Introduction

The Department of Employment, Small Business and Training provides financial assistance to offset out-of-pocket expenses paid by apprentices and trainees (other than school-based apprentices and trainees) who travel specified distances to attend off-the-job training required to be undertaken by them in conjunction with their apprenticeship or traineeship. Please note this financial assistance does not cover 100% of expenses incurred by apprentices or trainees.

The subsidies are paid only if the applicant attends the closest supervising registered training organisation (SRTO – also referred to as training provider) able to deliver the off-the-job training program and travels at least 100kms return to attend that SRTO. Eligible apprentices and trainees may receive financial assistance for their travel to and from required off-the-job training, and where training is undertaken on a block release basis, for a daily accommodation subsidy during the training period.

Travel distances are calculated electronically from the applicant’s usual place of residence (from where they travel to and from work each day) and are based on the shortest possible route (i.e. most direct road distance), to the location of the SRTO they attended, and return.

Apprentices and trainees receiving the Commonwealth Government’s Living Away From Home Allowance (LAFHA) may only claim travel and/or accommodation subsidies from their ‘Away from Home’ address.

Subsidy payments will only be paid into bank accounts which have an account name including the name of the apprentice or trainee.

Step 1 – Welcome page

Access the Travel and Accommodation Online application via the department’s website. After clicking on the Travel and Accommodation Online link under How do I apply? you will see the welcome page.

You are required to read and understand the Travel and Accommodation Allowance: Policy Statement and Guidelines before being able to continue with your lodgement. When you click on the Travel and Accommodation Allowance: Policy Statement and Guidelines link, the document will be displayed as a PDF in a separate window.
You will be required to tick the box to confirm your understanding of the policy statement and guidelines before you can click **Continue**. See screen shot below.

**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.

The Department of Employment, Small Business and Training provides travel and accommodation subsidies to eligible apprentices and trainees to assist in meeting the costs associated with travel to and from the workplace. 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 these campuses on the department's 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.
- 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 reduced claim period. Most eligible claims will be paid within 28 days.

Please ensure you have read and understood the Travel and Accommodation Allowances Policy Statement and Guidelines before submitting your application.

**Disclaimer** – The Department of Employment, Small Business and Training (DEEFT) is collecting the information on this application to assess your eligibility for the provided, such as address, will be used only to assess your application. The information may also be provided to your employer for the purpose of verifying any aspects of the claim. Your information will not be given to any third parties.

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Step 2 – Identity page

After clicking **Continue** you will be taken to the Identity page where you will be required to type in the following information to confirm your registered training contract details:

- Contract registration number (your registration number will begin with 20 which has been automatically pre-entered)
- Surname
- First name
- Date of birth

You will not be able to proceed unless the details exactly match your details in the department's system. Therefore, please ensure the details you enter here are the same as what were submitted on your training contract.
Once you have completed the information, click Next.

### 2.1 Incorrect identity information

If you enter incorrect information, you will receive the below error message.

This means that either:

- the registration number you entered does not exist in the department's databases; or
- your surname, first name and date of birth do not match what the department has in their databases for the registration number you entered.

You will need to contact Apprenticeships Info on 1800 210 210 to verify what your correct registration number is.
2.2 *Non completion of mandatory fields*

If all of the mandatory fields are not completed, then the following error message will be received.

![Error message]

You will need to ensure that all of the fields have been completed before you click **Next**.

2.3 *Forgotten registration number*

If you have forgotten your registration number, then click on the **Don't know your registration number?** link.

![Registration number input fields]
You will receive the below popup window:

![Training Contract Registration Number](image)

### Step 3 – Contact page

Once all correct details have been entered and you click **Next**, a new page will appear with your contact details currently recorded against your training contract in the department’s databases. If these details have changed, you will need to update them.

You are required to complete the following mandatory information:

- Home address 1 (Home address 2 is also included but is optional)
- Home suburb/town
- Home postcode
- Preferred method of correspondence for this application.

If you travel to work from a temporary location (i.e. if you stay in a mining camp for work purposes), click on the relevant check box and additional temporary location address lines will become enabled for you to complete.

