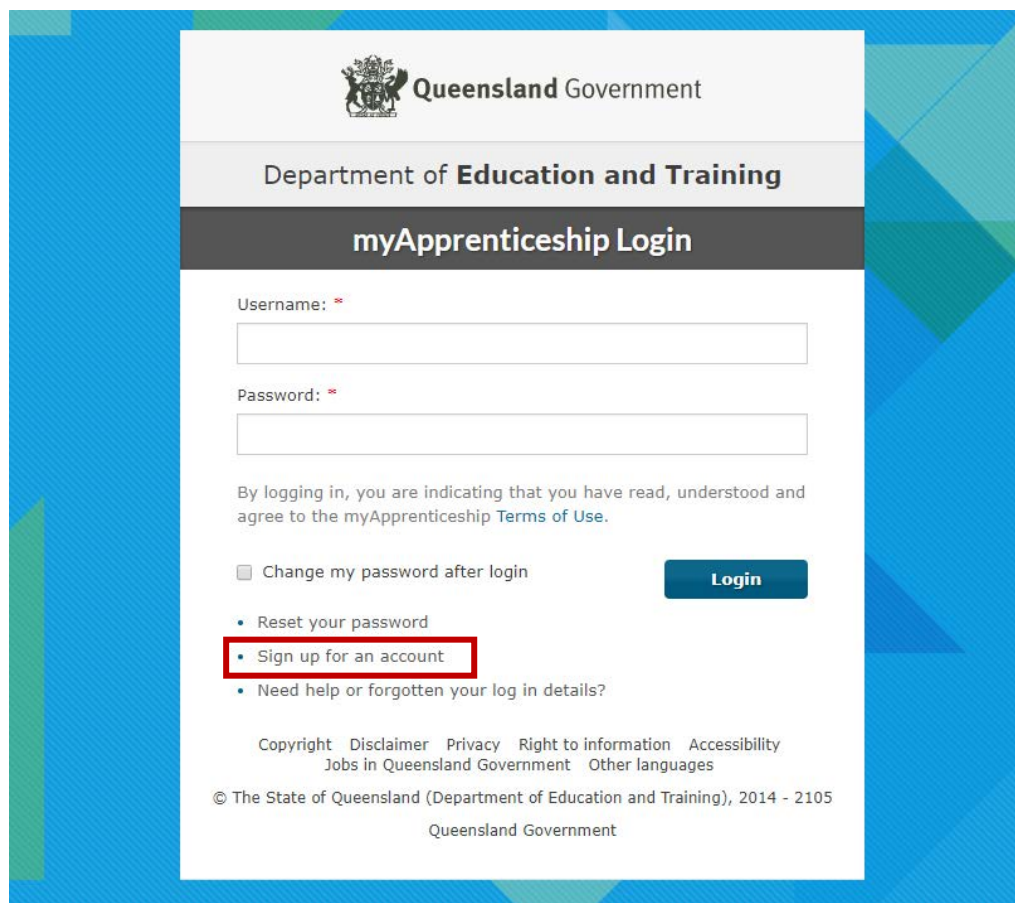
Confirm Password \*


**Submit**

14. Select the *Submit* button.

### How do I sign up for an account?

1. Go to [www.training.qld.gov.au/myapprenticeship](http://www.training.qld.gov.au/myapprenticeship).



 **Queensland Government**

Department of **Education and Training**

**myApprenticeship Login**

Username: \*

Password: \*

By logging in, you are indicating that you have read, understood and agree to the myApprenticeship [Terms of Use](#).

☐ Change my password after login

**Login**

- Reset your password
- **Sign up for an account**
- Need help or forgotten your log in details?

Copyright Disclaimer Privacy Right to information Accessibility  
Jobs in Queensland Government Other languages

© The State of Queensland (Department of Education and Training), 2014 - 2105  
Queensland Government

2. Select the *Sign up for an account* option.

3. The account creation form will open at [https://desbt.qld.gov.au/data/assets/pdf\\_file/0015/8160/myapp-account-request.pdf](https://desbt.qld.gov.au/data/assets/pdf_file/0015/8160/myapp-account-request.pdf). Download and save the document to your computer. Complete the relevant details and email to [myapprenticeship@desbt.qld.gov.au](mailto:myapprenticeship@desbt.qld.gov.au).

Department of Employment, Small Business and Training

Apprenticeships Info • 1800 210 210 • [apprenticeshipsinfo@qld.gov.au](mailto:apprenticeshipsinfo@qld.gov.au) • [www.apprenticeshipsinfo.qld.gov.au](http://www.apprenticeshipsinfo.qld.gov.au)

## myApprenticeship account creation request

myApprenticeship is the easiest and quickest way to gain access to your apprenticeship or traineeship training contract(s), update personal details, initiate changes to your training contract(s) and view correspondence from the Department of Employment, Small Business and Training.

**Note: myApprenticeship is only for apprentices and trainees who have a current registered training contract or have had one in the past.**

Completing the following form will allow Apprenticeships Info to provide you with a secure login for myApprenticeship. Once the account is created, we will email your login details and instructions on how to create your own password.

Please allow up to two (2) working days, following receipt of this form, for creation of your account.

If you require further assistance, please call 1800 210 210 between 8.30am and 4.45pm Monday to Friday.

Please return this completed form via email to [myapprenticeship@desbt.qld.gov.au](mailto:myapprenticeship@desbt.qld.gov.au).

