<table>
<thead>
<tr>
<th>Region</th>
<th>Contact Details</th>
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</thead>
<tbody>
<tr>
<td>TAFE QUEENSLAND BRISBANE</td>
<td>1300 614 471                      RTO No. 0275    <a href="mailto:UserChoice.Brisbane@tafe.qld.edu.au">UserChoice.Brisbane@tafe.qld.edu.au</a></td>
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<tr>
<td>Alexandra Hills</td>
<td>Brocken Ridge                     Caboolture         Grovely</td>
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<tr>
<td>Loganslea</td>
<td>Mt Gravatt                        Reiddell            South Bank</td>
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<tr>
<td>TAFE QUEENSLAND EAST COAST</td>
<td>1300 656 188                      RTO No. 0418    Apprenticeships&amp;<a href="mailto:Traineeships.EastCoast@tafe.qld.edu.au">Traineeships.EastCoast@tafe.qld.edu.au</a></td>
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<td>Bundaberg</td>
<td>Gympie                            Hervey Bay          Maroochydore                    Maryborough                     Mooneeabula                     Nambour</td>
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<tr>
<td>TAFE QUEENSLAND GOLD COAST</td>
<td>07 5581 8300                      RTO No. 0083    <a href="mailto:UserChoice.GoldCoast@tafe.qld.edu.au">UserChoice.GoldCoast@tafe.qld.edu.au</a></td>
</tr>
<tr>
<td>Ashmore</td>
<td>Coomera                           Coomera Marine      Coolingatta                    Southport</td>
</tr>
<tr>
<td>TAFE QUEENSLAND NORTH</td>
<td>1300 656 959                      RTO No. 0542    <a href="mailto:UserChoiceCairns.north@tafe.qld.edu.au">UserChoiceCairns.north@tafe.qld.edu.au</a></td>
</tr>
<tr>
<td>Atherton</td>
<td>Bamaga                            Bowen               Burdekin                        Cairns                          Cloncurry                        Innisfail                        Ingham                          Mount Isa                      Normanton                       Palm Island                      Townsville                      The Whitsundays                  Thursday Island</td>
</tr>
<tr>
<td>TAFE QUEENSLAND SKILLSTECH</td>
<td>1800 654 477                      RTO No. 31396  <a href="mailto:ApprenticeInductions.SkillsTech@tafe.qld.edu.au">ApprenticeInductions.SkillsTech@tafe.qld.edu.au</a></td>
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<td>Acacia Ridge</td>
<td>Alexandra Hills                   Bracken Ridge       Eagle Farm                      Maroochydore                    Maryborough                     Mooneeabula                     Nambour</td>
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<tr>
<td>TAFE QUEENSLAND SOUTH WEST</td>
<td>1300 914 754                      RTO No. 0526    <a href="mailto:ApprenticeandTrainee.SouthWest@tafe.qld.edu.au">ApprenticeandTrainee.SouthWest@tafe.qld.edu.au</a></td>
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<tr>
<td>Chinchilla</td>
<td>Dalby                             Inala                            Kingaroy                        N怒unumbi                        Roma                            Springfield                    Warwick</td>
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Our mission at TAFE Queensland is to provide the skills you need to **MAKE GREAT HAPPEN.**
The ANP conducts the sign up.

Contract must be signed within 14 days of the start of the apprenticeship/traineeship.

The ANP forwards an SRTO notification form.

The employer and apprentice/trainee select an RTO to be the SRTO.

SRTO accepts or rejects the request to be the SRTO.

ANP must receive the contract from the employer within 28 days of the start of the apprenticeship/traineeship.

The ANP lodges the Training Contract with DET for registration once the SRTO notification form is accepted.

SRTO contacts the employer and apprentice/trainee/SAT for induction confirmation.

SRTO conducts and monitors the Employer Resource Assessment confirming the employer is able to provide or arrange to provide:

- the facilities/equipment
- the supervision for training
- the range of work.

SRTO negotiates and develops the Training Plan in consultation with the employer and apprentice/trainee once the SRTO is satisfied that the employer can provide training arrangements and supervision. The SRTO provides a copy of the Training Plan to all parties.

The SRTO and employer provide training, supervision and assessment to the apprentice/trainee in accordance with the Training Plan.

