

Completing an apprenticeship or traineeship or cancelling a completion certificate

Purpose

This procedure details the processes for completing an apprenticeship/traineeship, and issuing or cancelling a completion certificate under the *Further Education and Training Act 2014* (FET Act).

If the supervising registered training organisation (SRTTO) has ceased operating before a completion agreement is signed by the parties (section 50A of the FET Act) refer to the procedure [Completion of an apprenticeship or traineeship \(where the RTO has ceased operating\)](#).

Overview

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, and the SRTTO has issued the qualification, they may begin the completion process for the apprenticeship/traineeship. School-based apprentices and trainees however, must also have completed the minimum required paid working hours.

Note – Apprentices/trainees, once completed, will receive two certificates. The SRTTO will issue a certificate for successfully completing the qualification, and the Department will issue a completion certificate for the apprenticeship/traineeship if satisfied that the apprentice/trainee has completed the apprenticeship/traineeship in accordance with the FET Act.

The Department may decide not to issue, or to cancel, a completion certificate if there is sufficient reason.

Process

Note – training contracts in several racing industry occupations are managed by the Racing Queensland Board (RQB). Refer to the section below titled 'Definitions' for training contracts where the RQB exercises regulatory powers and functions under the FET Act.

This document contains the following sections:

- [Pre-completion process](#)
- [Process when all parties agree to complete](#)
- [Process when the employer or apprentice/trainee has not signed a completion agreement \(one party has signed\)](#)
- [Process for cancelling a completion certificate](#)
- [Reissuing historical completion certificates](#)
- [Attachment 1 – Factors to be considered when deciding to complete a registered training contract](#)
- [Attachment 2 – Factors to be considered when deciding to cancel a completion certificate](#)
- [Attachment 3 – Minimum work requirements for school-based apprenticeships and traineeships \(SATs\)](#).

Pre-completion process

Employer and apprentice/trainee:

- Monitor the attainment of competencies against the training plan, in conjunction with the approaching nominal completion date of the training contract.
- For school-based traineeships, monitor the trainee's working days to ensure the minimum number of paid working days are undertaken by the nominal completion date of the training contract.

- The minimum paid working days required for traineeships served wholly or partly under school-based arrangements is stated in the [Guide to school-based apprenticeships and traineeships](#).
- School-based apprentices cannot complete their apprenticeships whilst still enrolled in school.
- If it becomes apparent that all requirements will not be achieved by the nominal completion date, confer with the SRTO and, if necessary, apply to extend the nominal completion date of the training contract. For more information refer to the procedure [Extension of nominal term of a registered training contract](#).

DTET Customer Centre (DCC), DTET:

- Facilitate an automated mail out of reminder letters alerting the employer and apprentice/trainee to the approaching nominal completion date for the apprenticeship/traineeship and actions they need to take to initiate the completion process.

Note – These letters will be generated only for training contracts with a nominal term of more than two years. The letters will be produced six months prior to the nominal completion date for apprenticeships, and three months prior to the nominal completion date for traineeships.

Process when all parties agree to complete

For information relating to the minimum paid work requirements for school-based apprenticeships and traineeships (SATs), see [Attachment 3](#).

Employer and apprentice/trainee:

- Reach agreement that the apprentice/trainee has achieved workplace competence in all competencies in the training plan and ensure that the SRTO has issued the qualification (and if any of the apprenticeship/traineeship was school-based, the minimum paid work requirement has been completed).
- Complete and sign a completion agreement stating that all training and assessment required under the training plan has been completed by the apprentice/trainee.

A [Completion agreement \(ATF-011\) form](#) is available to assist the parties and the SRTO to provide signed agreement.

- The agreed proposed completion date must not be more than 10 days into the future. If it is more than 10 days into the future, the parties should wait until the apprenticeship/traineeship has been completed before submitting a completion agreement.
- For apprenticeships in the electrotechnology industry, form [ATF-012: Completion statement by supervising registered training organisation, employer and apprentice](#) (which is a combined application for a completion certificate and application for an electrical work licence) may be used instead of ATF-011.
- If using form ATF-012 as a completion agreement, the apprentice will also need to send a copy of it to the Electrical Safety Office at LPS@oir.qld.gov.au in regard to the issue of an electrical work licence (apprentice).
- Ensure the completion agreement is signed by an authorised person for the employer.
- If the apprentice/trainee is under 18 years, ensure the apprentice/trainee's parent/guardian signs the completion agreement if it is appropriate (e.g. it may be inappropriate for a parent/guardian to sign the completion agreement if the apprentice/trainee is living independently of his or her parents).
- Ensure the completion agreement indicates the apprentice/trainee's current postal address.
- Give the completion agreement to the SRTO.
- If the SRTO ceased operating prior to signing the completion agreement, refer to the procedure [Completion of an apprenticeship or traineeship \(where the RTO has ceased operating\)](#).
- For traineeships that commenced as school-based and the Department converted the training contract to full-time or part-time when the trainee left school, and completion is within reach but the trainee has undertaken fewer than the minimum hours/days required to complete, the employer and trainee have the option to submit a business case to the local regional office of the Department seeking a completion

certificate (note – if the training contract is for one of the specified racing industry occupations, the business case is to be submitted to the Metro regional office). If unsure of the minimum working days required to be undertaken, the Apprentice Connect Australia Provider (Provider), the Department, or the Racing Queensland Board (RQB) (for specified racing industry occupations) will be able to assist (this option is not available for apprenticeships). The SRTO must have issued the relevant qualification to the trainee.

The employer and trainee need to jointly submit a business case to the Department requesting the issuance of a completion certificate notwithstanding insufficient employment having been undertaken. The requirements of the business case are:

- It must be in writing and state how many hours/days the trainee has worked as a registered trainee (with the current and any previous employer/s) – attach evidence supporting this statement (such as pay records).
- Provide an overview of the trainee's experience and range of work undertaken, and an evaluation of the trainee's ability to perform the work to the standard expected in the workplace – include, for example, any prior experience or skills picked up in a family business.
- It must be signed by the employer and trainee (and parent/guardian, if appropriate), indicating their support of it.
- Attach a completion agreement signed by the employer, trainee and SRTO (and parent/guardian, if appropriate), showing they agree that all training and assessment required under the training plan has been completed.
- Attach a copy of the relevant qualification issued to the trainee by the SRTO.
- Submit the business case and supporting evidence to the local regional office of the Department for consideration (note - if the training contract is for one of the specified racing industry occupations, the business case is to be submitted to the Metro regional office) – for regional contact information, telephone the Department on 1800 210 210 or by email at apprenticeshipsinfo@qld.gov.au.

