

Guide for **Supervising Registered Training Organisations**

This guide provides the Supervising Registered Training Organisation (SRTO) with:

- the topics and key issues to discuss with an employer, apprentice/trainee, parent and school (if applicable) at the start of the apprenticeship or traineeship, and
- information and links to relevant procedures and resources to assist the SRTO to:
 - ✓ meet their legislative obligations under the [Further Education and Training Act 2014](#) and [Further Education and Training Regulation 2014](#),
 - ✓ induct employers, apprentices and trainees, and
 - ✓ manage interactions with the parties and relevant stakeholders during the term of the training contract.

This guide, when read in conjunction with relevant procedures, gives a Registered Training Organisation (RTO) a broader understanding of the responsibilities when they accept the role to be the SRTO.

Contents

This guide provides the SRTO information about the Department of Employment, Small Business and Training's (the department) specific requirements, such as:

1. [The role of the Registered Training Organisation](#)
2. [The role of the Australian Apprenticeship Support Network \(AASN\) Provider](#)
3. [SRTO Notification \(accepting the role of supervising RTO\)](#)
4. [Employer Resource Assessment \(ERA\)](#)
5. [Training Plan](#)
6. [Training Record](#)
7. [Apprentice/Trainee not progressing](#)
8. [School-based apprenticeship/traineeship](#)
9. [The Employer](#)
10. [The Apprentice and Trainee](#)
11. [Disputes over assessment of competency](#)
12. [Completion](#)
13. [Completion agreement without all signatures](#)
14. [Expired training contract notification](#)
15. [Learning Support](#)
16. [A change of SRTO](#)
17. [Extending the Nominal Term of a Registered Training Contract](#)
18. [SRTO ceases training operations](#)
19. [Bulk change of qualification or SRTO](#)
20. [Travel & Accommodation](#)
21. [Further Information](#)

1. The role of the Registered Training Organisation

An RTO may only be the SRTO for an apprentice/trainee if the organisation is able to provide, or arrange to provide, the facilities, services, supervision and training required under the training plan for the apprentice/trainee.

The SRTO must ensure the training and assessment required under the training plan is delivered to the apprentice or trainee for the duration of the training contract. This includes when a registered training contract is either permanently or temporarily transferred to a new employer and/or on return from a suspension period and/or when the qualification is superseded or amended.

Where an RTO markets a qualification/program to an employer, the RTO must ensure:

- the qualification is appropriate for the employer needs,
- the employer is able to provide or arrange to provide the apprentice/trainee with the facilities, range of work (services), supervision and training required to achieve the qualification, and
- the employer and apprentice/trainee understand they may choose any RTO to become the SRTO for the qualification.

The SRTO, through monitoring and delivering training and assessment may come across an issue/concern about an employer or apprentice/trainee who may not be fulfilling their obligations, or other issues that may affect the training contract. In these situations, the SRTO must notify/report the issue/situation to the department via [Apprenticeships Info](http://Apprenticeships_Info) on 1800 210 210 or via email at apprenticeshipsinfo@qld.gov.au

Through DETConnect www.detconnect.qld.gov.au the RTO has access to daily training updates and can access a number of departmental business systems and search facilities, including Apprenticeships Info Self Service where an RTO can search for specific apprentice/trainee contract information.

1. The role of the Australian Apprenticeship Support Network (AASN) Providers

The AASN Providers:

- are the main point of contact during the life of a training contract,
- undertake a range of functions under delegation (where applicable), and
- refer issues to the department where the AASN Provider:
 - does not have delegation, such as a dispute between parties to a training contract e.g. not wanting to sign a form,
 - comes across a situation, issue or information that may affect the training contract, such as training not being provided, or
 - becomes aware one party is not meeting their obligations, such as not releasing the apprentice/trainee to attend training.

For more information visit: <https://desbt.qld.gov.au/training/apprentices/aasn>

3. SRTO Notification (accepting the role of Supervising RTO)

The employer and the apprentice/trainee must select an RTO to provide training.