- Employer releases apprentice/trainee to attend training and assessment as required
- Employer reviews and updates Training Record at reasonable intervals - minimum of every three months.
- Apprentice/trainee undertakes training and assessment as required and retains Training Record
- Apprentice/trainee updates and maintains the Training Record at all times throughout their training.

Employer confirms on-the-job verification.

SRTO contacts the employer and apprentice/trainee/SAT throughout the training period:

- monitors progress against the Training Plan
- monitors the Training Record
- monitors the Employer Resource Assessment
- liaises with employer regarding progress of workplace training.

The completion process begins when the apprentice/trainee has completed all units of competency required under the Training Plan.

The SRTO confirms completion with the employer and apprentice/trainee, agreeing that all workplace training required under the Training Plan has been completed.

Once all parties agree that the training and assessment is complete, the SRTO:

- issues the qualification
- signs a completion agreement
- forwards the completion agreement to DET and Electrical Safety Office licence body, if required.

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**LEGEND**

- **SRTO** SUPERVISING REGISTERED TRAINING ORGANISATION
- **ANP** APPRENTICESHIP NETWORK PROVIDER
- **RTO** REGISTERED TRAINING ORGANISATION
- **DET** DEPARTMENT OF EDUCATION AND TRAINING
- **SAT** SCHOOL-BASED APPRENTICE OR TRAINEE
TRAINING OBLIGATIONS

SUPERVISING REGISTERED TRAINING ORGANISATION (SRTO) – TAFE QUEENSLAND RESPONSIBILITIES

Every apprentice/trainee must have a SRTO. SRTOs deliver training to apprentices and trainees under an agreed Training Plan. As the SRTO, TAFE Queensland has the following responsibilities:

- Provide induction information on rights and responsibilities.
- Determine the employer’s capacity to train the apprentice/trainee by conducting an Employer Resource Assessment.
- Work with the employer and the apprentice/trainee to provide the facilities, services, supervision and training required under the Training Plan.
- Negotiate the Training Plan with all parties, including the school in the case of a school-based apprentice/trainee (SAT), to ensure the timetable is impacted.
- Provide a copy of the Training Plan to all parties.
- Provide initial Training Record to monitor the apprentice/trainee’s progress against the Training Plan.
- Ensure the training as agreed in the Training Plan is delivered.
- Ensure that all on and off-the-job requirements of the Training Plan are completed – irrespective of time served, that all parties agree to an actual completion date to complete the apprenticeship/traineeship. Once all parties agree to the completion date, TAFE Queensland issues the Qualification and notifies the Department of Education and Training (DET).

EMPLOYER OBLIGATIONS

- Provide, or arrange to provide, the facilities and workplace tasks suitable to support the Training Plan, ensuring the apprentice/trainee is adequately supervised by a qualified person.
- Must allow the apprentice/trainee to attend structured training and must not directly or indirectly obstruct an apprentice or trainee from attending the structured training outlined in the Training Plan. Obstructing an apprentice/trainee to participate in structured training may result in a Failure to Progress.
- Review and update the Training Record on a regular basis (no less than every three months).
- Where the apprenticeship/traineeship is school-based, the employer must provide the minimum 375 hours (50 days) of paid employment each year.
- ** The definition of a “day” for the purpose of the SAT policy, is a minimum of 7.6 hours
- The employer must pay the wages and provide the entitlement specified in the relevant employment agreement or award.
- The employer must discharge all other lawful obligations of an employer, including those relating to workplace health and safety.
- The employer must not terminate the employment of an apprentice/trainee unless the apprenticeship or traineeship is completed or the Training Contract has been cancelled.
- The employer must notify DET in writing within 14 days of any of the following events:
  - Agreement by the parties to amend, temporarily assign or cancel the Training Contract
  - Sale or disposal of the business by the employer
  - Dissolution of the partnership
  - Deciding that the apprentice/trainee is failing to make reasonable progress
  - The apprenticeship/traineeship will not be completed within the nominal term.
- Where the parties agree to cancel the Training Contract, the employer must advise TAFE Queensland in writing within 7 days of cancellation.