Supervising Registered Training Organisation (SRTO):

- Issue the qualification in accordance with the Australian Skills Quality Authority's (ASQA's) requirements.

If the SRTO receives a completion agreement signed by an employer and their apprentice/trainee (and parent/guardian if applicable and appropriate), promptly take the following actions:

- Ensure the apprentice/trainee has completed all training and assessment required under their training plan, including all training that the employer was required to provide.
- Validate, with the employer or their authorised representative, the apprentice/trainee's achievement of competence and ability to perform to the standard expected in the workplace, as expressed by the relevant endorsed industry/enterprise competency standards of a training package or by the learning outcomes of an accredited course.
- For school-based apprenticeships/traineeships, confirm with the party/ies that the apprentice/trainee has completed the minimum paid work requirement as stated in the [Guide to school-based apprenticeships and traineeships](#). If not completed, notify the parties of any outstanding paid work hours that will need to be undertaken before the apprenticeship/traineeship can be completed.
- Once satisfied of the above, sign the completion agreement. (Note – In the event the SRTO and the employer are the same entity, the authorised person who signed for the employer and the authorised person who signs for the SRTO must be two separate individuals. This supports a clear delineation between the roles for quality assurance purposes.) By signing the completion agreement the SRTO declares that the apprentice/trainee has completed all training and assessment required and validates their competence in the workplace. Completed and signed completion agreements are to be submitted within 10 calendar days after being signed, as follows:
 - For specified racing industry occupations, email the completed and signed completion agreement to the Racing Queensland Board (RQB) at info@racingqueensland.com.au.
 - TAFE Queensland and Central Queensland University are to submit completed and signed completion agreements via DELTA, as per the SRTO Work Instructions - Completing a registered training contract where all parties agree.

- For all other completed and signed completion agreements, email it to the Department at apprenticeshipsinfo@qld.gov.au. Use the following naming convention in the subject line of the email to assist prioritisation:
<Completion> <Registration number>, <Apprentice/trainee's surname>

Apprentice Connect Australia Provider (Provider):

IMPORTANT – Limitation of delegated authority MUST be observed. Providers do not have delegation to complete a registered training contract under section 47 of the FET Act. Refer to the [Executive Director's sub-delegations under the FET Act](#) for details of delegated authority.

- Upon receiving a completion agreement (or completion statement), immediately email it to the Department at apprenticeshipsinfo@qld.gov.au using the following naming convention in the subject line of the email to assist prioritisation:
<Completion> <Registration number> <Apprentice/trainee's surname>.
- Upon receiving a business case seeking to complete a converted school-based traineeship where the time worked by the trainee falls short of the minimum requirement (refer to the above '[Employer and apprentice/trainee](#)' section), immediately email it to the Department at apprenticeshipsinfo@qld.gov.au using the following naming convention in the subject line of the email to assist prioritisation:
<Completion> <Registration number> <Trainee's surname>.

Racing Queensland Board (RQB)

IMPORTANT – Limitation of delegated authority must be observed. The RQB only has delegation to decide whether or not to issue a completion certificate for an apprenticeship or traineeship in specified racing industry occupations, and only under sections 47, 49 and 50(2), (3), (4) and (5) of the FET Act. The RQB does not have delegation to issue a completion certificate under section 50A(5) of the FET Act. Refer to the [Executive Director's sub-delegations under the FET Act](#) for details of delegated authority.

- Decide whether to complete apprenticeships/traineeships in accordance with the provisions of the FET Act and delegated authority. For more information, refer to the [RQB Work Instructions – Completion where all parties agree](#).

Note – The RQB may decide to issue a completion certificate only if satisfied that the apprentice/trainee has completed the apprenticeship/traineeship in accordance with the FET Act.

 - Considerations may include a school-based apprentice/trainee who has not completed the minimum paid work requirement.
 - If considering not to issue a completion certificate, undertake a Human Rights compatibility review as part of the decision-making process.
- Upload a Format of Advice and associated documentation/correspondence to the Department via SharePoint, advising of the decision to issue, or not issue, a completion certificate.
 - If the decision is not to issue a completion certificate, include the reasons for the decision on the Format of Advice.
 - **Note** – If the decision is to issue a completion certificate, the Department will generate the completion certificate once the completion of the training contract has been processed in DELTA and post the certificate to Racing Queensland.
 - For more information, refer to the RQB Work Instructions.
- If the decision is to issue a completion certificate, upon receipt of the completion certificate generated by the Department, give the employer, apprentice/trainee (include the completion certificate), parent/guardian (if appropriate), and school (for school-based traineeships), written notice that the training contract has been completed.
- If the decision is not to issue a completion certificate, send written notices to the employer, apprentice/trainee (and parent/guardian, if appropriate) and the SRTO informing them of the decision and the reasons for the decision.

Metro regional office, Training and Skills, DTET

- On receipt of a relevant form(s) and Format of Advice from the Racing Queensland Board advising of the decision to issue, or not to issue, a completion certificate, update the training contract details in DELTA accordingly.
- If the decision is to issue a completion certificate, after processing completion of the training contract in DELTA, email the DTET Customer Centre (DCC) requesting they issue a completion certificate – include the apprentice/trainee's name and training contract registration number. For more information, refer to the relevant Work Instructions.
- Update the Racing Queensland Quarterly delegation register with the details of the Racing Queensland Board's decision.

DTET Customer Centre (DCC):

- Upon receiving an email from the Metro regional office advising that a training contract has been completed in DELTA under delegation by the Racing Queensland Board, generate the completion certificate and post it to Racing Queensland. For more information, refer to the relevant Work Instructions.
- Upon receiving a business case seeking to complete a converted school-based traineeship where the time worked by the trainee falls short of the minimum requirement (refer to the above '[Employer and apprentice/trainee](#)' section), create a Case in CEDRIC against the training contract and assign the Case to the relevant region for processing (note – if the training contract is in one of the specified racing industry occupations, refer to the Metro regional office).