If your preferred method of correspondence is email, an email address must be entered. If you do select email as your preferred method, then all correspondence associated with this claim will be sent to your email address.

**Note:** Details regarding qualification and employer appear automatically form information entered at the identity screen on the previous page.

Click **Next**.
3.1 Change qualification

If you believe that the qualification listed is incorrect, click on **This is not my qualification** and the below popup window will appear.

**This is not my Qualification**

The qualification details provided are based on information from your registered training contract. If you are undertaking a different qualification speak to your training provider Registered Training Organisation and advise them the qualification on your registered training contract is incorrect, and they need to advise the Department of Employment, Small Business and Training as soon as possible to have it updated. Alternatively, you can contact your Australian Apprentice Support Network AASN provider or Apprenticeships Info via email at ApprenticeshipsInfo@qld.gov.au or telephone 1800 210 210 between 8:30am and 4:45pm Monday to Friday to ask how to update your qualification. You cannot lodge a subsidy claim until the Department has your correct qualification details recorded.
This message advises that the qualification listed is what was submitted to the department on your training contract. In order to change it, you will need to complete and submit the correct amendment form.

Until the amendment has been processed, it is recommended that you do not continue submitting your claim. The reason for this is that it will be refused due to you attending training for a different qualification that that which is listed against your training contract.

3.2 Change employer

If you believe the employer listed is incorrect, click on **This is not my employer** and the below popup window will appear.

![This is not my Employer](https://tracc.training.qld.gov.au/TRACC_Apprentice/UI/ClaimWizardHelp_ChangeExp.html)

This message advised that the employer listed is what was submitted to the department on your training contract. In order to change it, you will need to complete and submit the correct amendment form. It is recommended that you contact your Australian Apprenticeship Support Network (AASN) provider for assistance with this.

Until the amendment has been processed, it is also recommended that you do not continue submitting your claim. The reason for this is that it will be refused due to your employer being different to the one that is listed against your training contract.
Step 4 – Training page

After checking and completing your personal information, click on Next. The next page will require you to complete the following mandatory information regarding the training you have attended or are going to attend at your training provider:

- Start date
- Finish date
- Actual days attending, or intended to attend, during the period
- Campus attended (selected from the drop down box).

Note: The training provider and address are automatically populated with what is listed against your training contract in the department’s databases. If the campus you attended or intend to attend is not in the list, select Other and enter the address of the campus.

Click Next.
4.1 Different training provider

If you believe that the training provider listed is incorrect, click on **This is not my training provider (SRTO)** and the below message will appear.

![Image of the message](https://tracc.training.qld.gov.au/TRACC_ApprenticeshipUI/ClaimWizardHelp_ChangeProviderForm.png)

This message advises that the training provider listed is what was submitted to the department on your training contract. In order to change it, you will need to complete and submit the **ATF-010 Change of supervising registered training organisation** form. It is recommended that you contact your training provider or Australian Apprenticeship Support Network (AASN) provider for assistance with this.

4.2 Training dates error

If there is a problem with the training dates and/or actual days that you have entered, you will see the below error.

![Image of the error](https://tracc.training.qld.gov.au/TRACC_ApprenticeshipUI/ClaimWizardHelp_ChangeProviderForm.png)

This means either:

- you have accidentally put the finish date before the start date; or
- the actual days you have entered in greater than the number of days between the start and finish dates you have entered.

Once you have corrected the information, you will be able to continue with the claim.
Step 5 – Claim page

After clicking Next, you are then required to indicate from the drop down list which type of subsidy you are claiming:

You can select either:

- Travel and accommodation
- Daily travel
- Daily accommodation
- Air travel.

**Note:** You can only select one type of claim.

If your training dates are in the past, you will need to click Next.

If your training dates are in the future, or you are claiming air travel, you will need to enter more information as explained below.

**5.1 Claims for dates in the future**

If the dates you entered on the training page are in the future, when you select an option from the drop down list (except air travel), you will see the following:
You will need to tick the box requesting advance payment of the claim.