APPRENTICE/TRAINEE OBLIGATIONS

- Participate in the development of the Training Plan.
- Where the apprentice/trainee is a SAT they must have participated in the negotiation of their training plan, and the training plan must impact on their school timetable.
- Observe the conditions of the relevant employment agreement and award.
- Attend and perform work as directed by the employer.
- Behave in a courteous and professional manner.
- Observe any lawful directions given by TAFE Queensland staff to ensure orderly conduct and the safety of individuals, in line with Workplace Health and Safety legislation.
- Pay student contribution fees to TAFE Queensland as required (the employer may pay these on the apprentice/trainee’s behalf).
- Not waste, damage or injure the property, goods or business of the employer.
- Undertake all training or assessment related to the Training Plan.
- Update and maintain the assigned Training Record. Keep the Training Record in his/her possession.
- Acknowledge that all workplace instructions and any other material that comes into the apprentice/trainee’s possession as a result of the training remains the property of the employer (with the exception of entitlements as determined by the Further Education and Training Act 2014 (FETA)).
- Acknowledge all information obtained from the employer and given in confidence must be kept confidential and not used or disclosed to any person without the approval of the employer.
- While the apprentice/trainee is under the age of 18, the parent or guardian identified in the Training Contract must uphold the responsibilities listed above.

APPRENTICE/TRAINEE MUST NOT

- Terminate employment with their employer, unless the apprenticeship/traineeship is completed or the Training Contract has been cancelled.
- Enter into a second training contract with a second employer for the same apprenticeship/traineeship currently being undertaken without the written consent of the first employer.
To select an Apprenticeship Network Provider visit: www.australianapprenticeships.gov.au/find-my-aasn/full-list

ROLE OF DEPARTMENT OF EDUCATION AND TRAINING (DET)

DET registers and administers apprenticeship/traineeship Training Contracts and monitors the training of apprentices and trainees.

DET works cooperatively with ANPs and SRTOs to ensure employers, apprentices and trainees achieve the outcomes they are seeking from their apprenticeship/traineeship.

For advice and assistance regarding apprenticeships/traineeships, please contact: Apprenticeship Information Hotline on 1800 210 210.

ROLE OF APPRENTICESHIP NETWORK PROVIDER (ANP)

The ANP assists employers to recruit, train and retain apprentices/trainees and supports individuals throughout their apprenticeship/traineeship.

ANPs provide advice and support services tailored to the needs of employers, apprentices/trainees throughout the apprenticeship/traineeship lifecycle through:

- General services for employers and apprentices/trainees, including essential administrative support, payment processing and regular contact
- Targeted services for employers and individuals needing additional support to complete the apprenticeship/traineeship.

To select an Apprenticeship Network Provider visit: www.australianapprenticeships.gov.au/find-my-aasn/full-list
TRAINING CONTRACT

When an employer and another person, including an existing employee, decide to enter into an apprenticeship/traineeship, they must sign and be bound by an apprenticeship/traineeship Training Contract. The Training Contract outlines the roles and responsibilities of each party. The Apprenticeships Network Provider (ANP) can provide information, advice and assistance regarding a Training Contract. As a legal document, the Training Contract has an agreed start date and nominal term, which are set by DET in consultation with the particular industry.

In addition to the roles and responsibilities outlined in the Training Contract, the parties will be bound by the provisions of the Further Education and Training Act 2014.

PROBATION

Each apprenticeship/traineeship has a set probationary period which applies from the contract start date of the apprenticeship/traineeship. This period allows the employer and the apprentice/trainee time to work together and decide whether to continue the apprenticeship/traineeship.

As a general rule, the probationary period is 90 days for apprenticeships and 30 days for traineeships (including part-time and school-based apprenticeships/traineeships).

For a detailed fact sheet on probationary periods please refer to the Apprenticeship website www.apprenticeshipsinfo.qld.gov.au and follow the link to Information sheets, forms and resources.

TRAINING PLAN

A Training Plan for an apprentice/trainee is a document stating the training to be delivered to the apprentice/trainee by the employer and the SRTO (TAFE Queensland). A Training Plan will (amongst other things):

• show what competencies need to be completed to achieve the qualification
• assist the parties to manage, plan and map the apprentice/trainee’s work rotation

It is important that the workplace facilities and range of work support the apprentice/trainee to perform their job competently and align to the Training Plan.

Who are parties to a Training Plan?

The Training Plan will be developed, agreed to and signed by the SRTO (TAFE Queensland), the employer and the apprentice/trainee (parent/guardian if under 18).

Compliance

The parties to the Training Plan must comply with the training requirements specified in the signed Training Plan.