Investigating officer – Training and Skills, DTET:

For traineeships converted from school-based to full-time or part-time upon the trainee leaving school, where all requirements for completion have been met but the trainee's work component falls short of the minimum required, the employer and trainee have the option to submit a business case to the Department seeking the issuance of a completion certificate for consideration (this option does not apply to apprenticeships).

The business case is to be submitted to the local regional office of the Department to take the following actions (note – if the training contract is in one of the specified racing industry occupations, Metro region is to work with Racing Queensland and the region the training contract is in).

- Review the business case, ensuring it is agreed to by the employer and trainee (and supported by the parent/guardian, where applicable and appropriate), and provides sufficient evidence to allow a determination to be made regarding completion of the training contract, including:
 - confirmation that the SRTO has issued the relevant qualification
 - the number of hours/days the trainee has worked at the traineeship, supported by evidence such as pay records
 - an account by the employer outlining the trainee's level of knowledge and experience relevant to the traineeship.
- Investigate and decide whether a shortfall in hours/days the trainee has worked is the only matter impeding the issuance of a completion certificate in accordance with the FET Act.
- Provide a briefing note and supporting evidence to QATO at opra@desbt.qld.gov.au for consideration by the Director, QATO, including a recommendation to issue, or not to issue, a completion certificate. If recommending not to issue a completion certificate, include the reason/s for the recommendation.
- Upon receipt of the Director, QATO's response:
 - take the required action as per the Director, QATO's decision, and respond to the parties accordingly, and
 - if the Director, QATO's decision is to issue a completion certificate, arrange for the necessary action to be taken under regional delegation to issue it.

Queensland Apprenticeship and Traineeship Office (QATO), DTET:

- Upon receipt of a briefing note and supporting evidence from the relevant regional office seeking the issuance of a completion certificate in regard to a converted school-based traineeship where the trainee has

not met the minimum work requirement, co-ordinate with the Director, QATO for a decision and notify the region of the outcome.

Delegated officer – Training and Skills, DTET (note – for specified racing industry occupations, refer to Racing Queensland Board (RQB) section above):

- Determine whether or not all requirements for completion of the apprenticeship/traineeship have been met.

Note – The delegated officer may decide to issue a completion certificate only if satisfied that the apprentice/trainee has completed the apprenticeship/traineeship in accordance with the FET Act.* Considerations may include –

- issues involving an ASQA or Quality and Compliance Unit investigation of the SRTO
 - a school-based apprentice/trainee who has not completed the minimum paid work requirement.
- Request further information, if necessary, before deciding whether to issue a completion certificate.
 - Make a decision whether to issue, or not issue, a completion certificate.
 - In making a decision, take into account the 23 fundamental Human Rights under the [Human Rights Act 2019](#).

*However, in circumstances where a trainee has not met the minimum work requirement to complete, and with the approval of the Director, QATO, the local regional office may exercise their delegation and issue a completion certificate under section 45 of the FET Act.

- Follow the relevant process detailed in the Work Instructions titled 'Completion of a registered training contract – where all parties agree'.

Process when the employer or apprentice/trainee has not signed a completion agreement (one party has signed)

Employer and apprentice/trainee:

- If an employer or apprentice/trainee advises that they believe the apprenticeship/traineeship has been completed, however the other party either (i) has refused or neglected to sign a completion agreement after being requested to do so, or (ii) has not signed a completion agreement because they cannot be located –
 - Upon receiving written notice from the Department stating that the Department is considering issuing a completion certificate, provide a response to the information outlined in the notice if required, by the date stated in the notice.

Apprentice Connect Australia Provider (Provider) or Training and Skills, DTET, or Racing Queensland Board (RQB):

- If an employer or apprentice/trainee advises that they believe the apprenticeship/traineeship has been completed, however the other party either (i) has refused or neglected to sign a completion agreement after being requested to do so, or (ii) has not signed a completion agreement because they cannot be located, advise them to contact their SRTO to resolve the matter (with a view to undertaking the 'notification of intent to complete' process).

Supervising Registered Training Organisation (SRTO):

If the employer or apprentice/trainee has refused or neglected to sign a completion agreement or cannot be located, the SRTO must decide whether they are reasonably satisfied that the apprentice/trainee:

- has completed all training and assessment under their training plan, and
- has been, or is entitled to be, issued with the qualification or statement of attainment for the apprenticeship/traineeship.

If the SRTO is reasonably satisfied of the above, once the qualification has been issued, they must notify the Department accordingly by sending an email to apprenticeshipsinfo@qld.gov.au, or to the Racing Queensland Board (RQB) at info@racingqueensland.com.au (for specified racing industry occupations), stating:

- the subject line: **<Completion> <Registration number> <Surname>**
- the reasons they are reasonably satisfied

- which party has not signed a completion agreement – if attempts to obtain the parent/guardian's signed consent were unsuccessful, include this information in the email
- the proposed completion date
- attaching a copy of the completion agreement signed by the apprentice/trainee (and parent/guardian, if applicable and appropriate) or signed by the employer.

Form [ATF-033: Notice of intent to complete](#) is available to assist SRTOs to provide this notification to the Department.

Delegated officer – Training and Skills, DTET, or Racing Queensland Board (RQB) (for specified racing industry occupations):

Section 49 of the FET Act requires the chief executive give written notice to the parties to the training contract when considering whether to issue a completion certificate where one party has not signed a completion agreement.

Upon receipt of form [ATF-033: Notice of intent to complete](#) (or an alternative written notification providing the mandatory information as stated in the FET Act) from an SRTO, provide a written notice to the parties to the registered training contract stating –

- the SRTO has advised the chief executive of the matters mentioned in section 48(1)(a) of the FET Act, and
- the chief executive is considering whether to issue a completion certificate to the apprentice/trainee, and
- the party may, within 21 calendar days after the notice is given, advise the chief executive whether the party considers the completion certificate should be given, including the reasons for the party's view.