\*Indicates mandatory fields

Apprentice or trainee details	
<b>Note: Accounts are only created for apprentices and trainees with a registered training contract.</b>	
*First name:	
*Last name:	
Registration 9-digit number (if known):	
*Date of birth (dd-mm-yyyy):	
*Email address: Email address must be owned by the apprentice or trainee	
*Current home address:	
*Contact phone number: (mobile phone is preferable)	

Parent details (if applicable)	
<b>Details to be provided if apprentice or trainee is under 18 years of age. (Note: This may not be required if the apprentice or trainee is living independently of their parent/s)</b>	
Parent name:	
Parent email address: Email address must be owned by the named parent and must not be the same as the apprentice or trainee's email address.	
Parent's current postal address:	
Parent's contact number:	

### Why do I have to change my password when logging in for the first time?

The password that is initially issued to you is a temporary password. To ensure the highest security for your information in the portal, you must change the temporary password when logging in for the first time. Additionally, it is recommended that you periodically change your password.



### Why do I have to confirm my email address when logging in for the first time?

The department requires an email address be recorded in the portal to ensure the services can be offered to you effectively. An email address for you may have been provided to us when you registered as an apprentice/trainee; however it may have changed or may not be the appropriate email address for the portal.

### What will the department do with my email address?

Your email address will only be used to:

- Enable password resets.
- Notify you when your personal details are updated in the portal, or when we receive requests from you.
- Notify you that electronic correspondence is available in the portal.
- Notify you of changes to the Terms of Use.

The department will not spam your email and will not sell, rent, lease or share your email with anyone else.

### Can I change my username?

Your username is set by the department and cannot be changed.

### Can I stop getting emails?

- You can't unsubscribe from portal emails and still use the portal. The department relies on email to ensure the portal services can be offered to you effectively.
- To stop receiving emails in relation to the portal, you need to [cancel your portal user account](#). Upon cancellation of your user account, the department will send all correspondence to your postal address.

### How do I cancel my portal user account?

- To cancel your portal user account, contact us at [myapprenticeship@desbt.qld.gov.au](mailto:myapprenticeship@desbt.qld.gov.au), or telephone 1800 210 210 between 8:30am - 4:45pm, Monday to Friday.
- If you decide in future to once again use the portal, your previous information and correspondence will still be available.

### How do I view correspondence?

1. If you're not already logged in, go to [www.training.qld.gov.au/myapprenticeship](http://www.training.qld.gov.au/myapprenticeship) and login. ([How do I login?](#))
2. Select the *View Correspondence* option in the *I Want To* menu bar in the left-hand side of the portal.



**NOTE:**

- More than one training contract may be displayed in your correspondence if you've been registered for more than one apprenticeship/traineeship.
- You may see some old correspondence related to your training contract/s.
- Some types of correspondence are not made available in the portal – for example the completion certificate. Some correspondence will still be sent to your postal address.

**Why do I have more than one portal account?**

Parents using the myApprenticeship portal will have more than one user account if they need to access the portal for more than one dependent. At present, portal limitations don't facilitate the same login in these circumstances.

**How is parent access managed?**

If you are the parent of an apprentice/trainee, to use the portal:

- You must be the parent who is recorded against the training contract of a Queensland-registered apprentice/trainee who is less than 18 years of age; or
- You must have used the portal when your dependent was less than 18 years of age, and your dependent must have nominated your access to continue. The apprentice/trainee nominates your access by ticking a box inside the portal, after they have logged in.





## How do I view my competencies?

1. If you're not already logged in, go to [www.training.qld.gov.au/myapprenticeship](http://www.training.qld.gov.au/myapprenticeship) and login. ([How do I login?](#))
2. Select the *Completed Competencies* option in the *I Want To* menu bar in the left-hand side of the portal.

**I Want To:**

- [View/Edit My Details](#)
- [View Previous Requests](#)
- [Change my Name or Date of Birth](#)
- [Change my Training details](#)
- [Extend my Probation Period](#)
- [What should I be paid?](#)
- [Lodge Travel/Accommodation Claim](#)
- [Are there any incentives?](#)
- [Release my info to a nominated 3rd Party](#)
- [Change my training provider](#)
- [Extend Apprenticeship/Traineeship](#)
- [Temporarily Transfer of my Apprenticeship/Traineeship](#)
- [Permanently Transfer my Apprenticeship/Traineeship](#)
- [Complete my Apprenticeship/Traineeship](#)
- [Suspend my Apprenticeship/Traineeship](#)
- [Cancel my Apprenticeship/Traineeship](#)
- [Notification of Days worked](#)
- [Make a General Enquiry](#)
- **Completed Competencies**
- [View Correspondence](#)
- [Change Password](#)
- [Sign Out](#)

**View Competencies**  
Competencies - Automotive Mechanical (Heavy Vehicle Road Transport) - Active

Date	Competency Code	Competency Name	Result
23 Jul 2013	AURC270103A	Apply safe working practices	Competency achieved/pass
23 Jul 2013	AURT271781A	Implement and monitor environmental regulations in the automotive mechanical industry	Competency achieved/pass
16 Aug 2013	AURT200108A	Carry out servicing operations	Results not available.
16 Aug 2013	AURT200368A	Select and use bearings, seals, gaskets, sealants and adhesives	Results not available.
16 Aug 2013	AURT270278A	Use and maintain workplace tools and equipment	Results not available.
12 Nov 2013	AURT201170A	Inspect and service engines	Results not available.
12 Nov 2013	AURT202166B	Repair cooling systems	Results not available.
12 Nov 2013	AURT310166A	Repair hydraulic braking systems	Results not available.

### NOTE:

- If you have been registered for more than one apprenticeship/traineeship, you may be required to confirm which training contract your request relates to. If you can't tell which training contract you should choose, it may help to [view your training details](#) first.