Changing a Training Plan

The parties to a Training Plan may change the plan only if:

• ALL parties agree to the change, and
• the qualification or statement of attainment to be issued to the apprentice/trainee on completing the training under the changed Plan is the same as would have been issued under the original Training Plan.

TAFE Queensland will take reasonable steps to ensure that the parties sign the changed Training Plan within 14 days of the parties agreeing to the change. TAFE Queensland will then provide a copy of the new Training Plan to each party.

TRAINING PLANS FOR SCHOOL-BASED APPRENTICES AND TRAINEES

A school-based apprenticeship/traineeship allows a school student to achieve a vocational qualification while continuing at school to achieve their Queensland Certificate of Education (or QCE). A school-based apprenticeship/traineeship MUST impact the school timetable. If the school timetable is not impacted, the apprenticeship/traineeship must be undertaken as part-time or full-time.

Where the Training Plan is for a school-based apprentice/trainee, the student’s school is not a party to the Training Plan. However, the school principal is required to be involved in negotiating the impact of the employment and/or training arrangements on the student’s school timetable. Where required, the Education, Training and Employment Schedule (ETES) is used to document the arrangement.

If the apprentice/trainee attends a public secondary school, the ANP and school are required to complete a School Notification Form. If the participant attends an independent or Catholic school, the ETES must be completed.

The ETES must integrate the timetabling of the school curricula, vocational curricula, work patterns and possible co-curricular activities. The employer, student, school, parent/guardian and SRTO must complete and sign the ETES and forward to the ANP.

For further information regarding school-based apprenticeships and traineeships visit: www.apprenticeshipsinfo.qld.gov.au/school-based
TRAINING CONTRACT

PERMANENT TRANSFER
Registered apprenticeship and traineeship contracts can now be transferred from one employer to another either permanently or temporarily. A permanent or temporary transfer of the Training Contract from one employer to another may be considered for a variety of reasons such as:
- a change in circumstances of the employer and/or the apprentice/trainee
- a lack of ongoing employment
- to improve training opportunities
- to facilitate the assessment of competency required under the Training Plan when an employer is temporarily unable to provide the range of work or facilities required.

In the event DET receive an application from the apprentice/trainee and proposed new employer only, they will write to the current employer of the Training Contract, allowing them 14 days to object to the application for transfer.

All applications for transfer will be decided by DET within 28 days of receipt. DET will check that the SRTO on the Training Contract agrees to continue training the apprentice/trainee, and for school-based apprentices/trainees, that the school supports the continuation.

Whether existing or new, the SRTO will ensure that a new Training Plan is signed by the new employer and apprentice/trainee within 28 days after the transfer effect date.

SUSPENSION
During the apprenticeship/traineeship, there may be times when the employer and/or apprentice or trainee may not be able to carry out their obligations under the Training Contract for a short period of time. To avoid cancellation and recommencement of a training contract, DET allows a training contract to be suspended for a temporary period (up to 12 months). Suspending the training contract allows the employer and apprentice/trainee to temporarily suspend the responsibilities associated with the training contract.

A suspension period may occur due to:
- seasonal employment
- apprentice/trainee chooses a gap or study year outside of the apprenticeship/traineeship
- long term illness
- maternity or paternity arrangements.

Apprentices/trainees are unable to attend and/or participate in any training and assessment during the suspension period.

COMPLETION
All apprenticeships and traineeships in Queensland are competency-based. This means that when an employer and apprentice/trainee are satisfied all training and assessment required under their Training Plan has been completed, the completion process will begin. School-based apprentices/trainees must also have completed the minimum required paid working hours.

The employer and apprentice/trainee must sign a Completion Agreement to acknowledge that all training and assessment required under the Training Plan has been completed, and forward to TAFE Queensland. TAFE Queensland will review and sign the form, issue the Qualification and promptly forward the Completion Agreement to DET (and if required, to the Electrical Safety Office for electrical licence outcome). If satisfied, DET will issue a completion certificate for the apprenticeship or traineeship. If it is decided that the apprenticeship/traineeship has not been completed, DET will send written notice to the employer, apprentice/trainee, SRTO and parent/guardian informing them of the decision.

Special provisions apply for the completion of school-based apprentices and trainees. For further information visit: www.apprenticeshipsinfo.qld.gov.au/school-based

FAILURE TO SIGN A COMPLETION AGREEMENT
If an employer or apprentice/trainee cannot be located to sign a Completion Agreement, or they have agreed that the apprenticeship/traineeship has been completed but refuse or neglect to sign a Completion Agreement, the other party should contact the SRTO for assistance.