The AASN Provider forwards the "SRTO notification form" to the RTO confirming:

- acceptance to become the SRTO for an apprentice/trainee. Acceptance obligates an SRTO to:
 - conduct an ERA to assess the legitimacy of workplace arrangements regarding the employer's capacity to provide, or arrange to provide the facilities, range of work, supervision and training,
 - negotiate and sign a training plan with the employer and apprentice/trainee within 3 months of the start date of the apprenticeship or traineeship, and
 - participate in developing a schedule of school studies, training and employment (typically referred to as an Education, Training and Employment Schedule), and inform the student of possible User Choice funding implications of undertaking the apprenticeship or traineeship, if the training contract is school-based.
- they do not agree to be the SRTO and include their reasons.

The SRTO notification form is returned to the AASN Provider to enable the contract to be registered or to be refused.

To expedite training contract registration, the AASN Provider may accept verbal confirmation from the RTO of their decision to be the SRTO, however, the "SRTO Notification form" is forwarded to formally record the SRTO's decision.

Where an AASN Provider and a Pre-Qualified Supplier (POS) SRTO make formal arrangements regarding an automatic notification process, the parties must:

- document how this arrangement is undertaken, and
- supply evidence of consent if requested by a departmental officer.

The RTO often accepts their role to be the SRTO prior to conducting the ERA or negotiating a training plan. Consequently, the SRTO may not be aware of issues in relation to the employer's ability to provide the facilities, range of work, supervision and training.

Once the RTO accepts their role to be the SRTO, if an issue arises during development of the training plan or conducting the ERA the SRTO MUST notify the department for assistance to resolve the issue/concern.

4. Employer Resource Assessment

The SRTO conducts the ERA to verify the employer has the capacity to provide the apprentice/trainee the facilities, range of work, supervision and training required under the training plan:

- prior to negotiating and signing a training plan, and

- in conjunction with a new training plan when a registered training contract is transferred.

The SRTO should refer to information to complete the ERA at:

- [The employer resource assessment and training plan – expectations of the Department of Employment, Small Business and training](#)

Where the employer is a GTO or PEO

In the case of a Group Training Organisation (GTO) or Principal Employer Organisation (PEO) the SRTO is required to conduct an employer resource assessment of the first host employer's workplace and once completed forward a copy to the GTO/PEO for review. For permanent transfers where the new employer is a GTO/PEO, an ERA will be required for the first host employer. It is not a requirement for the SRTO to continue to review the ERA at three monthly intervals.

5. Training Plan

Every apprentice and trainee must have a training plan and if under more than one training contract, a training plan is required for each apprenticeship or traineeship.

The [training plan](#) must be in the approved form. Visit <https://desbt.qld.gov.au/training/apprentices/srto> for a training plan template and to access the [guide to training plans and training records](#).

The training plan outlines the training to be delivered to the apprentice/trainee by the employer or the SRTO, and includes the assessment arrangements, dates, sequencing of the training, and any temporary assignment in order to complete training and assessment.

The SRTO is encouraged to make contact with the employer and apprentice/trainee as early as possible to establish a training plan and to commence training.

The training plan is negotiated and signed with the employer and the apprentice/trainee:

- within 3 months of the start of the apprenticeship or traineeship, or
- where an SRTO is being replaced, within 28 days after the replacement, or
- where a permanent, temporary or statutory transfer of the registered training contract occurs, within 28 days after the transfer.

The SRTO issues a signed copy of the training plan to the employer and apprentice/trainee within 14 days of the parties signing the training plan.

In situations where two part-time training contracts in the same qualification exist, it is up to the parties to ensure:

- if more than one SRTO is involved, document which competencies each SRTO will train and assess,

- the training plan contains all the information as outlined in the training plan template, and
- if the same SRTO for both training contracts, the training plan is negotiated between both employers and apprentice/trainee.

Where a registered training contract is suspended for a period of time, the training plan is reviewed and updated where required at the end of the suspension period.

Where a training plan requires changing, the SRTO must take all reasonable steps to ensure the following requirements are complied with:

- the change may only occur if agreed to by all parties, and must be signed within 14 days after the parties have agreed to the change, however,
- if the change is a minor change, the SRTO may make the change and send the parties a copy within 14 days.

Where a training plan is developed for a school-based apprentice or trainee (SAT), the SRTO is encouraged to provide a copy of the training plan to the school co-ordinator. Providing a copy of the training plan enables the school co-ordinator to:

- assist the SRTO to monitor the student's progress against the training plan,
- provide feedback to parents, and
- ensure the apprenticeship/traineeship is an appropriate component of the student's overall school program.