If you have questions or concerns about any of the competencies listed, contact us at [myapprenticeship@desbt.qld.gov.au](mailto:myapprenticeship@desbt.qld.gov.au), or telephone 1800 210 210 between 8:30am - 4:45pm, Monday to Friday.

## How do I change my personal details?

1. If you're not already logged in, go to [www.training.qld.gov.au/myapprenticeship](http://www.training.qld.gov.au/myapprenticeship) and login. ([How do I login?](#))
2. The *My Details* page will open showing your personal details. To make a change, type in a new value and select the *Update Details* button.



**NOTE:**

- **Your name and date of birth can't be changed on the *My Details* page.**  
([How do I change my name or date of birth?](#))
- If you make a mistake, the *Reset* button can be used to change the information back to what it was before you started. If you selected the *Update Details* button but realise you made a mistake, you can type in the correct value and select the *Update Details* button again.

**How do I view my training details?**

1. If you're not already logged in, go to [www.training.qld.gov.au/myapprenticeship](http://www.training.qld.gov.au/myapprenticeship) and login. ([How do I login?](#))
2. Select the *My Training* tab.

3. The *My Training* page opens to show the details of your training contract(s).

The screenshot shows the 'My Training' page with a sidebar menu on the left and a main content area on the right. The sidebar menu is titled 'I Want To:' and contains a list of links: View/Edit My Details, View Previous Requests, Change my Name or Date of Birth, Change my Training details, Extend my Probation Period, What should I be paid?, Lodge Travel/Accommodation Claim, Are there any incentives?, Release my info to a nominated 3rd Party, Change my training provider, Extend Apprenticeship/Traineeship, Temporarily Transfer of my Apprenticeship/Traineeship, Permanently Transfer my Apprenticeship/Traineeship, Complete my Apprenticeship/Traineeship, Suspend my Apprenticeship/Traineeship, Cancel my Apprenticeship/Traineeship, Notification of Days worked, Make a General Enquiry, Completed Competencies, and View Correspondence. The main content area has two tabs: 'My Details' and 'My Training'. The 'My Training' tab is active, displaying the following details:

<b>Funding Program:</b> User Choice	<b>Total Funded Amount:</b> \$12,730.00
<b>Contract Number:</b> 2013_-----	
<b>Apprenticeship Name:</b> Automotive Mechanical (Heavy Vehicle Road Transport)	
<b>Qualification:</b> AUR31112 - Certificate III in Heavy Commercial Vehicle Mechanical Technology	
<b>Commencement Date:</b> 29 Oct 2012	<b>Nominal Completion Date:</b> 06 May 2017
<b>Nominal Days Worked:</b> 50	<b>Actual Days Worked:</b> 0
<b>Termination Date:</b>	
<b>Employer Name:</b> Employer Pty Ltd	<b>Phone:</b> 07 1234 5678
<b>Supervising RTO:</b> SkillsTech Australia	<b>Phone:</b> 1800 654 447
<b>AAC:</b> Busy At Work	
<b>School:</b>	<b>Phone:</b>
<b>Status:</b> Active	<b>Sub Status:</b>
<b>Mode:</b> Full-time	<b>Contract Type:</b> Apprenticeship

**TIPS:**

- Check your training details before you attempt to [initiate changes to a training contract](#).
- If you have questions or concerns about any of the details which can't be resolved using any of the options available in the *I Want To* menu, contact us at [myapprenticeship@desbt.qld.gov.au](mailto:myapprenticeship@desbt.qld.gov.au), or telephone 1800 210 210 between 8:30am - 4:45pm, Monday to Friday.
- Some of your training details such as the contract number may be useful if you are completing forms and requests via the *I Want To* menu.
- More than one training contract may be displayed if you've been registered for more than one apprenticeship/traineeship.
- *Total Funded Amount* is the indicative funding that may be available **to your supervising RTO**. (Is there [funded training assistance available for apprentices and trainees?](#))

## How do I change my name or date of birth?

1. If you're not already logged in, go to [www.training.qld.gov.au/myapprenticeship](http://www.training.qld.gov.au/myapprenticeship) and login. ([How do I login?](#))
2. Select the *Change my Name or Date of Birth* option in the menu bar on the left-hand side of the portal.

**I Want To:**

- [View/Edit My Details](#)
- [View Previous Requests](#)
- **[Change my Name or Date of Birth](#)**
- [Change my Training details](#)
- [Extend my Probation Period](#)
- [What should I be paid?](#)
- [Lodge Travel/Accommodation Claim](#)
- [Are there any incentives?](#)
- [Release my info to a nominated 3rd Party](#)
- [Change my training provider](#)
- [Extend Apprenticeship/Traineeship](#)
- [Temporarily Transfer of my Apprenticeship/Traineeship](#)

**My Details** | **My Training**

First Name: John Middle Name: Last Name: Smith

Date Of Birth: 1/1/1990

Home Phone: (07) 1234 5678 Mobile Phone: 0123 456 789 Work Phone:

Email Address\*: johnsmith@email.com

**Home Address**

Line 1\*: Line 2:

3. Important information relating to the request will be displayed. When you have read and understood the information, tick the acknowledgement box.

**Did you know?**

- If your request is to correct a spelling mistake in your name, you don't need to attach evidence.
- If your request is to notify us about a change to your name, you must attach evidence to support that change

☒ I acknowledge that I have read and understood the information above.

**Instructions**

Please fill in the fields below, and then click "Submit" to make your request.

