Registered training organisations (supervising)

Information to get started

There must be a supervising registered training organisation (SRTO) for each apprentice and trainee. When a registered training organisation (RTO) accepts the role of SRTO, they undertake to deliver specified services, including developing a training plan for the apprentice or trainee and monitoring the delivery of the training and assessment stated in it.

Choosing an SRTO

The employer and apprentice or trainee will select a registered training organisation (their SRTO), as part of the signing and registration of the training contract. RTOs offer different ways of training. In choosing their SRTO the employer and apprentice or trainee should consider what an RTO offers and how it would meet their needs, such as where and how the training would be delivered (e.g. by block attendance, in the workplace, online, via correspondence).

Some RTOs are funded by the Department of Employment, Small Business and Training to provide training for most apprenticeships and some traineeships, at a reduced cost, under the User Choice program. These RTOs are listed under the individual apprenticeships and traineeships on the Queensland Training Information Service (QTIS) website.

The employer and apprentice or trainee have the option to use one of these RTOs or to choose another RTO. The Australian Apprenticeship Support Network (AASN) provider can assist in making an appropriate choice, while the MySkills website provides details of RTOs located nearby.

Responsibilities of the SRTO

The SRTO will:

- Provide the employer and apprentice or trainee with all relevant information regarding the training and assessment requirements of the apprenticeship or traineeship.
- Ensure the apprentice or trainee, their parent or guardian (if applicable) and the employer are aware of the costs associated with the RTO’s services and any implications government funding contributions may have on future training.
- Assess the employer’s capacity to supervise and train the apprentice or trainee.
- Provide, or arrange to provide, the apprentice or trainee with the facilities, services, supervision and training required under their training plan.
- For school-based training contracts, work with the parties and the school to develop and agree on a schedule of education, training and employment which impacts on the student’s school timetable. Refer to the ATIS-026 School-based apprenticeships and traineeships information sheet.
- Negotiate and develop the training plan with the employer and apprentice or trainee within strict timeframes. Refer to the ATIS-040 Training plan and training record information sheet.
- Provide the apprentice or trainee with a training record within 14 days after the training plan has been signed. The training record may be in any appropriate format (e.g. paper-based, electronic).
- At intervals of no more than three months, request the apprentice or trainee to produce the training record and, when produced, keep it accurate and up-to-date by entering into it the particulars of the training and assessment they have completed.
- Assist the employer and others who contribute to the apprentice or trainee’s training to understand their roles and responsibilities in planning workforce tasks and delivering workplace training relevant to the apprentice or trainee’s training.
- Ensure that all training and assessment required to be delivered under the training plan is delivered to the apprentice or trainee.
- Arrange additional learning support, if required.
- Advise the department if an apprentice or trainee is not progressing under the training plan.
- Manage disputes regarding competence as per the SRTO’s appeals and complaints resolution process.
- Issue the qualification stated in the training plan upon successful completion.
Sign a completion agreement together with the employer and apprentice or trainee, when the apprentice or trainee has completed all training assessment required, validating their competency in the workplace. Send the completion agreement to the department within 10 days of signing it.

Contact the department if an apprenticeship or traineeship is fulfilled but the employer (or the apprentice/trainee) does not sign a completion agreement.

Further information for SRTOs can be found on the department’s website.

**Changing the SRTO during the term of the training contract**

A change of SRTO may occur during an apprenticeship or traineeship, provided the employer and apprentice or trainee (and parent/guardian, if applicable) agree.

The employer must notify an SRTO they are replacing, in writing at least 14 days before the replacement takes effect, and the replaced SRTO must:

- provide to the apprentice or trainee a qualification or a statement of attainment confirming the units of competency completed under the training plan up to the replacement day, and
- update the training record reflecting any training completed since the previous update.

The ATIS-007 Changing the registered training contract information sheet has further information about changing the SRTO.

When the new RTO agrees to become the SRTO, that organisation must meet all the responsibilities mentioned in this information sheet, including developing a new training plan within 28 days after the replacement.

**SRTO has ceased training operations**

If an SRTO is ceasing operations, they should inform the department and

- provide a statement of attainment listing the units of competency completed by Queensland apprentices and trainees enrolled with their organisation,
- update the training records to reflect training undertaken since the last update, and
- if possible, assist the employers, apprentices and trainees to select a new SRTO.

**For further information**

Contact:

- the nominated AASN provider

**Related documents:**

- [Guide for supervising registered training organisations](#).
- [Guide to training plans and training records](#).
- [Supervising registered training organisation - Ceasing training operations procedure](#).