Note – a letter is also available to send to the parent/guardian if applicable and appropriate.

Once the due date for a response has elapsed, consider any responses received and decide whether to issue or not issue a completion certificate.

- In making a decision, take into account the 23 fundamental Human Rights under the [Human Rights Act 2019](#).
- Racing Queensland Board (RQB):
 - If the decision is to issue a completion certificate, upload a Format of Advice and relevant documentation to the Department via SharePoint, and request a completion certificate be provided. Upon receipt of the completion certificate generated by the Department, give the employer, apprentice/trainee (include the completion certificate) parent/guardian (if applicable and appropriate), and school (for school-based traineeships), written notice that the training contract has been completed.
 - If the decision is not to issue a completion certificate, send written notices to the employer, apprentice/trainee (and parent/guardian, if applicable and appropriate) and the SRTO informing them of the decision and the reasons for the decision.
 - Upload a Format of Advice and copies of the written notices (and HR review form, if applicable) to the Department via SharePoint.
 - For more information, refer to the RQB Work Instructions.

Metro regional office, Training and Skills, DTET

- On receipt of a relevant form(s) and Format of Advice from Racing Queensland advising of the decision to issue or to not issue a completion certificate, update the details of the training contract in DELTA in accordance with the Format of Advice.
- If the decision is to issue a completion certificate, once completion of the training contract has been processed in DELTA, email DTET Customer Centre (DCC) details of the training contract completion, including the apprentice/trainee's name and training contract registration number. For more information, refer to the relevant Work Instructions.

DTET Customer Centre (DCC):

- Upon receiving an email from the Metro regional office advising that a training contract has been completed in DELTA under delegation by the Racing Queensland Board, generate the completion certificate and post it to Racing Queensland. For more information, refer to the relevant Work Instructions.

Process for cancelling a completion certificate

If the Department, or the RQB (for specified racing industry occupations), issues a completion certificate and then requests the apprentice/trainee return it as it should not have been issued, the Department or the RQB may take action to cancel that completion certificate if it is not returned. The FET Act requires the Department to publish details of a cancelled completion certificate on its [website](#).

There is no timeframe limiting when a completion certificate may be cancelled.

Cancellation of the qualification issued by the SRTO is not a pre-requisite to cancelling a completion certificate.

Cancelled completion certificate holder (ex-apprentice/trainee):

If a completion certificate has been issued and it is subsequently identified that a data entry error was made in issuing the certificate, or a completion certificate was issued in error or because of a materially false or misleading representation or declaration, the completion certificate may need to be returned or cancelled.

- If written notice is received from the Department (or the Racing Queensland Board (RQB) for specified racing industry occupations) requiring the return of a completion certificate, comply with the request or notify the Department (or the RQB) as to the reason why it cannot be returned.
- If a show cause notice is received from the Department or the RQB relating to a proposal to cancel the completion certificate, provide a written response to the information outlined in the notice by the date stated in the notice.
 - **Note** – Only responses provided by the date stated in the notice will be considered by the delegated officer when making a decision on cancelling the completion certificate.
- If a completion certificate is cancelled under section 53 of the FET Act, the decision can be appealed through the Queensland Industrial Relations Commission (QIRC).

Delegated officer – Training and Skills, DTET; or Racing Queensland Board (RQB) (for specified racing industry occupations):

If a completion certificate has been issued and it is subsequently identified that a data entry error was made in issuing the certificate, in the first instance attempt to retrieve the certificate (and if practicable, the covering Departmental or RQB letter) informally from the apprentice/trainee without instigating a show cause process.

- If the certificate is not returned, a show cause process must be commenced.

If the chief executive reasonably believes a completion certificate was issued in error (and the certificate has not been returned) or because of a materially false or misleading representation or declaration, and decides to propose cancelling the completion certificate, a show cause process must be followed prior to making a decision.

- Prior to giving a show cause notice, undertake an HR compatibility review (by completing Part A of the *Human Rights Act 2019 – compatibility review form. Show Cause Notice process*) regarding the proposed decision, taking into account the 23 fundamental Human Rights under the [Human Rights Act 2019](#).
- Send a show cause notice to the holder of the certificate stating –
 - that the chief executive is considering cancelling the completion certificate;
 - the reason for the proposed cancellation; and
 - that the holder may, within 14 calendar days after the notice is given, give the chief executive a written response to the proposed cancellation.

Note – a letter is also available to send to the parent/guardian, if applicable and appropriate.

- When the show cause period has elapsed, consider any written response/s received from the holder of the certificate and make a decision.
- Undertake an HR compatibility review (by completing Part B of the *Human Rights Act 2019 – compatibility review form. Show Cause Notice process*) regarding the decision, taking into account the 23 fundamental Human Rights under the [Human Rights Act 2019](#).

- Save a copy of the completed Human Rights Compatibility Review Form (Parts A and B).
 - Departmental officers – save in CEDRIC against the training contract.
 - RQB – upload a copy with a Format of Advice to the Department via SharePoint,
- Send the holder of the certificate an information notice for the decision (**Note** – a letter is also available to send to the parent/guardian if applicable and appropriate)
 - If the decision is to cancel the completion certificate the delegated officer –
 - must advise the Queensland Apprenticeship and Traineeship Office (QATO) at opra@desbt.qld.gov.au of the cancellation so QATO can notify the cancellation of the completion certificate on the Department’s website (Note – this is not necessary if the certificate has been returned)

Racing Queensland Board (RQB) – Provide this advice on a Format of Advice, together with associated correspondence, to the Metro regional office who will notify QATO.

 - may, by signed notice to the person to whom the certificate was issued, require the person to return it to the Department within the time stated in the notice
 - for a school-based apprenticeship/traineeship, if the cancelled completion certificate will affect the student’s allocation of credit points for their Queensland Certificate of Education (QCE) (e.g. if competencies have not, in fact, been completed), contact QATO at opra@desbt.qld.gov.au to develop a strategy for managing communication of the impact. The RQB should contact the Metro regional office for this purpose.
- **Note** – (1) the cancellation takes effect from the day the information notice is given, (2) the cancellation of the completion certificate does not reinstate the training contract that ended when the completion certificate for the apprenticeship/traineeship ended.
- **Note** – Detailed information must be recorded against the training contract throughout the process (in CEDRIC by Departmental officers; uploaded to the Department via SharePoint by the RQB), including:
 - a copy of the show cause notice given to the holder of the certificate (and correspondence given to the parent/guardian, if applicable)
 - any written response/s to the show cause notice
 - Human Rights Compatibility Review Form (Parts A and B)
 - a copy of information notice advising of the decision
 - Format of Advice (RQB)
 - any other documentation relating to this matter.
- **Note** – A decision to cancel a completion certificate under section 53 of the FET Act is appealable to the Queensland Industrial Relations Commission (QIRC).

