

# QUEENSLAND TRAINING INFORMATION SERVICE (QTIS)

## HELP GUIDE

*Version 2.0*

*Last updated: 26 September 2018*



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## What is QTIS?

QTIS is the [Queensland Training Information Service](#) and is a web-based application that provides comprehensive information on all apprenticeships and traineeships that are approved in Queensland. It also includes preferred supplier (registered training organisation) details.

The QTIS main page ([www.qtis.training.qld.gov.au](http://www.qtis.training.qld.gov.au)) looks like this:

**Browse**

- [Apprenticeships](#)
- [Traineeships](#)
- [Training packages](#)
- [Restricted callings](#)
- [Training information updates/news](#)

**Subsidised training and incentives**

The Queensland Government invests in training based on industry advice to provide Queenslanders with the skills they need. Find out more about [subsidised training and incentives](#).

To check your eligibility, funded qualifications and providers, go to the [Queensland Skills Gateway](#).

**Queensland Training Information Service (QTIS)**

Search for information on apprenticeships and traineeships approved for delivery in Queensland, including details on supporting courses and qualifications, restricted callings and preferred suppliers (RTO).

**Search Queensland Training Information Service (QTIS) :**

**Search Tip:** You can search by job title, traineeship or apprenticeship name; qualification name or training course name or code; or supplier name. You can use quotation marks around exact phrases, e.g. "core skills".

**Contact us**

Contact [Apprenticeships info](#) 1800 210 210

**More information**

Visit [Training information updates/news](#) for related news including information on newly available apprenticeships and traineeships.

For more information on becoming an apprentice/trainee, employing an apprentice/trainee, or general apprenticeship and traineeship enquiries, please visit [Apprenticeships Info](#) website.

To find an employer for your apprenticeship or traineeship, please click [here](#).

## How do I perform a search on QTIS?

1. From the QTIS main page, click inside the search box.
2. To perform a search, type the search criteria into the search box. There is no need to specify apprenticeship or traineeship or RTO at this point.
3. Click the Search button.

**Search tip:** You can search by job title, traineeship or apprenticeship name; qualification name or training course name or code; or supplier name. You can use quotation marks around exact phrases, e.g. "core skills".

Below is an example of how the search results screen looks.

The screenshot shows the search results page for the term 'forestry'. On the left, there is a 'Refine your search' sidebar with filters for 'Show', 'All', 'Apprenticeships / Traineeships', 'Training Packages', 'Preferred Suppliers', 'Status', 'All', 'Current', and 'Phasing Out'. The main content area displays the search results for 'forestry', showing 43 results. The first four results are listed, each with a title, description, code, status, and Qld implementation date.

Title	Description	Code	Status	Qld implementation date
<a href="#">Forestry Products Worker Level V</a> Traineeship	The trainee at this level will have the knowledge and the skills to carry out the following indicative tasks or functions to the specified standards r...	FWP50116	Current	05/12/2016
<a href="#">Forest Products Worker Level II (Forest Growing and Management)</a> Traineeship	A person undertaking this traineeship will be involved in growing and managing forests for the purpose of wood production. This includes preparing th...	FWP20116	Current	05/12/2016
<a href="#">Forest Products Worker Level III (Forest Growing and Management)</a> Traineeship	A person undertaking this traineeship will be involved in growing and managing forests for the purpose of wood production. This includes preparing th...	FWP30116	Current	05/12/2016
<a href="#">Forest Products Worker Level III (Harvesting and Haulage)</a> Traineeship	A person undertaking this traineeship will be involved in the harvesting and transporting of logs from the forest to the point of primary processing, ...	FWP30216	Current	05/12/2016

In most cases, the search should provide the desired result. If not, you may choose to change the search criteria to be more specific and repeat the search, or you can filter the search results. To narrow down the search results, or to specify the type of information you are after, choose from the following filters (located on the left side of screen):

- to see apprenticeship/traineeship records only, select the **Apprenticeships / Traineeships** filter.
- to see training package records only, select the **Training Packages** filter.
- to see preferred supplier records only, select the **Preferred Suppliers** filter.