If the SRTO is reasonably satisfied that the apprentice/trainee has been, or is entitled to be, issued with a qualification and has been unable to obtain a signed Completion Agreement, they must promptly notify DET by completing the Notice of Intent to Complete form. DET will then investigate and consider how/when to complete the program.

CANCELLATION
After the probationary period has expired, a party seeking to withdraw from a Training Contract may only do so with the consent of the other party, or when prior approval has been received from DET.

- If all parties agree to cancel the Training Contract, written notification must be immediately forwarded to DET so that the registration of the Training Contract may be cancelled.
- If only one party is seeking cancellation, the matter should be discussed with the other party. If both parties do not agree, an application stating the reason for cancellation may then be made to DET for a decision. Until that decision is made, the Training Contract remains current.

CHANGE OF SRTO
The employer and apprentice/trainee may change the SRTO during the apprenticeship/traineeship provided both parties agree. The employer notifies the current SRTO of the agreement to change. The SRTO being replaced must provide a Statement of Attainment outlining the training that has been completed. The Training Record may also need to be updated to reflect any training that has been completed since the previous update.
TRAINING RECORD

Purpose
The purpose of a Training Record is to record the progress and achievement of competencies agreed to in the Training Plan. It provides evidence that all competencies required for the chosen qualification have been achieved for both off and on-the-job training components. The Training Record should be reviewed and updated by the employer and SRTO no less than every three months.

Roles and responsibilities
The parties to the Training Plan must keep a record of the on and off-the-job training completed during the apprenticeship/traineeship. TAFE Queensland shall provide the apprentice/trainee with an appropriate Training Record within 14 days of the Training Plan being signed. The apprentice/trainee must keep the Training Record in their possession except when required by TAFE Queensland or the employer for updates. Therefore, the Training Record must be brought to each block/TAFE visit. The apprentice/trainee must retain their Training Record and take it with them if they cancel or change employers.

TAFE Queensland and the employer require the apprentice/trainee to produce the Training Record at reasonable intervals to ensure the training has been completed and entered in the Training Record. This must be done no less than every three months.

A final result will NOT be issued if the Training Record is not completed and presented to TAFE Queensland.

Upon completion of each unit of competency, the Training Record will be signed by all parties:
- The workplace supervisor/employer’s signature/approval supports that tasks detailed in the Training Record were performed satisfactorily on the job.
- The apprentice/trainee’s signature/approval supports that he/she agrees he/she has the ability to competently perform the workplace tasks.
- TAFE Queensland’s signature/approval supports successful completion of the underpinning knowledge and skills undertaken during the off-the-job training.

Failing to present a signed Training Record may result in the student failing to progress in their apprenticeship/traineeship. DET may fine students who do not maintain their Training Record.

NOTIFIABLE EVENTS
Notifiable events relate to changes to a registered training contract. The employer must notify DET in writing within 14 days of the following events:
- Agreement to amend or cancel a contract
- Identification that the apprentice/trainee is unlikely to meet the Training Plan requirements
- Extension of nominal term
- Sale or disposal of the business by the employer
- Dissolution or change of business partnership

And within seven days of the following events:
- A temporary transfer of a Training Contract
- Suspension of a Training Contract
- If a Training Contract ends during the probationary period, seven days from date of apprenticeship/traineeship ending.

For further information contact:
Apprenticeships Info on 1800 210 210 or visit www.apprenticeshipsinfo.qld.gov.au
CREDIT TRANSFER/NATIONAL RECOGNITION

Credit Transfer is the process that recognises any “formal” study previously completed that is relevant to the chosen training program. For example, a student may have successfully completed equivalent units of competency in another accredited program or study at school, TAFE, other SRTO, or completed relevant university study.

Under the principle of National Recognition, TAFE Queensland will recognise a qualification or units of competency that have been issued by another Registered Training Organisation. Certified copies of the evidence of your formal study, such as academic transcripts, results of assessment, Statements of Attainment and/or qualifications must be provided prior to the start of study so that we can establish whether the skills and knowledge required in the proposed training program have been covered by the previous study. If Credit Transfer evidence is not submitted prior to the start of study, fees may apply.