Subject: 2013- - Change my Name or Date of Birth

Additional notes:

File: [+ Add a file](#)

Description:

Valid file formats are PDF, DOCX etc. Maximum size of 10MB per file.

**Submit**

4. Type any information you consider relevant to your request in the *Additional notes* field. If you are required to add a file as per the information and instructions, select the *Add a file* button.

**Did you know?**

- If your request is to correct a spelling mistake in your name, you don't need to attach evidence.
- If your request is to notify us about a change to your name, you must attach evidence to support that change.

☒ I acknowledge that I have read and understood the information above.

**Instructions**

Please fill in the fields below, and then click "Submit" to make your request.

Subject: 2013 \_\_\_\_\_ - Change my Name or Date of Birth

Additional notes: I was recently married and changed my surname. See attached evidence.

File: **Add a file**

Description:

Valid file formats are PDF, DOCX etc. Maximum size of 10MB per file.

**Submit**

**Choose File to Upload**

Look in: My Documents

Name	Date modified
Name change evidence.pdf	27/06/2014 3:25 PM

File name: Name change evidence.pdf

Files of type: All Files (\*.\*)

Open Cancel

5. If you are adding a file, only certain files can be attached (PDF or Office documents such as .docx, and they must be less than 10MB in size). Files that have been successfully added will be listed with a *Remove* button in case you have attached the wrong file. You can add more files if required.

**Instructions**

Please fill in the fields below, and then click "Submit" to make your request.

Subject: 2013 \_\_\_\_\_ - Change my Name or Date of Birth

Additional notes: I was recently married and changed my surname. See attached evidence.

File: Name change evidence.pdf **Remove**

Description: Name change evidence

File: **Add a file**

Description:

Valid file formats are PDF, DOCX etc. Maximum size of 10MB per file.

**Submit**

6. When you are finished drafting your request, select the *Submit* button.

7. A summary of the request will be displayed to confirm successful submission of the request to the department. If you attached file/s, a *View* button is available next to each file to allow you to access the file that was actually attached to the request.

**Request**

Reference: abcd1234  
 Date: 1 Jul 2014  
 Type: Change my Name or Date of Birth  
 Subject: 2013----- Change my Name or Date of Birth  
 Notes: I was recently married and changed my surname. See attached evidence.

**Attachments**

Name	Description	
c:\Users\johnsmith\My Documents\Name change evidence.pdf	Name change evidence	<a href="#">View</a>

8. If you want to check the details of your requests at a later time, all of the requests that you make via the portal are available via the *View Previous Requests* option in the *I Want To* left-hand menu bar.

**I Want To:**

- [View/Edit My Details](#)
- [View Previous Requests](#)**
- [Change my Name or Date of Birth](#)
- [Change my Training details](#)
- [Extend my Probation Period](#)
- [What should I be paid?](#)
- [Lodge Travel/Accommodation Claim](#)
- [Are there any incentives?](#)
- [Release my info to a nominated 3rd Party](#)
- [Change my training provider](#)
- [Extend Apprenticeship/Traineeship](#)
- [Temporarily Transfer of my Apprenticeship/Traineeship](#)
- [Permanently Transfer my Apprenticeship/Traineeship](#)
- [Complete my Apprenticeship/Traineeship](#)
- [Suspend my Apprenticeship/Traineeship](#)

**Previous Requests**

Displaying 2 Results

Contract #	Occupation	Status	Lodged	Request #	Type	Subject
2013-----	Automotive Mechanical (Heavy Vehicle Road Transport)	Active	1 Jul 2014	<a href="#">abcd1234</a>	Change Name or Date of Birth	2013----- Change my Name or Date of Birth
2013-----	Automotive Mechanical (Heavy Vehicle Road Transport)	Active	1 Jul 2014	<a href="#">abcd1123</a>	Travel and Accommodation Claim	Claim dates: 24/10/2013 to 30/10/2013

Displaying 2 Results

**TIPS:**

- Select the *Request #* link to view the details of a request.
- The status of a request indicates whether the request is still being assessed by the department (active), or if it has been completed.
- Requests are listed per contract number. If you have more than one training contract there may be requests which relate to different training contracts. The occupation may indicate which training contract is which; otherwise [viewing your training details](#) may help.
- If you have further questions about a request, contact us at [myapprenticeship@desbt.qld.gov.au](mailto:myapprenticeship@desbt.qld.gov.au), or telephone 1800 210 210 between 8:30am - 4:45pm, Monday to Friday. For faster service quote your request number.





## How do I change my training details?

1. If you're not already logged in, go to [www.training.qld.gov.au/myapprenticeship](http://www.training.qld.gov.au/myapprenticeship) and login. ([How do I login?](#))
2. Firstly, check your training details by selecting the *My Training* tab.

**I Want To:**

- [View/Edit My Details](#)
- [View Previous Requests](#)
- [Change my Name or Date of Birth](#)
- [Change my Training details](#)
- [Extend my Probation Period](#)
- [What should I be paid?](#)
- [Lodge Travel/Accommodation Claim](#)
- [Are there any incentives?](#)
- [Release my info to a nominated 3rd Party](#)
- [Change my training provider](#)

**My Details** **My Training**

First Name  Middle Name  Last Name

Date Of Birth

Home Phone:  Mobile Phone:  Work Phone:

Email Address:

Home Address:

3. The *My Training* page opens to show the details of your training contract/s.

**I Want To:**

- [View/Edit My Details](#)
- [View Previous Requests](#)
- [Change my Name or Date of Birth](#)
- [Change my Training details](#)
- [Extend my Probation Period](#)
- [What should I be paid?](#)
- [Lodge Travel/Accommodation Claim](#)
- [Are there any incentives?](#)
- [Release my info to a nominated 3rd Party](#)
- [Change my training provider](#)
- [Extend Apprenticeship/Traineeship](#)
- [Temporarily Transfer of my Apprenticeship/Traineeship](#)
- [Permanently Transfer my Apprenticeship/Traineeship](#)
- [Complete my](#)

**My Details** **My Training**

**Funding Program:** User Choice **Total Funded Amount:** \$12,730.00

**Contract Number:** 2013-\_\_\_\_\_

**Apprenticeship Name:** [Automotive Mechanical \(Heavy Vehicle Road Transport\)](#)

**Qualification:** [AUR31112 - Certificate III in Heavy Commercial Vehicle Mechanical Technology](#)

**Commencement Date:** 29 Oct 2012 **Nominal Completion Date:** 06 May 2017

**Nominal Days Worked:** 50 **Actual Days Worked:** 0

**Termination Date:**

**Employer Name:** Employer Pty Ltd **Phone:** 07 1234 5678

**Supervising RTD:** [SkillsTech Australia](#) **Phone:** 1800 654 447

**AAC:** [Busy At Work](#)

**School:** **Phone:**

**Status:** Active **Sub Status:**

**Mode:** Full-time **Contract Type:** Apprenticeship

### TIPS:

- Check your training details before initiating any request to the department in relation to your training details, to ensure it is actually required.
- If you are unsure about whether a request needs to be initiated, contact us at [myapprenticeship@desbt.qld.gov.au](mailto:myapprenticeship@desbt.qld.gov.au), or telephone 1800 210 210 between 8:30am - 4:45pm, Monday to Friday.

Instructions for initiating a request to change training details continue on the next page...



4. The options to initiate requests to the department are available in the *I Want To* menu on the left-hand side of the portal. The requests that relate to amendment of training details are marked with an asterisk (the one used for the example to follow is highlighted):

**I Want To:**

- [View/Edit My Details](#)
- [View Previous Requests](#)
- [Change my Name or Date of Birth](#)
- [Change my Training details](#) \*
- [Extend my Probation Period](#) \*
- [What should I be paid?](#)
- [Lodge Travel/Accommodation Claim](#)
- [Are there any incentives?](#)
- [Release my info to a nominated 3rd Party](#)
- [Change my training provider](#) \*
- [Extend Apprenticeship/Traineeship](#) \*
- [Temporarily Transfer of my Apprenticeship/Traineeship](#) \*
- [Permanently Transfer my Apprenticeship/Traineeship](#) \*
- [Complete my Apprenticeship/Traineeship](#) \*
- [Suspend my Apprenticeship/Traineeship](#) \*
- [Cancel my Apprenticeship/Traineeship](#) \*
- [Notification of Days worked](#) \*
- [Make a General Enquiry](#)
- [Completed Competencies](#)
- [View Correspondence](#)
- [Change Password](#)
- [Sign Out](#)

**Did you know?**

- If you and your employer have agreed that you are ready to complete then you should contact your Training Provider to organise your completion. Please note for school-based trainees, you must have worked a minimum of hours before you are eligible to complete.
- If you are having difficulty getting your employers signature on the completion agreement then further information is available [here](#)
- Upon successfully completing your apprenticeship/traineeship, you may be interested in nominating for the [Queensland Training Awards](#)

[More ...](#)

☐ I acknowledge that I have read and understood the information above.

**NOTE:** If you've been registered for more than one apprenticeship/traineeship, you may be required to confirm which training contract your request relates to. If you can't tell which training contract you should choose, it may help to [view your training details](#) first.

5. Once you select one of these options in the *I Want To* menu, important information relating to the request will be displayed. When you have read and understood the information, tick the acknowledgement box.

**More ...**

☐ I acknowledge that I have read and understood the information above.

**Instructions**

1. [Download the PDF form](#)
2. Complete the highlighted sections of the form
3. Print the form and ensure it is signed by you and your employer
4. Attach a scan of the signed form below, along with any other supporting information or notes that may be relevant.
5. Submit your request

Subject: 2013- - Complete my Apprenticeship/Traineeship

Additional notes:

File: [+ Add a file](#)

Description:

Valid file formats are PDF, DOCX etc. Maximum size of 10MB per file.

**Submit**

6. Select the *Download the PDF form* link.

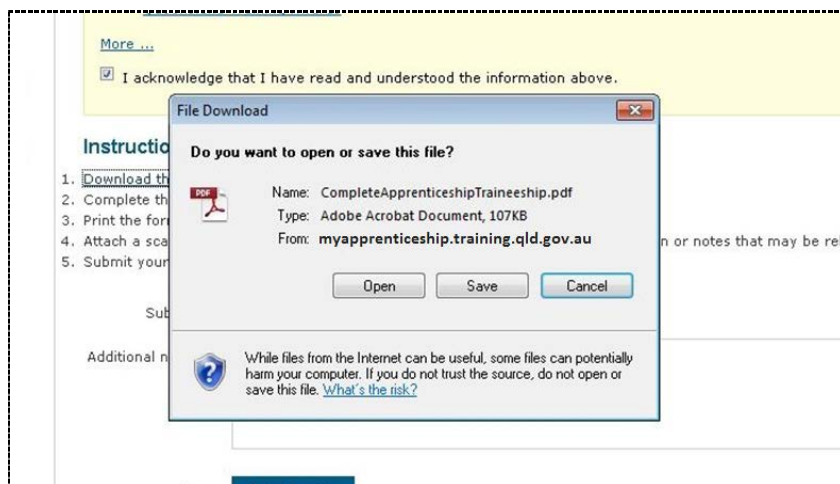
**Instructions**

1. [Download the PDF form](#)
2. Complete the highlighted sections of the form
3. Print the form and ensure it is signed by you and your employer
4. Attach a scan of the signed form below, along with any other supporting information or notes that may be relevant.
5. Submit your request