## How do I view an apprenticeship or traineeship on QTIS?

Search for apprenticeship/traineeship by entering the search criteria. Your result should appear at or near the top of the search results. If not, either refine your search criteria and search again, or select the *Apprenticeships / Traineeships* filter (located on the left side of screen).

To specify the status of an apprenticeship or traineeship, choose from the following filters (located on the left side of screen):

- to see only current apprenticeships/traineeships, select the **Current** filter
- to see only phasing out apprenticeships/traineeships, select the **Phasing Out** filter

The screenshot shows the QTIS search results page for the term 'forestry'. On the left side, there is a 'Refine your search' section with two main categories: 'Show' and 'Status'. Under 'Show', there are links for 'All', 'Apprenticeships / Traineeships', 'Training Packages', and 'Preferred Suppliers'. Under 'Status', there are links for 'All', 'Current', and 'Phasing Out'. An arrow points from the text above to the 'Apprenticeships / Traineeships' link. Another arrow points from the text above to the 'Current' link. The main search results area shows the search term 'forestry' in a search box, a 'Search' button, and a link to 'Search help (PDF, 364 KB)'. Below the search box, there are radio buttons for 'This site' (selected) and 'All Queensland Government'. The results display 'Displaying search results 1-10 of 43 for forestry' and a 'Show 10 items' dropdown menu. The first four results are listed, each with a title, description, code, status, and Qld implementation date.

**Search results**

forestry  [Search help \(PDF, 364 KB\)](#)

**Search:**

This site  All Queensland Government

Displaying search results 1-10 of 43 for forestry  Show 10 items

[Forestry Products Worker Level V](#) Traineeship  
The trainee at this level will have the knowledge and the skills to carry out the following indicative tasks or functions to the specified standards r...

Code: FWP50116 Status: Current  
RTOs: 0 Qld implementation date: 05/12/2016

[Forest Products Worker Level II \(Forest Growing and Management\)](#)  
Traineeship  
A person undertaking this traineeship will be involved in growing and managing forests for the purpose of wood production. This includes preparing th...

Code: FWP20116 Status: Current  
RTOs: 0 Qld implementation date: 05/12/2016

[Forest Products Worker Level III \(Forest Growing and Management\)](#)  
Traineeship  
A person undertaking this traineeship will be involved in growing and managing forests for the purpose of wood production. This includes preparing th...

Code: FWP30116 Status: Current  
RTOs: 0 Qld implementation date: 05/12/2016

[Forest Products Worker Level III \(Harvesting and Haulage\)](#) Traineeship  
A person undertaking this traineeship will be involved in the harvesting and transporting of logs from the forest to the point of primary processing. ...

Code: FWP30216 Status: Current  
RTOs: 0 Qld implementation date: 05/12/2016

## How do I view a training package on QTIS?

Search for a training package by entering the search criteria. Your results should appear at or near the top of the search results. If not, either refine your search criteria and search again, or select the *Training Packages* filter (located on the left side of screen).

Within each training package record are links to the apprenticeships/traineeships within that package.

The screenshot shows the search results page for 'forestry'. On the left, there is a 'Refine your search' sidebar with filters for 'Show' (All, Apprenticeships / Traineeships, Training Packages, Preferred Suppliers) and 'Status' (All, Current, Phasing Out). An arrow points to the 'Training Packages' filter. The main content area shows search results for 'forestry', including 'Forest and Wood Products Training Package - FWP' and 'Agriculture, Horticulture and Conservation and Land Management Training Package - AHC'. Each result includes its code and status. Navigation links for 'Previous' and 'Next' are visible between the results. A second search bar is located at the bottom of the page.

## How do I view a preferred supplier (registered training organisation) on QTIS?

Search for a preferred supplier by entering the search criteria. Your results should appear at or near the top of the search results. If not, either refine your search criteria and search again, or select the *Preferred Suppliers* filter (located on the left side of screen).

Within each preferred supplier record are links to the apprenticeships/traineeships delivered by that preferred supplier.