Credit transfer for a specific unit of competency will be reflected as follows:

- **T**: the unit studied at TAFE Queensland.
- **TMR**: the unit studied externally is exactly the same as the unit offered by TAFE Queensland.
- **TMC**: the unit studied externally is similar to that offered by TAFE Queensland.

RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of Prior Learning (RPL) is an upfront assessment process. The process assesses the skills and knowledge the student currently holds against a unit of competency. This includes any combination of formal or informal training, as well as education and work experience.

By formally recognising previous work/life experience and study, a student may have already successfully completed a number of the units of competency that make up the chosen Training Plan for the apprenticeship/traineeship. This will reduce the time required to attend training. If a student has previous relevant skills and experience, they should apply for RPL prior to enrolment.

For more information regarding the Credit Transfer/RPL process, please contact your local TAFE Queensland region. Refer to contact details on Page 1.

ACKNOWLEDGMENT OF PREVIOUS TRAINING OR EXPERIENCE
ASSESSMENT AND RESULTS

RESULTS
Throughout their study, students can access competency results online via the Student Self-Service portal.

Students must provide their Unique Student Identifier (USI) number before an award can be released.

A result will be issued after negotiation with the employer through the completion of the Third Party Verification Report or signed Training Record.

The result codes are issued as follows:

J  Competent
M  Not competent
AW Students who have attendance for the competency, but have not completed all the assessment tasks required.

SUPPLEMENTARY ASSESSMENT
If the outcome of the assessment is ‘not competent’ (M), the apprentice/trainee is entitled to a single re-assessment attempt, or a “supplementary assessment”. Tutorial support is available to apprentices/trainees prior to undertaking the scheduled supplementary assessment.

Should the apprentice/trainee be unable to achieve competency for the supplementary assessment, TAFE Queensland will advise the employer and initiate the ‘Failure to Make Reasonable Progress’ process.

ACADEMIC APPEALS
Apprentice/trainees who are dissatisfied with academic decisions or procedures, or who have any issues that directly relate to the successful completion of their course, should discuss the matter with their teacher.

Should the apprentice/trainee be dissatisfied with the teacher’s decision, they have the right to submit an application for re-evaluation their TAFE Queensland region. Apprentice/trainees must lodge the written application, within 14 days of notification of the result. If the apprentice/trainee remains dissatisfied with the decision, they can make a further appeal through the TAFE Queensland Academic Board Disciplinary and Appeals Committee.

FAILURE TO PROGRESS
If the employer feels that the apprentice/trainee is not making reasonable progress under the Training Plan, they must notify DET, in writing, within 14 days of making the determination.

If the apprentice/trainee is unlikely to complete the required training before the end of the nominal term, all parties will need to apply to extend the registered Training Contract. If the SRTO has concerns that the apprentice/trainee is at risk of failing to progress as per the Training Plan, they must notify DET.

Risks of failing to progress are as follows (but not limited to):

- Employer not releasing apprentice to training as planned
- Employer unable to provide training in the workplace as per Training Plan
- Apprentice/trainee fails to achieve competence in unit of competency/s
- Excessive absence from training or work
- Employer withdrawing apprentice/trainee from off-the-job training
- Insufficient workplace supervision
- Apprentice/trainee not undertaking assessment
- Unidentified or unsupported learning difficulties
- Training Record not kept up to date by all parties.

Apprentices/trainees who fail to achieve competence in a unit of competency and are issued with an M result, must enrol and pay fees again. They will need to undertake training in the unit of competency again to attempt competence.
TRAVEL AND ACCOMMODATION

DET provides a travel and accommodation subsidy to eligible apprentices/trainees to subsidise their expenses if they have to travel at least 100km return, to attend the closest available SRTO that delivers the relevant training program.

- Subsidies are paid on completion of the training. Before processing, claim forms must be verified by TAFE Queensland to confirm actual attendance dates.
- Travel and Accommodation Online allows faster payment of subsidies. TAFE Queensland can provide electronic verification of a student’s attendance.
- To apply visit www.apprenticeshipsinfo.qld.gov.au and click on Travel and Accommodation Subsidies in Quick Links.
- School-based apprentices and trainees should contact their school coordinator to discuss eligibility and the application process.

For further information (including travel and accommodation subsidy claim forms and current subsidy rates) please contact: Apprenticeships Information Hotline on 1800 210 210.