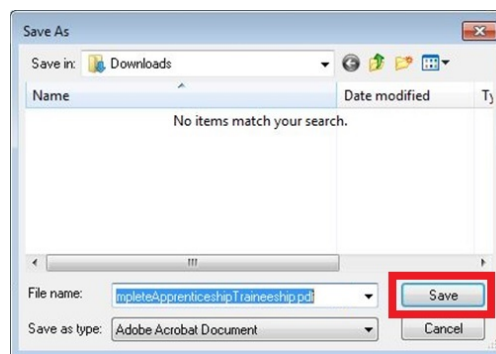
Subject: 2013\_\_\_\_\_ - Complete my Apprenticeship/Traineeship

Additional notes:

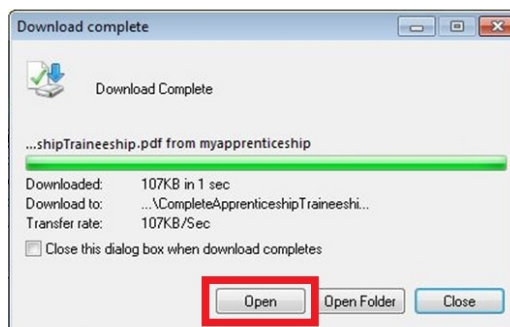
7. A window will open to allow you to open or save the file.



8. If you choose to save the file, specify your preferred location, and select the *Save* button.



9. After the file has downloaded, select the *Open* button.



10. The request form opens in a PDF reader. If the file does not open, ensure a PDF reader program is installed on your system. There are many free PDF reader programs available on the web.

**Apprenticeships Info**  
1800 210 210  
Further Education and Training Act 2014  
email [apprenticeshipsinfo@qld.gov.au](mailto:apprenticeshipsinfo@qld.gov.au) • or visit [www.apprenticeshipsinfo.qld.gov.au](http://www.apprenticeshipsinfo.qld.gov.au)  
ATF-011

### Completion agreement

This agreement is used to notify the Department of Education, Training and Employment (DETE) that the signatories have agreed that the apprentice or trainee has completed all training and assessment required under the training plan, and the supervising registered training organisation (SRT0) has issued a qualification. Upon receipt of the completed form, DETE will consider issuing a certificate of completion for the apprenticeship or traineeship.

**Note:** The SRT0 is required to send the completion agreement to DETE **within 10 days** after it is signed.

**Where to return this form**  
Please return the completed form via email, post or fax to your nearest [DETE Training Queensland regional office](#). The details are located at [www.apprenticeshipsinfo.qld.gov.au](http://www.apprenticeshipsinfo.qld.gov.au) > Find your local Training Queensland office (PDF under Quicklinks menu) or phone 1800 210 210.

**IMPORTANT:** All fields marked with an asterisk (\*) **must** be completed. The parent's or guardian's signature is only required where the apprentice or trainee is under the age of 18 and it is appropriate (e.g. the apprentice or trainee is not living independently of the parent or guardian).

**Penalties may apply for any false or misleading information provided to DETE.**

<b>Training contract details</b>	
Training contract registration number:	2013 _____ (This 9 digit number starting with 20 will appear on any documentation received from the Department.)
*Apprentice's or trainee's full name:	John Smith
Date of birth:	1 Jan 1990
Apprentice or trainee's email:	johnsmith@email.com
*Employer's trading name:	Employer Pty Ltd
Employer's ABN:	Employer's email:

**Declaration by employer, apprentice or trainee and SRT0**  
\*We, the employer, apprentice or trainee and SRT0, are reasonably satisfied that the apprentice or trainee has completed all training and assessment required under the training plan.

\*The agreed proposed completion date is \_\_\_\_\_ (Please ensure this date is not more than 10 days into the future when submitting this form. The agreed proposed completion date is subject to endorsement by DETE.)

#### TIPS:

- The form will already be filled out with some details. Check the details and complete the rest of the form where indicated.
- Ensure you print the form after completing it - you cannot save a completed copy of the form. It must be signed by all relevant people indicated on the form.
- Read all information on the form to assist with completing it. It may also assist to re-read the 'Did you know?' information related to the request in the portal, or to [view your training details](#).
- If you are still unsure about completing the form, contact us at [myapprenticeship@desbt.qld.gov.au](mailto:myapprenticeship@desbt.qld.gov.au), or telephone 1800 210 210 between 8:30am - 4:45pm, Monday to Friday.

Instructions for initiating a request to change training details continue on the next page...



11. After you have printed the form and had it properly signed, scan or photograph all pages of the form and ensure the files are clearly readable.
12. In the portal, select the same option that you selected in the *I Want To* menu to originally access the PDF form. Tick the acknowledgement box after you have read and understood the 'Did you know?' information related to the request.

**Did you know?**

- If you and your employer have agreed that you are ready to complete then you should contact your Training Provider to organise your completion. Please note for school-based trainees, you must have worked a minimum of hours before you are eligible to complete.
- If you are having difficulty getting your employers signature on the completion agreement then further information is available [here](#)
- Upon successfully completing your apprenticeship/traineeship, you may be interested in nominating for the [Queensland Training Awards](#)

[More...](#)

☒ I acknowledge that I have read and understood the information above.