When negotiating how training will be delivered, parties must be aware of the potential impact with respect to wages. Contact the Fair Work Ombudsman on 13 13 94 or visit the [Fair Work Ombudsman website](#) for information on award conditions.

6. Training Record

Within 14 days of signing the training plan, the SRTO must provide the apprentice/trainee with a method of recording training in the selected units of competency. The method of recording training is provided in either paper or electronic format.

The training record is retained by the apprentice/trainee. However, on reasonable notice being provided by the SRTO and/or employer and/or the department, the training record is to be produced by the apprentice/trainee for inspection or updating.

Updating of the training record to reflect the training undertaken, both structured and on-the-job components, must occur at intervals of not more than 3 months, except during periods where a training contract may be suspended. These occasions also provide an opportunity for the SRTO to enter into discussions with the employer about the progression of the apprentice/trainee.

A properly kept training record will allow the employer, apprentice/trainee and SRTO to identify, at any stage, the training undertaken and the attainment of skills. The training record may also be used should the competence in a unit/s of competency be the subject of a dispute between an apprentice/trainee and the employer.

Refer to the [Guide to training plans and training records](#) for further information.

7. Apprentice/Trainee not progressing

The SRTO must ensure the training and assessment required under the apprentice's or trainee's training plan is delivered to the apprentice or trainee.

Additionally, the employer must provide, or arrange to provide, the apprentice/trainee with the facilities, range of work, supervision and training the employer is required to provide under the training plan.

The SRTO and employer are obligated under the [Further Education and Training Act 2014](#) to notify the department where the SRTO or employer recognises the apprentice or trainee is not progressing under the training plan. Prior to notifying the department, the SRTO should:

- attempt to resolve the issue/s with the parties,
- discuss available options and negotiate a strategy for achieving the successful completion of the apprenticeship or traineeship, and
- ensure the parties to the training plan clearly understand their roles and responsibilities for training and assessment in each competency.

If the issue/s persist/s and it becomes apparent the apprentice/trainee is not likely to make progress, the SRTO must notify the department via [Apprenticeships Info](#) on 1800 210 210 or via email at apprenticeshipsinfo@qld.gov.au providing the details that may have contributed to the apprentice/trainee not progressing. These details include, but are not limited to:

- inability of the employer or the SRTO to arrange delivery of the apprentice's or trainee's training within a timeframe that allowed the apprentice or trainee to attain competencies as scheduled,
- the employer was unable or unwilling to release the apprentice or trainee for the training delivered by the SRTO,
- the employer was unable to provide adequate training by qualified staff,
- long term illness/injury or neglect of the apprentice or trainee, or
- instances where the minimum paid work requirement for a SAT is not being met.

8. School-based Apprenticeship/Traineeship

A SAT is a contract of training and paid employment where a school student's timetable or curriculum reflects a combination of work, training and school study. If the apprenticeship/traineeship does not impact the school timetable, it is not considered school-based and may be undertaken either as full-time or part-time training arrangements.

When an SRTO accepts their role for a school-based apprenticeship/traineeship, in addition to the policies and procedures that all apprentices and trainees are subject to, the SRTO must:

- when negotiating/discussing the training plan, to avoid duplication of training which may be delivered through a VETiS pathway, identify any common units of competency that have been delivered or scheduled to be delivered to the SAT by the school,
- observe any institutional training delivery limits which relate to an apprenticeship,
- notify the department if the SRTO becomes aware the employer is not providing the minimum paid work requirement for a SAT for each twelve month period from the date of commencement of the training contract, which is:
 - 375 hours (50 days), or
 - if the SAT is in Electrotechnology, the requirement of 600 hours (80 days).
- engage in the development of a schedule of school studies, training and employment, commonly referred to as the Education, Training and Employment Schedule (ETES) which is agreed to by the employer, apprentice/trainee, parent and the school. The schedule must demonstrate that the student is participating in work and/or training in the apprenticeship/traineeship as part of their school timetable or curriculum. Once parties reach agreement to the schedule, any change requires school support, however, a minor change which does not affect the school timetable (such as swapping work on a particular Saturday for a Sunday) can be managed without notifying the school.
- inform students of possible User Choice funding implications, if applicable.