Queensland Apprenticeship and Traineeship Office (QATO), DTET:

- Upon receiving the details of a cancelled completion certificate, arrange for the details of the cancelled completion certificate to be published on the Department’s website.
- If the details of a cancelled completion certificate have been published on the Department’s website and subsequently the apprenticeship/traineeship has been completed legitimately and a new completion certificate issued, remove the outdated details of the cancelled completion certificate from the website. Note this action in DELTA against the training contract.
- In regard to cancelled completion certificates for school-based apprenticeships/traineeships where the cancellation affects the credits allocation for the student’s QCE, assist regional officers, where necessary, to develop a strategy for communicating the impact to relevant stakeholders.

Reissuing historical completion certificates

From time to time the Department receives requests to reissue a completion certificate. The Certificate of Completion template has changed over time, and DELTA automatically produces completion certificates on the current version of the template.

The DTET Customer Centre (DCC) manages the reissue of historical completion certificates and their [A to Z Index](#) (Departmental officers only) on SharePoint contains the process. Essentially:

- for completions from 29/1/2018 onwards a certified copy of the completion certificate is issued
- for completions before 29/1/2018 an extract from the register of apprenticeships and traineeships is issued.

Departmental officers and Providers who receive a request for a completion certificate to be issued from an historical record should contact the DCC (Apprenticeships Info) on 1800 210 210 for assistance.

Definitions

ADMS	Apprenticeships Data Management System – the Australian Government’s database in which Apprentice Connect Australia Providers (Providers) record, among other things, the details of new training contracts prior to lodging them with the Queensland Government for registration.
AIRDOCS	A system used by the Department for letter templates which are subsequently generated through DELTA.
Approved form	A form approved by the chief executive (Department of Trade, Employment and Training).
ASQA	Australian Skills Quality Authority, the national regulator for Australia’s vocational education and training (VET) sector. ASQA regulates training providers that deliver VET qualifications and courses to ensure nationally approved quality standards are met.
Apprentice Connect Australia Provider	Apprentice Connect Australia Providers, also known as Providers, are contracted by the Australian Government to provide targeted services which deliver tailored advice and support to employers, apprentices and trainees. Providers also have an agreement with the Department to provide training contract related services. The Provider is the first point of contact for the administration of all training contracts.
CEDRIC	A Client Relationship Management system used by the Department to capture information on client and stakeholder engagement and correspondence (for internal access only).
DCC	DTET Customer Centre (Phone Team) – responsible for managing calls received through the Apprenticeships Info line and emails received in the mailbox apprenticeshipsinfo@qld.gov.au
Delegated officer	An appropriately qualified person to whom the chief executive has delegated functions and powers
DELTA	Direct Entry Level Training Administration, the Department’s database of registered apprentices and trainees
Department or DTET	Department of Trade, Employment and Training
Format of Advice	A document developed and used by Racing Queensland for the purpose of providing information to the Department regarding actions and decisions relating to training contracts.
Nominal completion date	The date set by DELTA, which signifies the end of the nominal term of a registered training contract
Nominal term	The time taken by the majority of apprentices and trainees to complete the training required for an apprenticeship or traineeship
QATO	Queensland Apprenticeship and Traineeship Office
QIRC	Queensland Industrial Relations Commission
Quality and Compliance Unit	Audit Skills Assure Suppliers
Racing Queensland Board	The Racing Queensland Board is the statutory control body for the thoroughbred, harness, and greyhound codes of racing in Queensland with responsibility for the management of these codes. The RQB has an agreement with the Department to provide training contract related services for training contracts in these codes of racing for the following industry specific occupations –

	<ul style="list-style-type: none"> • Stablehand traineeship • Trackrider traineeship • Advanced stablehand traineeship • Jockey apprenticeship.
Signed consent of a parent (if appropriate)	It may be inappropriate for a parent to sign an application if the apprentice or trainee is living independently of his or her parents.
SRTO	<p>is a registered training organisation that:</p> <ol style="list-style-type: none"> 1. accepts a nomination to deliver training and assessment to apprentices or trainees as negotiated and agreed under individual training plans 2. assesses an employer's capacity to provide the supervision, facilities and training required under the training plan for an apprentice or trainee 3. assesses whether the apprentice or trainee has completed the training and assessment required to be completed under a training plan 4. when satisfied the apprentice or trainee has completed the training and assessment required, issues the qualification or statement of attainment stated in the training plan, and is a signatory on a completion agreement verifying that all training and assessment required under the training plan has been completed by the apprentice or trainee.

Legislation

- [Further Education and Training Act 2014](#) Sections 45-54, 168
- [National Vocational Education and Training Regulator Act 2011](#) Sections 55-59

Delegations/Authorisations

- [Director-General's Delegations under the Further Education and Training Act 2014](#)
- [Executive Director's sub-delegations under the Further Education and Training Act 2014](#)

Related policies

- [Declaration of apprenticeships and traineeships in Queensland policy](#)
- [School-based apprenticeships and traineeships policy – Queensland and Norfolk Island](#)
- [Electronic Signing Policy for Apprenticeships and Traineeships in Queensland](#)

Related procedures

- [Completion of an apprenticeship or traineeship \(where the RTO has ceased operating\)](#)
- [False and misleading information](#)

Supporting information/websites

Agreements (internal resources)

- Protocols between the Department and Providers
- Protocols between the Department and Racing Queensland Board
- Services Agreement between the Department and Providers
- Agreement between the Department and Racing Queensland Board