The screenshot shows the QTIS search results page. On the left, there is a sidebar with 'Refine your search' options. The 'Preferred Suppliers' filter is selected and highlighted with a black arrow. The main content area shows search results for 'forestry'. The search bar contains 'forestry' and a 'Search' button. Below the search bar, there are radio buttons for 'This site' (selected) and 'All Queensland Government'. The results display 'Displaying search results 1-10 of 16 for forestry' and a 'Show 10 items' dropdown. Three results are visible, each for a different RTO: Axiom College, Burnham & Associates Training Consultancy, and Greening Australia Training. Each result includes the RTO name, phone number, AHC21016 code, and links to 'Certificate II in Conservation and Land Management' and 'Conservation Worker' apprenticeships/traineeships.

**Refine your search**

Show

All  
Apprenticeships / Traineeships  
Training Packages  
Preferred Suppliers ←

Status

All  
Current  
Phasing Out

Home > Search Results

### Search results

forestry × Search [Search help \(PDF, 364 KB\)](#)

**Search:**  
 This site  All Queensland Government

Displaying search results 1-10 of 16 for forestry Show 10 items Go

**Axiom College** RTO  
 Phone: 0735108000  
 Code: [AHC21016](#) Qualification: [Certificate II in Conservation and Land Management](#)  
 Apprenticeship / Traineeship: [Conservation Worker](#)

**Burnham & Associates Training Consultancy** RTO  
 Phone: 0754262723  
 Code: [AHC21016](#) Qualification: [Certificate II in Conservation and Land Management](#)  
 Apprenticeship / Traineeship: [Conservation Worker](#)

**Greening Australia Training** RTO  
 Phone: 0739024424  
 Code: [AHC21016](#) Qualification: [Certificate II in Conservation and Land Management](#)  
 Apprenticeship / Traineeship: [Conservation Worker](#)

## What are the links under the 'Browse' heading on the QTIS main page?

From the QTIS main page, select an option from the 'Browse' links

**Browse**

- [Apprenticeships](#)
- [Traineeships](#)
- [Training packages](#)
- [Restricted callings](#)
- [Training information updates/news](#)

**Subsidised training and incentives**

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**Contact us**

Contact [Apprenticeships info](#) **1800 210 210**

**More information**

Visit [Training information updates/news](#) for related news including information on newly available apprenticeships and traineeships.

For more information on becoming an apprentice/trainee, employing an apprentice/trainee, or general apprenticeship and traineeship enquiries, please visit [Apprenticeships Info](#) website.

To find an employer for your apprenticeship or traineeship, please click [here](#).

## APPRENTICESHIPS

To see a list of apprenticeships available in Queensland, click here.

[Home](#) > [Apprenticeships currently available in Queensland](#)

**Browse**

- [Apprenticeships](#)
- [Traineeships](#)
- [Training packages](#)
- [Restricted callings](#)
- [Training information updates/news](#)

**Apprenticeships currently available in Queensland**

For further information, please call Apprenticeships Info on **1800 210 210**.

A B C D E F G H I J L M N O P R S T U W

**A**

- [Aircraft Maintenance Engineer - Avionics](#)
- [Aircraft Maintenance Engineer - Mechanical](#)
- [Aircraft Maintenance Engineer - Structures](#)
- [Aircraft Surface Finisher](#)
- [Appliance Servicing](#)
- [Arborist](#)
- [Automotive Electrician](#)
- [Automotive Glazing Technician](#)
- [Automotive Mechanic \(Agriculture Mechanical\)](#)
- [Automotive Mechanic \(Heavy Vehicle Mobile Plant\)](#)
- [Automotive Mechanic \(Light Vehicle\)](#)
- [Automotive Mechanic \(Motorcycle\)](#)
- [Automotive Mechanical \(Heavy Vehicle Road Transport\)](#)
- [Automotive Salesperson \(Parts Interpreting\)](#)
- [Automotive Specialist \(Diesel Engines\)](#)
- [Automotive Specialist \(Diesel Fuel\)](#)
- [Automotive Specialist \(Driveline\)](#)
- [Automotive Specialist \(Engine Reconditioning\)](#)
- [Automotive Specialist \(Forklift Mechanic\)](#)
- [Automotive Specialist \(Trailer Technician - Heavy Vehicle\)](#)
- [Automotive Specialist \(Underbody\)](#)
- [Automotive Vehicle Body Tradesperson \(Panel Beating\)](#)
- [Automotive Vehicle Body Tradesperson \(Trimming\)](#)
- [Automotive Vehicle Body Tradesperson \(Vehicle Painting\)](#)

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To find an employer for your apprenticeship or traineeship, please click [here](#).