For information refer to the [Guide for School-based apprenticeships and traineeships](#).

9. The Employer

The SRTO assists the employer to understand their role and responsibilities in fulfilling their obligations under the training plan, such as:

- planning and delivering workplace tasks that are suitable to support the apprentice's or trainee's structured training as outlined in the training plan,
- providing timely access to training and workplace tasks so the apprentice/trainee may progress at a reasonable rate,
- ensuring the apprentice/trainee has suitably qualified personnel designated to supervise and train them,
- supporting competency based progression,
- updating the training record at intervals of not more than 3 months to support achievement of on-the-job competence,
- releasing the apprentice/trainee from work to participate in structured training, including assessment as negotiated in the training plan, and paying the appropriate wages as specified in the relevant award or agreement,
- providing notification to the department via Apprenticeships Info where an apprentice/trainee is unlikely to meet the requirements under the training plan or is unlikely to complete in the nominal term of the contract due to, but not limited to:
 - long term illness/injury of the apprentice/trainee;
 - any issues with the SRTO not delivering training as negotiated in the training plan; or
 - employment has ceased.
- if a change of SRTO, the employer is responsible to notify the "old" SRTO, and

- ensuring SATs undertake the minimum paid work requirement of 375 hours (50 days) or if Electrotechnology 600 hours (80 days)

Note: For information regarding wages contact the Fair Work Ombudsman on 13 13 94 or visit the [Fair Work Ombudsman website](#).

10. The Apprentice and Trainee

The SRTO assists the apprentice and trainee to understand their role and responsibilities in fulfilling their obligations under the training plan, such as:

- participating in negotiating the training plan,
- following all employer's lawful instructions,
- performing the duties required and making reasonable progress to achieve the competencies negotiated in the training plan,
- undertaking the training and assessment related to the training plan as instructed, and
- keeping the training record in their possession, and producing it to their employer and/or training organisation and/or the department when requested.

For additional information about apprentice/trainee obligations, refer to [ATIS-003 Apprentice and trainee rights and responsibilities](#) information sheet, and where the apprentice/trainee is under the age of 18 and who are under the care of a parent/guardian, also refer to [ATIS-020 Parent or guardian responsibilities](#) information sheet for parent/guardian obligations.

11. Disputes over assessment of competency

During the term of the training contract, the SRTO is responsible for:

- monitoring progression against the training plan,
- entering into discussions with the workplace about skills attainment, and
- validating/updating (along with the employer, depending on who is identified as delivering the training relating to the specific unit of competency) the training record at intervals of not more than 3 months.

Should a dispute over competence in a unit/s of competency arise, the SRTO must manage the dispute via their appeals/complaints resolution policy process. At the end of the SRTO appeals/complaints process, if the employer or apprentice/trainee remains dissatisfied, they may lodge a complaint with the department. The department will try and assist parties to resolve the issue.

Additionally the parties may choose to lodge a complaint with the [Queensland Training Ombudsman](#).

Note: The National Regulator, Australian Skills Quality Authority (ASQA) investigate issues with quality of training being provided by the SRTO, refer: www.ASQA.gov.au.

12. Completion

Apprenticeships and traineeships in Queensland are competency-based. This means when the apprentice/trainee, employer and SRTO agree that all units of competency have been achieved, the apprenticeship or traineeship is completed, irrespective of time served. The completion of school-based trainees, however, is also dependent on the trainee having completed the minimum paid work requirement.

Prior to completing a school based contract, a **trainee** must have completed a minimum of 50 days of paid employment for each year of the equivalent full time nominal term. The nominal term is based on the duration (months) as indicated on QTIS for a full time contract.

E.g.

Where QTIS states the full-time nominal term as 12 months, a trainee undertaking the traineeship under school-based arrangements is required to work a minimum of 50 days before the contract may be completed.

Where QTIS states the full-time nominal completion as 18 months, a school-based trainee is required to work a minimum of 75 days before being eligible to complete the training contract.

Where QTIS states the full-time nominal term as 24 months, a school-based trainee is required to work a minimum of 100 days before being eligible to complete the training contract.

For each additional 12 month period added to a nominal term, 50 days of work is required per year to be eligible to complete.