Forms

- [ATF-011: Completion agreement](#)
- [ATF-012: Completion statement by supervising registered training organisation, employer and apprentice](#)
- [ATF-033: Notice of intent to complete](#)
- **SharePoint** – [HR compatibility review form – general decision](#) (*Human Rights Act 2019 – compatibility review form. Decision (when no Show Cause process undertaken)*) (Departmental employees only)
- **SharePoint** – [HR compatibility review form – Show Cause notice](#) – *Human Rights Act 2019 – compatibility review form: Show Cause Notice process* (Departmental employees only)
- **SharePoint** – *RQB HR compatibility review form – general decision (Human Rights Act 2019) – compatibility review form. Decision (when no Show Cause process undertaken)* (RQB)
- Format of Advice (for RQB use only)

Work instructions

- Completing a registered training contract when all parties agree (Providers)
- Completion – where all parties agree (Departmental employees)
- Completion – where a party fails to sign a completion agreement (Departmental employees)
- Completion – where an SRTO has stopped operating as an RTO (Departmental employees)
- Cancelling a completion certificate (Departmental employees)
- Early Completion Referrals (Departmental employees)
- Completion – where all parties agree (RQB)
- Completion – where a party fails to sign a completion agreement (RQB)
- Cancelling a completion certificate (RQB)

Providers can access Provider Work Instructions in the [library on SharePoint](#).

Departmental officers can access Work Instructions at this [internal website](#).

RQB officers can access RQB Work Instructions at this [internal website](#).

Online materials

- [Guide to school-based apprenticeships and traineeships](#)
- **SharePoint** - [Guide to show cause process and evidence-based decision-making](#) (Departmental employees)
- **SharePoint** - [Frequently asked questions – Forms with missing information](#)

Letters

- AIRDOCS – Completion date letter (Electrical) (Departmental employees only)
- AIRDOCS – Completion date letter (Non-electrical) (Departmental employees only)
- AIRDOCS – Completion letter (A&T) – (s47) (Departmental employees only)
- AIRDOCS – Completion letter (Emp & Parent) – (s47) (Departmental employees only)
- AIRDOCS – Completion letter (A&T) – (s50) (Departmental employees only)
- AIRDOCS – Completion letter (Emp & Parent) – (s50) (Departmental employees only)
- DocumentsCorePack – Requesting information from the parties to the training contract – EMP-APP (Departmental employees only)
- DocumentsCorePack – Requesting time & wages records to complete a SAT – EMP (Departmental employees only)
- DocumentsCorePack – Completion – considering issuing a completion certificate – written notice s49 (Departmental employees only)
- DocumentsCorePack – Completion – NOT issue a completion certificate – written notice s47 (Departmental employees only)
- DocumentsCorePack – Completion – NOT issue a completion certificate – written notice s50 (Departmental employees only)
- DocumentsCorePack – Cancel completion certificate – show cause – APP-Parent (Departmental employees only)
- DocumentsCorePack – Cancel completion certificate – information notice – cancel – APP-Parent (Departmental employees only)
- DocumentsCorePack – Cancel completion certificate – information notice – NOT cancel – APP-Parent (Departmental employees only)
- SharePoint – Completion – the chief executive considering issuing a completion certificate – s49 (RQB employees only)
- SharePoint – Completion of training contract NOT approved – s47 (RQB employees only)
- SharePoint – Completion of training contract NOT approved – s50 (RQB employees only)
- SharePoint – Completion (RQB employees only)

Template

- Certificate of Completion (Department only)

Website

- Human Rights: www.qld.gov.au/law/your-rights/human-rights

Contact

For further information, please contact Apprenticeships Info:

- **Website:** www.desbt.qld.gov.au
- **Telephone:** 1800 210 210
- **Email:** apprenticeshipsinfo@qld.gov.au

For information regarding obtaining a work licence in the electrical or building industries, please contact:

- Electrical Safety Office on 1300 362 128, website: www.worksafe.qld.gov.au/your-industry/electrical
- Queensland Building and Construction Commission on 13 93 33, website: www.qbcc.qld.gov.au/industry/apply-licence/overview



Attachment 1

Factors to be considered when deciding to issue or not issue a completion certificate

A range of factors may impact on the decision of the delegated officer and these will vary from case to case. Whilst this is not an exhaustive list of factors and considerations, the information below may assist with taking the most appropriate action.

Factor	Consideration
Has an agreement been received in the approved form?	<p>For a completion if all parties agree, that is –</p> <ul style="list-style-type: none"> ○ an agreement by the employer, apprentice/trainee (and, if the apprentice/trainee is under 18, their parent/guardian if appropriate) and the SRTO; and ○ stating that all training and assessment required under the training plan has been completed by the apprentice or trainee. <p>The FET Act requires that the application be in the approved form, and the Department has developed a form template to assist the applicants to provide all the required information. ‘In the approved form’ does not, however, require the applicants to use the available template, but that they provide all the required information in writing, under signature (which includes, for example, by electronic signature).</p>
If the SRTO and employer are the same entity, can the same individual sign the completion agreement as both the SRTO and the employer?	No, the completion agreement must not be signed by the same individual in situations where the SRTO and employer are the same entity. This supports a clear delineation between the roles for quality assurance purposes.
If an electrical completion comes in on form ATF-012, however not all fields have been completed, is it considered to be ‘in the approved form’?	<p>Form-012 is considered to be ‘in the approved form’ if all fields have been completed which would have been completed had Form ATF-011 been used.</p> <p>There is no requirement to follow-up on any missing ESO-related details on the form.</p> <p>If the parties choose to use this form, it is the apprentice’s responsibility to send a copy to the ESO.</p>
Can a training contract be completed while it is suspended?	<p>No. Whilst a training contract is suspended there is no training and assessment in the apprenticeship/traineeship happening, so full competence could not be achieved with a date of effect which lies within the period of suspension. If training and/or assessment is occurring, the parties need to advise that the suspension needs to be ended.</p> <p>If the parties and the SRTO agree that all training and assessment had been completed at, or before, the date on which the suspension commenced, then they should sign a completion agreement with a date of effect no later than the last day training and/or assessment occurred.</p>
What happens if a completion agreement is received with a proposed completion date which is after the nominal completion date?	<p>There is no need to obtain an application to extend the training contract if the completion agreement has been signed by the employer and the apprentice/trainee.</p> <p>If the completion date is 90 days or less after the nominal completion date, the signed agreement is sufficient to support that employment and training in the apprenticeship/traineeship continued up until the proposed completion date.</p> <p>If the completion date is more than 90 days after the nominal completion date, confirm with the employer and apprentice/trainee that employment and training continued up to</p>