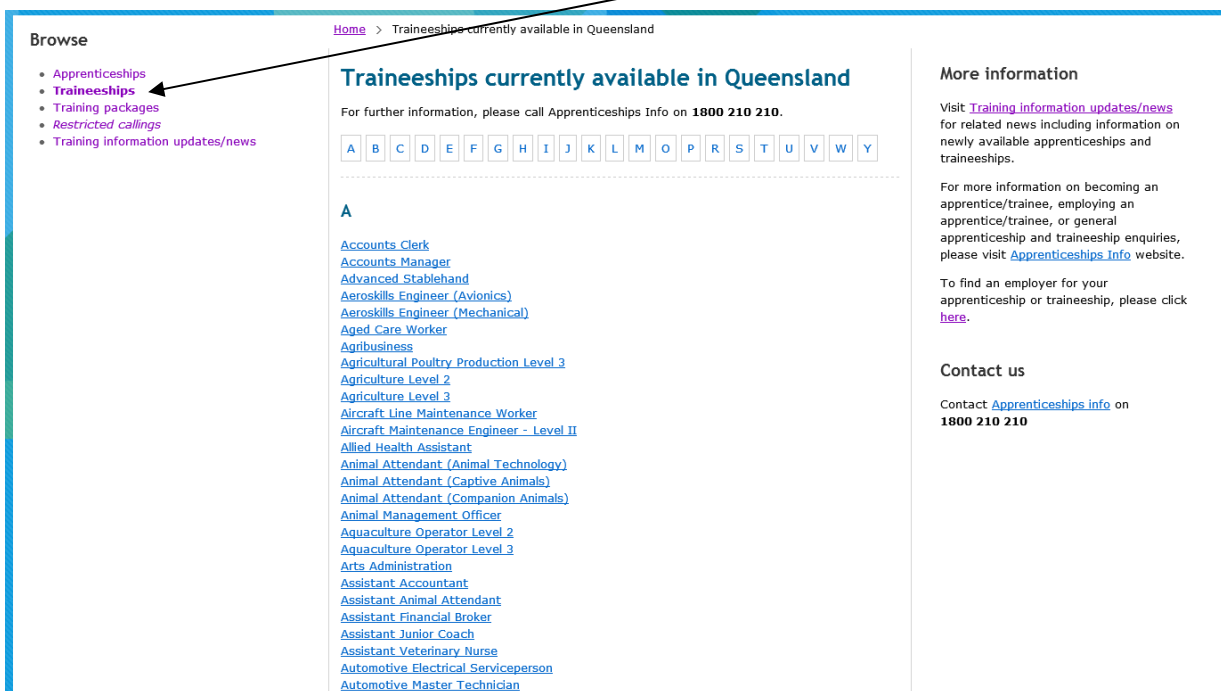
**Contact us**

Contact [Apprenticeships info](#) on **1800 210 210**



## TRAINEESHIPS

To see a list of traineeships available in Queensland, click here. 



**Browse**

- Apprenticeships
- **Traineeships**
- Training packages
- Restricted callings
- Training information updates/news

[Home](#) > Traineeships currently available in Queensland

### Traineeships currently available in Queensland

For further information, please call Apprenticeships Info on **1800 210 210**.