WAGES AND ENTITLEMENTS

Apprentices/trainees are entitled to be paid wages and entitlements as specified in relevant industrial relations arrangements (award, certified agreement or order).

Apprentices/trainees (except school-based) are paid for the time they spend undertaking an approved course of instruction for the qualification up to the maximum number of hours specified for the course. This applies irrespective of how the course is delivered.

School-based apprentices and trainees are a particular type of employee and are entitled to their own specific wage arrangements, depending on the relevant award or agreement.

Information on wages and entitlements may be obtained by contacting: Fair Work Ombudsman on 13 13 94.
ENROLMENT AND FEES

All apprentices/trainees (except school-based and Year 12 Fee-free) must pay enrolment fees prior to commencing classes or training. Without payment, training may cease and the apprentice/trainee and employer will be required to re-negotiate when training will next occur. This could affect salary level increases, progression through the qualification and the timing of incentive payments.

HOW MUCH DOES ENROLMENT COST?

The Queensland Government contributes towards the total cost of training for apprentices and trainees. This contribution is known as User Choice funding. DET has determined that the Student Contribution fee for all apprentices/trainees is $1.60 per nominal hour. The nominal hours can be located against each unit of competency on the agreed Training Plan. Other contributions by industry, employers, apprentices and trainees may be required.

- Trainees will be required to pay for all competencies on their Training Plan at the beginning of the program.
- No fees apply to school-based apprentices/trainees whilst they are at school. When or if a school-based trainee/apprentice is converted to full-time or part-time, Student Contribution Fees will apply for any competencies that did not commence whilst at school. (If an apprentice/trainee converts from a school-based apprenticeship to full or part time and presents their Queensland Senior Statement, they will be entitled to Fee-free training).
- All User Choice funded non school-based apprentices/trainees are responsible for their Student Contribution fees which are due at time of enrolment or prior to the commencement of training. The employer can pay these fees on behalf of the apprentice/trainee.
- Priority 2 and 3 traineeships may be subjected to a Fee For Service gap fee which will be invoiced to the employer. Check with a TAFE Queensland representative at time of induction, or phone your local TAFE Queensland region for more information. School-based trainees are not exempt from attracting a Fee for Service gap fee.
- All Fee For Service (non User Choice funded) traineeships will have a fee charged to the employer or payment plan option for the trainee.

Fee-free Training for Year 12 Graduates

Year 12 graduate apprentices/trainees who complete Year 12 and commence or continue from a school-based into an approved high-priority apprenticeship/traineeship in the following year, will be eligible for fee-free training for the duration of their qualification (provided the Training Contract is not cancelled).

Eligibility requirements:

- Have completed Year 12 in Queensland and must provide a copy of the Senior Statement issued by the QCAA
- Enrol and start training in the year following graduation
- Queensland resident
- Apprenticeship/traineeship is listed as a high priority qualification as determined by DET.

How can payment be made?

During Induction, apprentices/trainees will be given information regarding payment methods and a Payment of Fees form must be completed at this time. The chosen payment method will ensure the student is enrolled prior to the commencement of formal training.

Payment Methods are as follows:

1. Pay in full by Credit Card - A Customer Service Officer will contact the student to obtain credit card details.
2. Pay in full by Cash - A student can pay in cash at Customer Service.
3. Apply for a Direct Debit Payment Plan - A student can apply to have their student fees direct debited in instalments over a period of time.
4. Payment by Employer - An employer or other third party can pay the enrolment fees on behalf of the apprentice/trainee. An Authority to Invoice Form must be completed by the employer or third party.

Who is eligible for a discount?

Student Contribution fee concessions/reductions may be granted for the following reasons:

- The apprentice/trainee was or will be under 17 years of age and has not completed Year 12 at the end of February in the year the competency is undertaken
- The apprentice/trainee is Aboriginal or Torres Strait Islander as stated on the Training Contract
- The apprentice/trainee is registered as the cardholder of a Centrelink issued Pensioner Concession Card (PCC) or Health Care Card (HCC)
- The apprentice/trainee is registered as the cardholder of a Department of Veterans Affairs (DVA) Pensioner Concession Card
- The apprentice/trainee is listed as a dependant on one of the above cards.

The apprentice/trainee must provide concession evidence at time of enrolment to substantiate your request, otherwise concession rates will not be applied to the Student Contribution fees.