You will then need to provide reasons for the advance claim.

It is recommended that you attach an electronic copy of your training notice to your claim. This will allow for more efficient processing of your claim. To do this, click on **Click here to attach a copy of your training notice**. If you cannot attach a copy of your training notice, please email travel.accommodation@desbt.qld.gov.au.

Once you have finished, click **Next**.

### 5.2 Claims for dates in the future error message

If you click **Next** without at least ticking the box you will receive the below error message.

You will need to tick the box and provide a reason for requesting the advance, before you can click **Next**.

If you don’t provide a reason, you will receive the following error message.
5.3 Claims for air travel

If the option you selected from the drop down list was air travel, you will see the following:

You will need to specify what your preferred day is for the flight to your training provider and the return flight.

If one of the flights is not needed, click on the box **Forward flight is not required** or **Return flight is not required**.

You will need to enter the **Forward Departing Airport**. When you click on the drop down list, the closest airport to your residential address will be at the top of the list with an asterisk beside it. You are able to select any airport in the list. Should your airport not be listed, or if you experience a problem, please contact Apprenticeships Info on 1800 210 210.

The airport closest to the training provider campus that you have selected will be pre-populated in the **Forward Arrival Airport** as shown on the following page.
To enable us to book your flights we require a copy of your training notice. To do this, click on **Click here to attach a copy of your training notice**. If you cannot attach a copy of your training notice, please email travel.accommodation@desbt.qld.gov.au.

Once you have finished, click **Next**.

**Note:** Claims for air travel need to be received by the department a minimum of 28 days prior to the forward flight (flight to your training provider).

### 5.4 Air travel error messages

There are a few error messages which could appear for air travel claims.

If your preferred date for the forward (to your training provider) flight is after your training start date, then you will receive the following error message:

You will need to change your preferred date for the forward flight to before the training start date or the same date as the training start date.
If your preferred date for the return flight is before your training end date, you will receive the following error message:

![Error message]

You will need to change your preferred date for the return flight to the same date as the training end date or after the training end date.

If you have ticked both boxes beside **Forward flight is not required** and **Return flight is not required**, then you will receive the following error message:

![Error message]

You will need to un-tick at least one of the boxes and enter preferred details for the flight.

Alternatively, if flights are not needed, click **Cancel** or select a different claim type.

**Step 6 – Payment page**

After clicking **Next**, you are then required to select what payment method you want. If your claim type is **Air travel**, then the page will be skipped as you will not be receiving any payments.

Your choices are:

- Cheque
- Direct debit
If you select **Cheque**, then you will need to click **Next**.

If you select **Direct Debit**, then you will need to enter the following information:

- BSB
- Account number
- Bank
- Branch

All this information is mandatory and must be completed.

**Note:** The cheque or direct debit payment advice will be sent to the postal address displayed.

Once you have entered this information, click **Next**.

### 6.1 Direct debit error message

If you do not enter in all the required information, then you will receive the following error message:

Enter in any information which you have missed and click **Next**.
Step 7 – Confirmation page

After clicking **Next**, you are then required to review and confirm your claim. There are four additional questions at the bottom of the page which must be answered by selecting **Yes** or **No**.

The questions are:

1. Do you declare that all the information supplied is true and accurate?
2. Did you – or are you – attending the training provider that offers the required training, and is it the closest campus to your residential address?
3. Would you like to add a note to give us more information about your claim? You can also add a note to tell us how we could improve this online application process for apprentices and trainees.
4. Would you like to attach a letter or file to support your claim?

If you answer yes to the third question, then you will be provided with a box within which you can enter any notes. Alternatively, you can also use this box to provide feedback you may have regarding using the online application.

If you answer yes to the last question, then the **Attach your file** link will appear to allow you to attach a file using the following window:

Once you have answered all the questions, click **Next**.

Step 8 – Claim lodged

After clicking **Next**, you will be advised that your claim has been lodged. You will also be provided with an option of printing your claim so that you can keep a record of the lodged claim.