A B C D E F G H I J K L M O P R S T U V W Y

**A**

- [Accounts Clerk](#)
- [Accounts Manager](#)
- [Advanced Stablehand](#)
- [Aeroskills Engineer \(Avionics\)](#)
- [Aeroskills Engineer \(Mechanical\)](#)
- [Aged Care Worker](#)
- [Agribusiness](#)
- [Agricultural Poultry Production Level 3](#)
- [Agriculture Level 2](#)
- [Agriculture Level 3](#)
- [Aircraft Line Maintenance Worker](#)
- [Aircraft Maintenance Engineer - Level II](#)
- [Allied Health Assistant](#)
- [Animal Attendant \(Animal Technology\)](#)
- [Animal Attendant \(Captive Animals\)](#)
- [Animal Attendant \(Companion Animals\)](#)
- [Animal Management Officer](#)
- [Aquaculture Operator Level 2](#)
- [Aquaculture Operator Level 3](#)
- [Arts Administration](#)
- [Assistant Accountant](#)
- [Assistant Animal Attendant](#)
- [Assistant Financial Broker](#)
- [Assistant Junior Coach](#)
- [Assistant Veterinary Nurse](#)
- [Automotive Electrical Serviceperson](#)
- [Automotive Master Technician](#)

**More information**

Visit [Training information updates/news](#) for related news including information on newly available apprenticeships and traineeships.


For more information on becoming an apprentice/trainee, employing an apprentice/trainee, or general apprenticeship and traineeship enquiries, please visit [Apprenticeships Info](#) website.

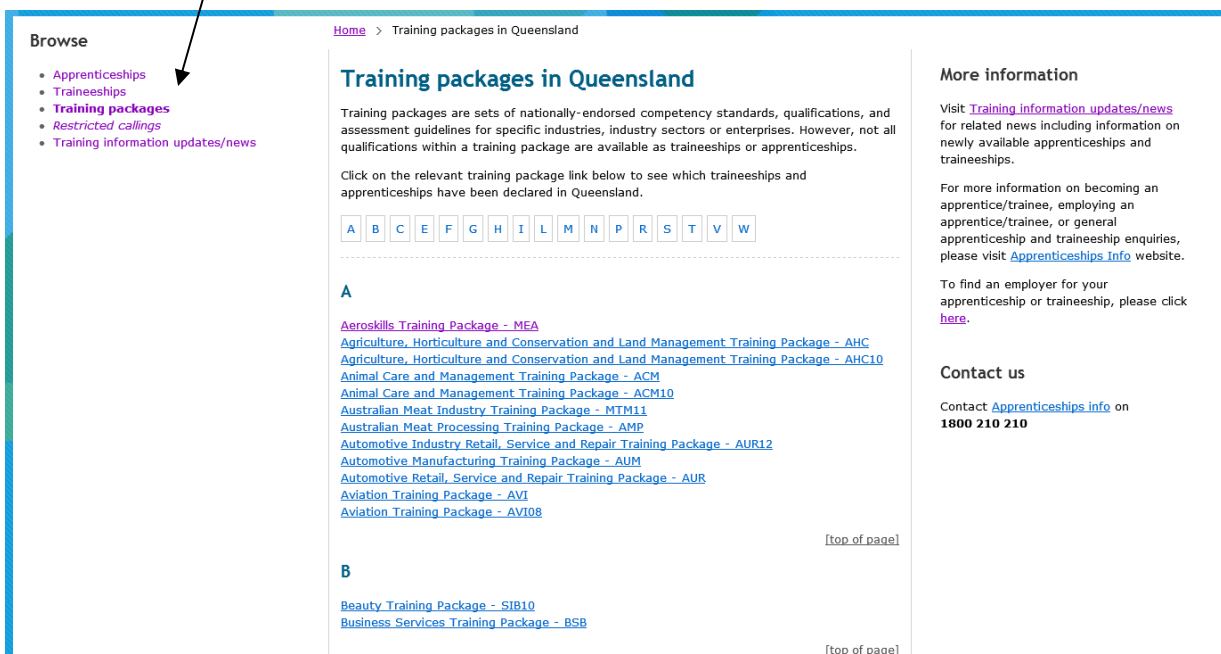
To find an employer for your apprenticeship or traineeship, please click [here](#).

**Contact us**

Contact [Apprenticeships info](#) on **1800 210 210**

## TRAINING PACKAGES

To see a list of training packages containing qualifications that are available in Queensland, click here. 