Regular communication between the SRTO, employer and apprentice/trainee should be occurring throughout the life of the training contract, therefore all parties should be aware when completion is approaching.

SRTO's should not hold up the process of completion of a training contract as this disadvantages the employer and apprentice/trainee, and can also create industrial relations issues.

Once the final unit of competency has been delivered and assessed, including the employer's verification of competence to workplace/industry standards, the SRTO:

- should advise the employer and the apprentice/trainee that all requirements under the training plan have now been completed, and
- issue the qualification. (please note – it is not a requirement for a completion agreement to be received from the employer and apprentice/trainee before an SRTO can issue the qualification)

The employer and apprentice/trainee complete a completion agreement and provide it to the SRTO.

Note: completion of a school based traineeship should not happen until after the minimum paid work requirement has been completed, as the employer of a school-based trainee, in signing a completion agreement, declares that the required minimum number of paid work days have been completed.

Additionally, the completion date is the date mutually agreed by the employer and apprentice/trainee (if the agreement is for a completion date in the future, the completion agreement cannot be sent to the department until the completion date is 10 days or less in the future). Remind employers that they cannot purely hold off signing the completion agreement due to wanting the apprentice/trainee to complete the entire nominal term. Apprenticeships/traineeships are competency based, not time based.

Once the SRTTO has received the completion agreement, the SRTTO signs the completion form which is verification that all training and assessment required under the training plan has been completed by the apprentice or trainee. The SRTTO sends the completion agreement to the department in a prompt manner (within 10 days).

The department processes the completion agreement and:

- forwards the employer and apprentice/trainee confirmation of the completion of the training contract,
- forwards the apprentice/trainee a completion certificate, and
- the SRTTO receives notification about the completion through DETConnect downloads.

Refer to [Completing an apprenticeship or traineeship](#) procedure for additional information.

13. Completion Agreement without all signatures

Regular communication between the SRTTO, employer and apprentice/trainee should be occurring throughout the life of the training contract. Therefore all parties should be aware when completion is approaching.

However, in situations where the employer or apprentice/trainee is unable to sign the completion agreement because one party cannot be contacted or a dispute exists between the parties over completion and one party is refusing to sign after being requested to do so, the SRTTO is required to:

- ensure the apprentice/trainee has completed all training and assessment under the training plan,
- check if the employer has assessed the apprentice/trainee as having achieved workplace competence, and
- attempt to obtain the missing signature.

If the issue/s is unable to be resolved and the SRTTO is reasonably satisfied that the apprentice/trainee has completed all training and assessment under their training plan, and has been, or is entitled to be, issued with the qualification or statement of attainment for the apprenticeship/traineeship, the SRTTO must notify the department:

- giving the reasons it is reasonably satisfied,
- of any competency dispute outcome managed via the SRTO appeals/complaints resolution process, and
- of the party to the registered training contract who has not signed the completion agreement.

A [Notice of intent to complete \(ATF-033\)](#) form is available to assist SRTOs to provide this notification to the department. A copy of the completion agreement signed by the one party is required to be provided with this notification. Refer to [Completing an apprenticeship or traineeship procedure](#) for additional information.

On receipt of the "Notice of Intent to Complete" form and the associated completion agreement, the department:

- considers the reasons, facts and circumstances provided by the SRTO, including specific SAT requirements,
- undertakes a process to provide an opportunity to the employer, apprentice or trainee to respond to the department about the department considering whether to issue a completion certificate to the apprentice/trainee, and
- decides the matter by a date which is indicated in the notice.

14. Expired training contract notification

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

In many cases, if paperwork relating to completion is received by the department within 3 months after the expiry, the completion is processed and the training contract is changed to a status of completed.

A monthly report is emailed to all SRTOs listing training contracts which have been expired for more than 3 months. The SRTO checks the apprentice/trainee records as to whether a qualification has been issued and takes appropriate action depending on what is determined.

Where a qualification has been issued, the SRTO forwards a copy of the signed completion agreement to the department for processing, however:

- if unable to obtain a copy of a signed completion agreement, and the apprentice/trainee is eligible to complete, the SRTO needs to arrange for the parties to sign a completion agreement and when signed by all parties the SRTO will forward to the department for processing, or
- if able to obtain only one signature on the completion agreement and the SRTO supports a completion certificate being issued, the SRTO will forward a signed Notice of intent to complete form to the department and include the partially signed completion agreement for processing, or
- if unable to obtain any signatures relating to the completion agreement the SRTO should contact the department to seek further advice.