**Instructions**

1. [Download the PDF form](#)
2. Complete the highlighted sections of the form
3. Print the form and ensure it is signed by you and your employer
4. Attach a scan of the signed form below, along with any other supporting information or notes that may be relevant.
5. Submit your request

Subject: 2013... - Complete my Apprenticeship/Traineeship

Additional notes:

File: [+ Add a file](#)

Description:

Valid file formats are PDF, DOCX etc. Maximum size of 10MB per file.

[Submit](#)

13. Type any information you consider relevant to your request in the *Additional notes* field, and select the *Add a file* button.

**Did you know?**

- If you and your employer have agreed that you are ready to complete then you should contact your Training Provider to organise your completion. Please note for school-based trainees, you must have worked a minimum of hours before you are eligible to complete.
- If you are having difficulty getting your employers signature on the completion agreement then further information is available [here](#)
- Upon successfully completing your apprenticeship/traineeship, you may be interested in nominating for the [Queensland Training Awards](#)

[More...](#)

☒ I acknowledge that I have read and understood the information above.

**Instructions**

1. [Download the PDF form](#)
2. Complete the highlighted sections of the form
3. Print the form and ensure it is signed by you and your employer
4. Attach a scan of the signed form below, along with any other supporting information or notes that may be relevant.
5. Submit your request

Subject: 2013... - Complete my Apprenticeship/Traineeship

Additional notes: I have completed my apprenticeship and am seeking the form

File: [+ Add a file](#)

Description:

**Choose File to Upload**

Look in: Downloads

Name	Date modified	Type
CompleteApprenticeshipTraineeship...	27/06/2014 3:36 PM	Adobe Acr

File name: CompleteApprenticeshipTraineeship... Open Cancel

Files of type: All Files (\*.\*)

14. You can now select a file to add to your request. Only certain files can be attached (PDF, image files or Office documents such as .docx, and they must be less than 10MB in size).



15. Files that have been successfully added will be listed with a *Remove* button in case you have attached the wrong file. You can add more files if required.

[More...](#)

☒ I acknowledge that I have read and understood the information above.

### Instructions

1. [Download the PDF form](#)
2. Complete the highlighted sections of the form
3. Print the form and ensure it is signed by you and your employer
4. Attach a scan of the signed form below, along with any other supporting information or notes that may be relevant.
5. Submit your request

Subject: 2013\_----- - Complete my Apprenticeship/Traineeship

Additional notes:

File: CompleteApp...p.pdf [Remove](#)

Description:

File: [+ Add a file](#)

Description:

Valid file formats are PDF, DOCX etc. Maximum size of 10MB per file.

[Submit](#)

16. When you are finished drafting the request, select the *Submit* button.
17. A summary of the request will be displayed to confirm successful submission of the request to the department. A *View* button is available next to each file to allow you to access the file that was actually attached to the request.

### Request

Reference: abcd1235

Date: 2 Jul 2014

Type: Complete my Apprenticeship/Traineeship

Subject: 2013\_----- Complete my Apprenticeship/Traineeship

Notes: I have completed my apprenticeship and am submitting the form.

### Attachments

Name	Description	
c:\Users\johnsmith\My Documents\CompleteApprenticeshipTraineeship.pdf	Completion form	<a href="#">View</a>

18. If you want to check the details of your requests at a later time, all of the requests that you make via the portal are available via the *View Previous Requests* option in the *I Want To* left-hand menu bar.

**I Want To:**

- View/Edit My Details
- View Previous Requests**
- Change my Name or Date of Birth
- Change my Training details
- Extend my Probation Period
- What should I be paid?
- Lodge Travel/Accommodation Claim
- Are there any incentives?
- Release my info to a nominated 3rd Party
- Change my training provider
- Extend Apprenticeship/Traineeship
- Temporarily Transfer of my Apprenticeship/Traineeship
- Permanently Transfer my Apprenticeship/Traineeship
- Complete my Apprenticeship/Traineeship
- Suspend my Apprenticeship/Traineeship

**Previous Requests**

Displaying 3 Results

Contract #	Occupation	Status	Lodged	Request #	Type	Subject
2013-----	Automotive Mechanical (Heavy Vehicle Road Transport)	Active	2 Jul 2014	<a href="#">abcd1235</a>	Completion Agreement	2013----- Complete my Apprenticeship/Traineeship
2013-----	Automotive Mechanical (Heavy Vehicle Road Transport)	Active	1 Jul 2014	<a href="#">abcd1234</a>	Change Name or Date of Birth	2013----- Change my Name or Date of Birth
2013-----	Automotive Mechanical (Heavy Vehicle Road Transport)	Active	1 Jul 2014	<a href="#">abcd1123</a>	Travel and Accommodation Claim	Claim dates: 24/10/2013 to 30/10/2013

Displaying 3 Results

#### TIPS:

- Select the *Request #* link to view the details of a request.
- The status of a request indicates whether the request is still being assessed by the department (active), or if it has been completed.
- If you have further questions about a request, contact us at [myapprenticeship@desbt.qld.gov.au](mailto:myapprenticeship@desbt.qld.gov.au), or telephone 1800 210 210 between 8:30am - 4:45pm, Monday to Friday. *For faster service quote your request number.*

#### How do I withdraw or change a request?

Contact us at [myapprenticeship@desbt.qld.gov.au](mailto:myapprenticeship@desbt.qld.gov.au), or telephone 1800 210 210 between 8:30am - 4:45pm, Monday to Friday. *For faster service quote your request number.*

#### How do I lodge a travel and accommodation claim form?

- If you're not already logged in, go to [www.training.qld.gov.au/myapprenticeship](http://www.training.qld.gov.au/myapprenticeship) and login. ([How do I login?](#))
- Select the *Lodge Travel/Accommodation Claim* option in the menu bar on the left-hand side of the portal.