**Browse**

- Apprenticeships
- Traineeships
- **Training packages**
- Restricted callings
- Training information updates/news

[Home](#) > Training packages in Queensland

### Training packages in Queensland

Training packages are sets of nationally-endorsed competency standards, qualifications, and assessment guidelines for specific industries, industry sectors or enterprises. However, not all qualifications within a training package are available as traineeships or apprenticeships.

Click on the relevant training package link below to see which traineeships and apprenticeships have been declared in Queensland.

A B C E F G H I L M N P R S T V W

**A**

- [Aeroskills Training Package - MEA](#)
- [Agriculture, Horticulture and Conservation and Land Management Training Package - AHC](#)
- [Agriculture, Horticulture and Conservation and Land Management Training Package - AHC10](#)
- [Animal Care and Management Training Package - ACM](#)
- [Animal Care and Management Training Package - ACM10](#)
- [Australian Meat Industry Training Package - MTM11](#)
- [Australian Meat Processing Training Package - AMP](#)
- [Automotive Industry Retail, Service and Repair Training Package - AUR12](#)
- [Automotive Manufacturing Training Package - AUM](#)
- [Automotive Retail, Service and Repair Training Package - AUR](#)
- [Aviation Training Package - AVI](#)
- [Aviation Training Package - AVI08](#)

[\[top of page\]](#)

**B**

- [Beauty Training Package - SIB10](#)
- [Business Services Training Package - BSB](#)

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**More information**

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To find an employer for your apprenticeship or traineeship, please click [here](#).

**Contact us**

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## RESTRICTED CALLINGS

To see a list of restricted callings in Queensland, click here.

**Browse**

- Apprenticeships
- Traineeships
- Training packages
- **Restricted callings**
- Training information updates/news

[Home](#) > Restricted callings in Queensland

### Restricted callings in Queensland

Restrictions apply to the rights of employers to appoint staff under the age of 18 to certain jobs, or "callings". Employers may not employ a person under the age of 18 to jobs which appear on the list of restricted callings (below), unless

- the prospective employee has completed an appropriate qualification or statement of attainment relevant to the calling, or
- he or she is employed as an apprentice or trainee in the calling, under a registered training contract

The jobs, or callings, to which this restriction applies, are declared in accordance with Section 64(1) of the [Further Education and Training Act 2014](#). For further information, please call Apprenticeships Info on 1800 210 210.

A B C E F G H I J L M O P R S T U W

**A**

- [Aircraft Maintenance Engineer - Avionics](#)
- [Aircraft Maintenance Engineer - Mechanical](#)
- [Aircraft Maintenance Engineer - Structures](#)
- [Aircraft Surface Finisher](#)
- [Appliance Servicing](#)
- [Automotive Electrician](#)
- [Automotive Master Technician](#)
- [Automotive Mechanic \(Agriculture Mechanical\)](#)
- [Automotive Mechanic \(Heavy Vehicle Mobile Plant\)](#)
- [Automotive Mechanic \(Light Vehicle\)](#)
- [Automotive Mechanic \(Motorcycle\)](#)
- [Automotive Mechanical \(Heavy Vehicle Road Transport\)](#)
- [Automotive Specialist \(Diesel Engines\)](#)
- [Automotive Specialist \(Diesel Fuel\)](#)
- [Automotive Specialist \(Driveline\)](#)
- [Automotive Specialist \(Engine Reconditioning\)](#)
- [Automotive Specialist \(Forklift Mechanic\)](#)

**More information**

Visit [Training Information updates/news](#) for related news including information on newly available apprenticeships and traineeships.

For more information on becoming an apprentice/trainee, employing an apprentice/trainee, or general apprenticeship and traineeship enquiries, please visit [Apprenticeships Info](#) website.

To find an employer for your apprenticeship or traineeship, please click [here](#).

**Contact us**

Contact [Apprenticeships info](#) on **1800 210 210**

## TRAINING INFORMATION UPDATES/NEWS

For QTIS updates and news, click here.