If a qualification has not been issued by the SRTTO, the SRTTO notifies the department of any details they are aware of, such as the employment arrangements supporting the apprenticeship or traineeship have ceased.

SRTTOs are reminded to contact the applicable AASN provider or the department if an SRTTO is aware of any issues that may be impacting progression or the completion of a training contract, this includes notifications that the employment arrangements may have ceased and when an apprentice or trainee is not making the progress required under the training plan.

It is also possible the apprenticeship or traineeship is continuing but a request to extend the training contract has not been received. If this is the case please contact the applicable AASN provider or the department to discuss an extension to the training contract.

Refer to [Expired Training Contract Notification](#) procedure for additional information.

15. Learning Support

It is the responsibility of the SRTTO and a requirement under the NVR standards that the RTO should provide apprentices and trainees with training, assessment and support services to meet their individual needs throughout their apprenticeship/traineeship.

The SRTTO may contact Apprenticeships Info on 1800 210 210 for more information.

16. A change of SRTTO

An employer and the apprentice/trainee choose an RTO to provide training at the time of sign-up. Generally, the AASN provides a list for the employer and apprentice/trainee to select from. Both parties must agree when selecting an SRTTO, and both parties must agree for a change of SRTTO. Exception is where only two SRTTOs provide training in a particular qualification and one SRTTO ceases training, the department can automatically make this change.

A change of SRTTO may occur at any stage during an apprenticeship or traineeship, including when a registered training contract is permanently transferred to a new employer. The SRTTO being replaced must:

- provide the apprentice/trainee with a statement of attainment listing the completed units of competency, and
- update the training record reflecting any training that has been undertaken and completed by the apprentice/trainee since the previous update.

The new SRTTO, on accepting their role must:

- conduct an ERA and negotiate and sign a new training plan with the employer and apprentice/trainee within 28 days after replacement,

- notify the department via apprenticeshipsinfo@qld.gov.au immediately if the employer cannot provide or arrange to provide the facilities, range of work, supervision or training required under the training plan,
- issue a signed copy of the training plan within 14 days of the parties signing the training plan, and
- for SATs, ensure the schedule of school studies, training and employment is suitable, or re-negotiate with the school if not suitable.

The action to replace the SRTO may not take effect if the employer has not provided, within 14 days before the replacement becomes effective, notification:

- to the SRTO being replaced, and
- to the department.

If the SRTO is changing for a number of training contracts, refer to section 19 for how to notify the department of the BULK change of SRTO.

17. Extending the Nominal Term of a Registered Training Contract

If the employer, apprentice/trainee and SRTO agree that all the training required under the training plan cannot be completed by the nominal completion date of the apprenticeship/traineeship, they need to discuss how long it may take for the apprentice/trainee to complete all the requirements of the training plan.

Once a decision is made, the parties, and the SRTO:

- complete form [ATF-014: Extension of Nominal Term of a Registered Training Contract](#),
- submit the application to the AASN Provider for the contract for actioning.

Note: Where a suspension period has been approved, the nominal completion date of the training contract is automatically extended by the period of suspension.

Refer to [Extension of nominal term procedure](#) for additional information.

18. SRTO Ceasing Training Operations

An SRTO from time to time, will exit the Vocational Education and Training sector as a result of:

- making a business decision to cease offering training for one/several qualifications,
- voluntarily closing their business,
- being placed in receivership,
- altering, losing or voluntarily relinquishing their *Pre-Qualified Supplier (PQS)* status under the User Choice program,
- voluntarily withdrawing their scope of registration on the approval of the national regulator, ASQA, or

- not operating in accordance with the conditions of registration, resulting in ASQA applying enforcement powers, which include sanctions.