GOVERNMENT CONTRIBUTIONS

For information regarding Federal Incentives, please contact your chosen ANP. If you would like further information regarding state-based subsidies, please refer to Queensland Training Information Services at www.qtis.training.qld.gov.au.
**Extreme Financial Hardship:**

If an apprentice/trainee is unable to meet the full cost of the course fees due to extreme financial hardship, an appointment should be made with Student Support prior to the commencement of training to discuss possible solutions.

**WITHDRAWAL**

If an apprentice/trainee wishes to withdraw from a course or unit, the student should contact their local TAFE Queensland region for advice. If a student wishes to withdraw after the start of study, academic or financial penalties may apply.

**REFUND POLICY**

TAFE Queensland will provide a full or partial refund of course fees in the following instances:

- TAFE Queensland cancels the course.
- The apprentice/trainee cancels their enrolment before the course/classes start.
- The apprentice/trainee withdraws their enrolment after the course/classes start.

To view the full refund policy visit: [www.tafeqld.edu.au](http://www.tafeqld.edu.au)

**CHANGE OF PERSONAL DETAILS**

Apprentices/trainees should advise TAFE Queensland of any changes to their email address, postal address or phone number. Contact details can be updated at any Customer Service Centre or online through the Student Self-Service portal.

**Student ID Cards**

All apprentices/trainees are required to have a Student ID card, which must be carried at all times during their study at TAFE Queensland. A Student ID card is required when borrowing resources, using TAFE Queensland facilities and sitting exams. Student ID cards are available from Customer Service. Lost or stolen student cards can be replaced for a fee.

**Unique Student Identifier (USI)**

Anyone undertaking nationally recognised training in Australia is required to have a Unique Student Identifier (USI). Each time an apprentice/trainee enrolls with a new training organisation, their USI will be used to store training records and results. The USI links to an online account and can be accessed via a computer, tablet or smartphone.

To create a USI or for more information, visit [www.usi.gov.au](http://www.usi.gov.au).
STUDENT SERVICES

STUDENT SUPPORT SERVICES

TAFE Queensland offer support services for apprentices/trainees with special needs or those who need some extra support during their studies. Assistance is available for Aboriginal and Torres Strait Islanders, people from non-English speaking backgrounds, the geographically and socially isolated, and people with disabilities.

Essential Skills Training – Literacy and Numeracy Support (EST)

All apprentices/trainees will have their language, literacy and numeracy skills tested prior to enrolment. If the testing identifies the need for additional learning assistance, the TAFE Queensland region will make arrangements to provide this support. Support is flexible and designed to cater for the learning needs of individuals. Except for school-based apprentices/trainees, learning assistance is provided free of charge to all apprentices/trainees. School-based apprentices/trainees who need learning assistance should make a request to their school.

Learning support

TAFE Queensland has specialised learning support teachers on hand to help students if they are having difficulties with study. Learning support teachers can assist apprentices/trainees via distance, in the classroom or work in small groups with:

- preparing for exams
- assignment writing
- time management
- making presentations
- general study skills.

Counselling

TAFE Queensland provides students with access to professional counselling services. Counselling services are confidential, free of charge and help apprentices/trainees resolve personal problems that may affect their study and progress. This may include possible relationship difficulties, personal welfare or harassment issues.

TAFE Queensland also offers personal and vocational counselling to help students determine their career goals and make the best study choices.

Disability support

TAFE Queensland is committed to providing equal learning opportunities for apprentices/trainees with disabilities. A student with a disability, should contact the Student Support Team before enrolling to discuss relevant support.

Disability Support Officers can organise services to help meet a apprentice/trainee’s specific needs. They can liaise with teachers the apprentice/trainee’s behalf and provide a range of assistive technologies to support learning, including specialised computer software, keyboards, learning aids and hearing devices.

Our disability support services include:

- AUSLAN sign language interpreters
- coaches, note takers, readers and scribes
- tutors to support course work
- professional assessment services
- reasonable adjustments to training and assessment.

Indigenous student support

Aboriginal and Torres Strait Islander apprentices/trainees have access to an Indigenous Student Support Officer (ISSO) who can provide culturally appropriate information and assistance.

NOTE: The relevant schooling sector is responsible for providing student support services to school-based apprentices/trainees. Please be aware that Student Support Services may vary within each TAFE Queensland region. For more information, please contact your local TAFE Queensland region. Refer to contact details on Page 1.