**Browse**

- Apprenticeships
- Traineeships
- Training packages
- Restricted callings
- **Training information updates/news**

[Home](#) > Training information updates/news

### Training information updates/news

2018 2017

**2018**

**Sep 03, 2018**  
**DECLARATION OF TRAINEESHIPS FROM THE FINANCIAL SERVICES TRAINING PACKAGE – FNS**  
 The following traineeships from the Financial Services Training Package were approved on 8 August 2018, with an implementation date of 3 September 2018.

- Accounts Clerk – FNS30317 Certificate III in Accounts Administration
- Bookkeeper – FNS40217 Certificate IV in Accounting and Bookkeeping
- Assistant Accountant – FNS50217 Diploma of Accounting

**Sep 03, 2018**  
**DECLARATION OF APPRENTICESHIP AND TRAINEESHIPS FROM THE ANIMAL CARE AND MANAGEMENT TRAINING PACKAGE – ACM**  
 The following apprenticeship and traineeships from the Animal Care and Management Training Package were approved on 8 August 2018, with an implementation date of 3 September 2018.

- Assistant Animal Attendant – ACM20117 Certificate II in Animal Studies
- Assistant Veterinary Nurse – ACM30117 Certificate III in Animal Studies
- Animal Attendant (Captive Animals) – ACM30317 Certificate III in Captive Animals
- Animal Attendant (Companion Animals) – ACM30417 Certificate III in Companion Animal Services
- Farrier – ACM30517 Certificate III in Farriery

**More information**

Visit [Training information updates/news](#) for related news including information on newly available apprenticeships and traineeships.

For more information on becoming an apprentice/trainee, employing an apprentice/trainee, or general apprenticeship and traineeship enquiries, please visit [Apprenticeships Info](#) website.

To find an employer for your apprenticeship or traineeship, please click [here](#).

**Contact us**

Contact [Apprenticeships info](#) on **1800 210 210**

## ***What is the difference between an apprentice and a trainee?***

An apprentice is trained in a skilled trade and upon successful completion will become a qualified tradesperson. Trades such as electrical, plumbing, cabinet-making and automotive are just a few that are a part of the apprenticeship scheme. Training takes place both at the workplace and with a training organisation.

A trainee is someone who is being trained in a vocational area. These vocational areas include tourism, office administration and information technology.

Traineeships vary in length from 12 months to three years. Apprenticeships are generally four years in length. The term of a part-time apprenticeship or traineeship is generally double that of the full-time term.

However, as the training is competency-based, completion is dependent upon when the apprentice or trainees has successfully gained all knowledge, skills and competencies required.

## ***What is the difference between full-time, part-time and school-based training arrangements?***

Full-time apprentices and trainees work and train full-time, usually an average of 38 hours a week.

Part-time apprentices and trainees work and train no less than 15 hours each week, averaged over a four week cycle.

School-based apprentices and trainees undertake an apprenticeship or traineeship as part of their high school studies.

## ***What is the difference between the training status of 'current' and 'phasing out' on QTIS?***

'Current' means that the apprenticeship or traineeship is currently available for registration in Queensland. 'Phasing out' means that the apprenticeship or traineeship may have been superseded and is no longer available for new registrations.

## ***How do I become an apprentice or trainee?***

There are a number of things you will need to do before getting started in an apprenticeship or traineeship. You will need to find an employer, choose a training provider and complete the necessary paperwork. For more information on how to get started visit, <https://training.qld.gov.au/apprenticeshipsinfo/apprentices/become>.

## ***Why is a qualification not displaying on QTIS but is appearing on the national website for qualifications and training packages ([www.training.gov.au](http://www.training.gov.au))?***

QTIS only displays information for those apprenticeships and traineeships that have been approved for delivery in Queensland. If an apprenticeship or traineeship does not appear on QTIS, it means that it has not been approved as an apprenticeship or traineeship in Queensland.