Factor	Consideration
	<p>the proposed completion date. If confirmed, continue with the completion process.</p> <p>Note – in the scenarios stated above, an ‘administrative extension’ will be required.</p>
<p>What happens if an employer has signed a training record verifying that all units of competency have been completed, however does not want to sign a completion agreement?</p>	<p>It is possible an employer will decline to sign a completion agreement so they can continue to employ the individual as an apprentice/trainee.</p> <p><u>If the apprentice/trainee wants to complete –</u></p> <p>The apprentice/trainee may pursue completion of the apprenticeship/traineeship, provided their SRTO agrees, with a view to undertaking the “notification of intent to complete” process. This provision in the FET Act ensures apprentices/trainees are not disadvantaged by having to complete a time-based arrangement if they are ready to complete their apprenticeship/traineeship.</p> <p><u>If the apprentice/trainee does not want to complete –</u></p> <p>An employer may have signed-off their apprentice/trainee as having achieved all required competencies, however the apprentice/trainee may want to continue in the apprenticeship/traineeship to refine their skills or work in a particular part of the trade they are not fully comfortable with.</p> <p>The SRTO must issue the qualification in accordance with the requirements of ASQA (the Australian Skills Quality Authority). Issue of the qualification does not impose a requirement on the Department to complete the training contract at that point in time. Even though the SRTO has issued the qualification, the apprentice/trainee and their employer may agree to a future completion date for the apprenticeship/traineeship and sign a completion agreement when that date arrives.</p> <p>There seems little benefit in forcing the parties to complete if they both agree they want to continue. The wage issue is for the parties to resolve as issue of the qualification, in most cases, would mean they are progressing beyond apprentice wages (not all awards, but most with competency-based progression).</p>
<p>When an apprentice/trainee ticks “Yes” on the completion agreement form, giving their consent for the Department to provide details of their completed apprenticeship/traineeship to a third party or prospective employer, how does the Department use this information?</p>	<p>This information is used by the Department to provide verification that an apprentice/trainee has successfully completed an apprenticeship/traineeship pathway to a prospective employer, if required.</p>
<p>Can a completion be processed for a qualification that has been superseded and the teach-out period has expired?</p>	<p>Provided no further training and assessment is required, an apprentice/trainee does not need to transition into a superseding qualification and can complete their apprenticeship/traineeship under a superseded qualification.</p>

Attachment 2

Factors to be considered when deciding to cancel or not cancel a completion certificate

A range of factors may impact on the decision of the delegated officer and these will vary from case to case. Whilst this is not an exhaustive list of factors and considerations, the information below may assist with taking the most appropriate action.

Factor	Consideration
Was the certificate issued in error?	A data entry error may have been made (e.g. incorrect DELTA registration number entered).
Was the certificate issued because of a materially false or misleading representation or declaration?	<p>As per the wording of this section, a completion certificate can be cancelled because a representation or declaration was 'materially false' OR 'misleading'. Whilst there are circumstances where it can be both, it does not have to be. In proposing to cancel a completion certificate, officers need to clearly articulate whether it is one or both, and demonstrate their reasonable belief for proposing the decision.</p> <p>Proposals which are based on or include a decision to cancel the completion certificate on the basis that the representation or declaration was 'misleading' will need to demonstrate that it was made knowingly or with intent. For example, the SRTO signing a completion agreement when the apprentice/trainee had not completed all units of competency does not in itself demonstrate intent. Whilst that statement is 'materially false', it may be difficult to establish that it was intended to 'mislead' if they believed the statement to be true.</p>

Attachment 3

Minimum paid work requirements for school-based apprenticeships and traineeships (SATs)

The following information is provided to assist stakeholders understand the minimum number of hours (days) paid work required for apprenticeships and traineeships undertaken wholly or partly as SATs, before a training contract may be completed.

Query	Response
What is the day/hour equivalence in regard to the minimum paid work requirement?	For the purpose of determining the minimum paid work requirement for school-based apprentices and trainees, one work day is equivalent to 7.5 hours.
What is the minimum paid work requirement for SATs?	<p>TRAINEESHIPS—An employer must commit to provide to a school-based trainee a minimum of 375 hours (50 days) of paid employment over each 12-month period from the commencement date of the training contract. The parties need to plan ahead and develop a schedule for when this employment will occur.</p> <p>Where a traineeship has been undertaken wholly or partly under school-based arrangements, the trainee must have completed the minimum paid work requirement before the traineeship can be completed.* The minimum paid work requirement is:</p> <ul style="list-style-type: none"> • Where the training contract is entered into the Australian Government's ADMS database before 11 February 2019, the trainee must have completed a minimum of 375 hours (50 days) of paid employment before the traineeship may be completed. • Where the training contract is entered into the Australian Government's ADMS database on or after 11 February 2019, the trainee must have completed a minimum of 375 hours (50 days) of paid employment for each 12 months of the **full-time equivalent nominal term before the traineeship can be completed. <p>*However, where the Department has converted a school-based traineeship to full-time or part-time arrangements upon the trainee leaving school, the employer and trainee may agree all training and assessment has been completed and provide a business case seeking a completion certificate, notwithstanding the minimum work requirement being not fully completed.</p> <p>**To find the nominal term of a full-time traineeship, refer to the Department's QTIS database at www.qtis.training.gov.au. Search on the occupation, then on the 'Apprenticeship and traineeship details' page for the occupation, scroll down to the Traineeship Probation/Duration Details sub-heading.</p> <p>APPRENTICESHIPS—A limit on the amount of institutional training which may be delivered to school-based apprentices precludes them from completing whilst at school.</p>
An example— How many hours (minimum) must a school-based trainee work if the full-time traineeship has a nominal term of 18 months?	<p>If the nominal term of a full-time traineeship is 18 months, a school-based trainee in the same traineeship is required to work as follows—</p> <ul style="list-style-type: none"> • If the training contract was entered into the Australian Government's ADMS database before 11 February 2019, the minimum is 375 hours (50 days). • If the training contract was entered into the Australian Government's ADMS database on or after 11 February 2019, the minimum is 562.5 hours (75 days) – that is, 375 hours (50 days) for the first 12 months, and 187.5 hours (25 days) for the following 6 months.
If the nominal term of a full-time traineeship is 24 months, how can a school-based trainee in the same traineeship complete the required	School-based trainees may work during weekends, school holidays and during the school week, however they will not necessarily complete the minimum work requirement whilst at school.