IMPORTANT - An SRTO is NOT able to withdraw from delivering training as agreed to in the training plan without agreement of all parties to the training plan, however, depending on the circumstances, the following may be relevant where an SRTO ceases training operations. The SRTO:

- must meet their obligations and provide the apprentice/trainee with a statement of attainment for all units of competency,
- should complete eligible apprentices/trainees that are impacted by the change,
- must meet their obligations for providing student records to ASQA, Refer: <https://www.asqa.gov.au/vet-registration/withdraw-your-registration/provide-student-records-asqa> if approved as a User Choice PQS, contact their contract manager and follow the required process to withdraw, and For User Choice information and contact details, refer: www.asqa.gov.au/vet-registration/withdraw-your-registration/provide-student-records-asqa
- should inform their employers and apprentices/trainees of ceasing business, and where possible, should assist the parties to locate other appropriate SRTOs to complete the training. For assistance with transitioning students, contact Apprenticeships Info on 1800 210 210.

Refer to [SRTO ceasing operations - Procedure](#) for additional information.

19. BULK Change of qualification or SRTO

When students are required to be transitioned to a superseding qualification the SRTO completes the form [ATF-028 Transition of qualification](#). This form is only used by SRTO's to notify the department when transitioning to a qualification because of an update to a national training package.

Where students are required to transition to a new SRTO, the new SRTO can complete form [ATF-010 Change of supervising registered training organisation](#).

Where the SRTO is lodging an application on behalf of the parties, it is the responsibility of the SRTO to ensure:

- all relevant parties are aware of the changes prior to sending the application to the department, and
- the training plan is reviewed.

20. Travel & Accommodation

Subject to eligibility, the department provides financial assistance to subsidise the costs incurred by apprentices/trainees who travel specified distances to attend institutional training. The SRTO is required to:

- explain to the apprentice/trainee and employer the conditions of eligibility for travel and accommodation subsidies, in particular, the implications of not utilising the closest training organisation, and

- endorse the apprentice's/trainee's claim forms, either paper or electronic, to verify the actual attendance dates at the completion of the structured training period.

Refer to <https://desbt.qld.gov.au/training/apprentices/incentives/travel-accommodation> for eligibility criteria.

The department's "Travel and Accommodation Online system" enables eligible apprentices and trainees to lodge their travel and accommodation claims for attendance at their training organisation.

SRTO's who have apprentices and trainees who may claim their travel/accommodation subsidy online are encouraged to register for the department's DETConnect system. This will enable electronic verification of booking and/or attendance of apprentices and trainees claiming the subsidy.

21. Further Information

- For information relating to the role of the Australian Apprenticeship Support Network, visit: <https://desbt.qld.gov.au/training/apprentices/aasn>
- The Queensland Training Ombudsman is an independent office that provides a dedicated support service to resolve training issues when a complaint is made. Visit: <http://trainingombudsman.qld.gov.au/> or contact on 1800 773 048.
- myApprenticeship portal provides an easy way for an apprentice or trainee to manage certain aspects of their apprenticeship or traineeship, allowing a secure view to information and the ability to complete a range of tasks relating to the apprenticeship or traineeship online. For information about the myApprenticeship portal, visit www.desbt.qld.gov.au/training/apprentices.
- Apprenticeships Info provides free advice and support about apprenticeships, traineeships and training options, and provides a range of brochures and promotional material. To access this service contact Apprenticeships Info on:
 - Website: www.apprenticeshipsinfo.qld.gov.au
 - Telephone: 1800 210 210
 - Email: apprenticeshipsinfo@qld.gov.au

To access a complete list of the department's policies/procedures for apprenticeships and traineeships refer to: <https://desbt.qld.gov.au/training/apprentices/resources/policies-procedures>

- Subject to eligibility, the department will pay the training provider for the training of Queensland apprentices or trainees whose training contracts **have been cancelled** (pre-approved). Only an SRTTO who has a departmental agreement (User Choice PQS) to provide training in the same qualification as the cancelled apprenticeship or traineeship is considered. Contact Apprenticeships Info on 1800 210 210 for additional information.
- The Queensland Training Information Service (QTIS) allows interested parties to search online for information on apprenticeships and traineeships that have been approved in Queensland. To access this service, visit: www.qtis.training.qld.gov.au/
- Training Queensland Regions provide support, training and advice to relevant stakeholders. Contact Apprenticeships info on 1800 210 210 for more details.
- For the current User Choice policy refer: www.desbt.qld.gov.au/training/providers/funded/userchoice/resources.

“At a glance”