## ***Where can I get information on apprenticeship or traineeship wages?***

### **Industrial relations details**

Since 1 January 2010, all private sector employers and employees in Queensland, including apprentices and trainees, have their wages and conditions of employment covered by the Fair Work Act 2009 and modern awards. This legislation is administered by the Commonwealth Government Fair Work Ombudsman's office. <https://www.fairwork.gov.au/pay/minimum-wages/apprentice-and-trainee-pay-rates>.

Apprentices and trainees are considered employees and may receive entitlements the same as other employees such as: annual leave, sick leave, public holidays, superannuation, workers compensation and allowances. Apprentices and trainees must also receive a pay slip to cover full details of the pay for each pay period. Pay slips have to be given to an employee (including apprentices and trainees) within 1 working day of pay day and be either in electronic form or paper hard copy.

Parties should make enquiries with the Fair Work Ombudsman on Ph: 13 13 94 or at <http://www.fairwork.gov.au> to determine the correct industrial instrument and entitlements.

When employment is ceasing the employer or the employee (apprentice/trainee) must provide the appropriate notice periods as per the relevant award or registered workplace agreement. A notice period is the length of time that an employer or employee (apprentice/trainee) has to give to end employment. Additional information about notice periods can be found at: <http://www.fairwork.gov.au/ending-employment/notice-and-final-pay>.

Unfair dismissal is when an employee (apprentice/trainee) is dismissed from their job in a harsh, unjust or unreasonable manner. Additional information about unfair dismissal can be found at: <http://www.fairwork.gov.au/ending-employment/unfair-dismissal>.

Public sector and local government workers in Queensland remain under the state industrial relations system. Additional information about wages and conditions of employment for employees (apprentices/trainees employed by state or local government) can be found at: <http://www.justice.qld.gov.au/corporate/business-areas/industrial-relations>.

## ***What is a 'restricted calling'?***

Restrictions apply to the rights of employers to appoint staff under the age of 18 to certain jobs, or "callings". Employers may not employ a person under the age of 18 to jobs which appear on the list of restricted callings unless:

- the prospective employee has completed an appropriate qualification or statement of attainment relevant to the calling, or
- he or she is employed as an apprentice or trainee in the calling, under a registered training contract.

The jobs, or callings, to which this restriction applies, are declared in accordance with Section 64(1) of the [Further Education and Training Act 2014](#). A list of apprenticeships and traineeships declared as restricted callings can be found on the Queensland Training Information Service (QTIS) website (*see Restricted Callings link on the left side of the QTIS main page*).

## ***What is User Choice?***

The User Choice 2016-2017 program provides a public funding contribution towards the cost of training and assessment services for eligible Queensland apprentices and trainees.

The program aims to provide funding aligned to the skill needs of industry and respond to changing government priorities.

The program provides the flexibility for apprentices, trainees and their employers to select a preferred registered training organisation (RTO) from a list of pre-qualified suppliers for the delivery of nationally recognised, accredited training to meet their specific needs.

For more information, please visit: <https://training.qld.gov.au/providers/funded/userchoice>.

## ***Who can I contact if I have any questions about apprenticeships or traineeships in Queensland?***

The **Apprenticeships Info** telephone and email service is available to all Queenslanders for advice, support and referrals relating to apprenticeships, traineeships and training options.

Telephone: 1800 210 210 (Monday to Friday from 8:30am – 4:45pm)

Email: [apprenticeshipsinfo@qld.gov.au](mailto:apprenticeshipsinfo@qld.gov.au)

Website: <https://training.qld.gov.au/apprenticeshipsinfo>

More contact information is available at:

<https://training.qld.gov.au/apprenticeshipsinfo/about-us/contact-us>.

## ***Is there a 'Frequently Asked Questions' page for apprentices, trainees and employers?***

Please visit the Frequently Asked Questions page for commonly asked questions and answers:

### **FAQs for apprentices and trainees:**

<https://training.qld.gov.au/apprenticeshipsinfo/information-resources/faqs/apprentices-trainees>

### **FAQs for school-based apprenticeships and traineeships:**

<https://training.qld.gov.au/apprenticeshipsinfo/information-resources/faqs/school-based>

### **FAQs for employers:**

<https://training.qld.gov.au/apprenticeshipsinfo/information-resources/faqs/employers>