Query	Response
750 hours (100 days) work if they commenced in Year 12?	If a school-based trainee has not worked sufficient hours when they finish their schooling, the training contract needs to be amended to full-time or part-time arrangements to enable the traineeship to continue through to completion. If a change to full-time or part-time is not appropriate in the circumstances, the training contract would need to be cancelled and the trainee then has the option of completing the traineeship later under a new training contract.
How many hours must a trainee work if their training contract is a recommencement?	<p>The hours a trainee has worked under a cancelled training contract are subtracted from the hours required to be worked under a recommenced school-based training contract in the same traineeship.</p> <p>For example—a trainee was required to work 750 hours under a school-based training contract but the contract was cancelled when only 300 hours had been worked; then the trainee recommenced the same traineeship. The trainee must work at least 450 hours more before it's possible to complete the new training contract, regardless of whether it's school-based, full-time or part-time.</p>
Does credit transfer of units of competency reduce the hours required to be worked?	No. The number of competencies already achieved on commencement of a traineeship has no bearing on the minimum work requirement. A school-based trainee who has credit transfer of some competencies is still required to undertake the full minimum working hours before their traineeship can be completed. The credit transfer may reduce the nominal term of the training contract, however the minimum working hours requirement will remain the same.
How does a permanent transfer affect the minimum work hours?	<p>A permanent transfer is, essentially, a recommencement, in that the trainee ceases with the original employer and recommences with a new employer on permanent transfer. The trainee and the new employer need to know how many hours the trainee has already worked and how many hours they have yet to work before the traineeship can be completed.</p> <p>The trainee must work at least 375 hours (50 days) for each 12 months of the traineeship's full-time nominal term.</p> <p>When a delegated officer facilitates and approves a permanent transfer of a school-based training contract, they are required to calculate and let the employer and trainee know the minimum number of hours to be worked with the new employer to enable the training contract to be completed. The calculation is: the number of hours required to be worked, less the hours already worked, resulting in the remaining hours still to be worked.</p> <p>Note – limits on the amount of institutional training which may be delivered to school-based apprentices precludes them from completing whilst at school, therefore it is not a requirement to calculate or let the employer and apprentice know the minimum number of hours yet to be worked with the new employer to enable a training contract for an apprenticeship to be completed.</p>
If a school-based trainee has fulfilled the minimum work requirement but still has institutional (off-the-job) training to complete, what happens?	A training contract is a contract of employment and training. If a trainee has worked the required minimum hours but still has institutional (off-the-job) training to complete, the parties must continue to schedule a regular pattern of working hours for the trainee up until the training contract is completed.
How does changing the training contract mode from school-based to full-time or part-time arrangements affect the minimum work requirement?	The minimum work requirement does not change. It applies wherever a traineeship has been undertaken wholly or partly under school-based arrangements. Once a training contract is amended from school-based to full-time or part-time arrangements however, one would anticipate that the minimum work requirement would be fulfilled fairly quickly.

Query	Response
<p>Can a school-based traineeship be completed if the trainee has not worked the minimum hours required?</p>	<ol style="list-style-type: none"> 1. Where the Department has converted a school-based traineeship to full-time or part-time arrangements upon the trainee leaving school, and all training and assessment has been completed but the trainee has worked fewer than the minimum hours/days required to complete, the employer and trainee may, by agreement, submit a business case and supporting evidence to the Department seeking the issuance of a completion certificate. 2. School-based trainees who are nearing the end of Year 12 and are unlikely to meet the minimum paid work requirement due to circumstances beyond their control can put a business case to the Queensland Training Ombudsman (QTO) for independent consideration of their case for completion. <p>Information on lodging enquiries and complaints with the QTO is available on the QTO's website at https://trainingombudsman.qld.gov.au/ and business cases can be lodged by using the QTO's online complaint form. After reviewing the case, the QTO will make a recommendation to the Department about whether the training contract should be completed.</p>
<p>Can a trainee undertake the required working hours in a shorter period than the nominal term of the traineeship?</p>	<p>Yes. A trainee can work extra hours where agreed between the parties. This can be done by extra release from school and/or additional hours outside of school time. When the minimum hours have been worked and all other completion requirements have been met, the completion process can be initiated.</p> <p>It is important to note however, that a training contract is a contract of employment and training, therefore if all training delivery as stated in the training plan has not been completed, a schedule of regular work must be continued – regardless of how many hours have been worked already – until all units of competency required in the training plan have been completed.</p>
<p>If a trainee is unable to attend work due to circumstances beyond the employer's control, do they need to make up the lost working hours as well as continue their scheduled hours?</p>	<p>Trainees must be provided a structured and meaningful paid work experience, though it is common that some scheduled work hours may be missed due to sickness, holidays, etc.</p> <p>The missed work hours do not need to be slotted-in amongst the already planned work schedule, however the traineeship cannot be completed until the minimum required working hours (days) have been undertaken. If the trainee finishes school without having completed the required minimum working hours, the remainder will need to be undertaken when the training contract converts to full-time or part-time arrangements.</p>
<p>Training delivery— Is it acceptable to greatly accelerate the institutional (off-the-job) training for a traineeship that has a nominal term of 2 years?</p>	<p>The SRTO needs to negotiate and develop a training plan with the employer and trainee when the traineeship starts. The agreed training plan outlines how, when, where and by whom training will be delivered.</p> <p>Training should be underpinned by employment, so that employment aligns with and reinforces training delivered by the SRTO. The employer will need to confirm workplace competence before each unit of competency is signed-off as completed.</p>