**I Want To:**

- View/Edit My Details
- View Previous Requests
- Change my Name or Date of Birth
- Change my Training details
- Extend my Probation Period
- What should I be paid?
- Lodge Travel/Accommodation Claim**
- Are there any incentives?
- Release my info to a nominated 3rd Party
- Change my training provider
- Extend Apprenticeship/Traineeship

**My Details** **My Training**

First Name  Middle Name  Last Name

Date Of Birth

Home Phone:  Mobile Phone:  Work Phone:

Email Address:

**Home Address**



3. The online application at [https://tracc.training.qld.gov.au/TRACC\\_Apprentice/UI/ClaimWizard0.aspx](https://tracc.training.qld.gov.au/TRACC_Apprentice/UI/ClaimWizard0.aspx) will open. You won't need to login again to the Travel and Accommodation Subsidy system.

Queensland Government  
Apprenticeships info

Department of Employment, Small Business and Training

Travel and Accommodation Subsidy - Online Application

1. welcome > 2. identity > 3. contact > 4. training > 5. claim > 6. payment > 7. confirmation

**Apply for a Travel & Accommodation Subsidy Online**

**SCHOOL BASED apprentices/trainees:** Your Travel and Accommodation application forms are available from your school or the [Education Queensland](#) website. You cannot lodge a claim through this site.

The Department of Employment, Small Business and Training provides travel and accommodation subsidies to eligible apprentices and trainees to assist in meeting the additional costs associated with attending your training provider.

To be eligible, you must meet the following criteria:

- You must be attending the closest training provider campus that delivers the course of instruction for your particular training program. You can find out which training organisations deliver the apprenticeship or traineeship qualification that you are undertaking by visiting the [Queensland Training Information Service \(QTIS\)](#) website.
- You must travel 50 kilometres or more one way by the **most direct route** from your usual place of residence to attend your **closest** training provider campus. Your usual place of residence may not be a home address if you usually live away from home to attend work (e.g. if you live in a mining camp for work purposes).
- You must lodge an application within six months of the completion date of the training block or attendance period being claimed for.

You can use this site to lodge an application for all types of travel and accommodation subsidy including air travel and advance claims.

If you have a completed paper-based claim form and it is signed by your training organisation, you can attach it to your application via this site for a faster payment. If you submit your application after attending training without attaching a completed form, the department will verify your attendance details directly with your training organisation and calculate your claim entitlements. Most eligible claims will be paid within 28 days.

**Please ensure you have read and understood the Travel and Accommodation Allowance: Policy Statement and Guidelines before submitting your claim form.**

☐ I have read, understood and agree to the [Travel and Accommodation Allowance: Policy Statement and Guidelines \(PDF 88kb\)](#) and the [Privacy Policy \(PDF 5kb\)](#). (Please note: You cannot submit your claim unless you agree to the Conditions).

**Disclaimer** – The Department of Employment, Small Business and Training (DESBT) is collecting the information on the application to assess your eligibility for the Apprenticeship and Traineeship Travel and Accommodation Subsidy. Information collected on this application may also be used for generating statistics on the Apprenticeship and Traineeship Travel and Accommodation Subsidy, where the personal details provided, such as address, differ from the details already held by DESBT via information not updated the personal details held in DESBT's records. The information will only be accessed by authorised employees or contractors within DESBT. Some of the information provided in your application will be given to the registered training organisation nominated in your application to verify your attendance at the nominated training organisation. Information may also be provided to your employer for the purpose of verifying aspects of the claim. Your information will not be given to any other person or agency unless you have given us permission or we are required by law.

[continue](#)

Some documents on this site are in Adobe Acrobat PDF format. Download the free [Adobe Reader](#) to view them.

Version 2.10.1.0

4. Follow the processes outlined in the Travel and Accommodation Subsidy system to complete a travel and accommodation claim form.

### How do I sign out?

1. Select the *Sign Out* option in the *I Want To* menu bar in the left-hand side of the portal.

**I Want To:**

- View/Edit My Details
- View Previous Requests
- Change my Name or Date of Birth
- Change my Training details
- Extend my Probation Period
- What should I be paid?
- Lodge Travel/Accommodation Claim
- Are there any incentives?
- Release my info to a nominated 3rd Party
- Change my training provider
- Extend Apprenticeship/Traineeship
- Temporarily Transfer of my Apprenticeship/Traineeship
- Permanently Transfer my Apprenticeship/Traineeship
- Complete my Apprenticeship/Traineeship
- Suspend my Apprenticeship/Traineeship
- Cancel my Apprenticeship/Traineeship
- Notification of Days worked
- Make a General Enquiry
- Completed Competencies
- View Correspondence
- Change Password
- Sign Out**

**My Details** **My Training**

First Name: John Middle Name: Last Name: Smith

Date Of Birth: 1/1/1990

Home Phone: (07) 1234 5678 Mobile Phone: 0123 456 789 Work Phone:

Email Address: johnsmith@email.com

**Home Address**

Line 1: 1 King Street Line 2:

Suburb: Brisbane State: QLD Postcode: 4000

**Postal Address**

☒ Same as home address?

Line 1: 1 King Street Line 2:

Suburb: Brisbane State: QLD Postcode: 4000

[Update Details](#) [Reset](#)