

# Who's Who in the Apprenticeship and Traineeship System

## Apprentice Connect Australia Provider

Apprentice Connect Australia Providers (Providers) deliver advice and support services for employers, apprentices and trainees including:

- providing information on apprenticeships and traineeships suitable for a workplace
- conducting an induction with the employer and apprentice or trainee
- assistance with completing, lodging and maintaining the training contract
- providing information and assistance with Commonwealth

- and State incentives
- providing a strengthened service delivery model where apprentices may have a choice between a Generalist or Specialist Provider in some regions:
  - **Generalist** - ASA, BUSY At Work, MAS National and MEGT
  - **Women in Male Dominated Trades Specialist** - BUSY At Work
  - **First Nations Specialist** - BUSY At Work, ITEC and SYC
  - **Clean Energy Specialist** - BUSY At Work

For more information visit [www.australianapprenticeships.gov.au](http://www.australianapprenticeships.gov.au)

### Apprentice/Trainee

An apprentice or trainee is an individual employed under a training contract who is undertaking a combination of employment and training.

### Training Contract

A training contract is completed and signed by the employer and apprentice or trainee. This contract binds the parties by conditions and obligations until the completion of the training.

A parent/guardian may be required to sign the training contract if the apprentice or trainee is under 18 years of age.

### Employer

An employer provides employment and training to assist an individual to complete an apprenticeship or traineeship under the guidance of a training organisation.

## Supervising Registered Training Organisation

A supervising registered training organisation (SRTO) delivers the training component of an apprenticeship or traineeship and is responsible for assessing the skills and competence of the apprentice or trainee as they progress. An SRTO may also be called the registered training organisation (RTO), training organisation or college.

Services include:

- negotiating and developing the training plan with the employer and apprentice or trainee and conducting an employer resource assessment within the first three months of the start of the apprenticeship/traineeship

- delivering training either in the workplace or at the training organisation
- providing a training record and other training materials
- verifying on-the-job training delivered by the employer
- ensuring the parties are aware of any costs associated with the training and the implications of utilising government funding
- arranging additional learning support if required (e.g. literacy and numeracy)
- issuing the qualification upon completion

## Department of Trade, Employment and Training

The Department of Trade, Employment and Training (DTET) is responsible for managing the apprenticeship and traineeship system in Queensland under the *Further Education and Training Act 2014*.

The Department has regional officers throughout the state to provide information and assistance on all aspects of vocational education and training (VET). It assists all parties to meet their obligations during the apprenticeship or traineeship and issues a completion certificate to verify its completion.

During an apprenticeship or traineeship, the Department can:

- work cooperatively with stakeholders to achieve outcomes they are seeking from the apprenticeship or traineeship
- educate parties about obligations under the training contract
- administer changes to the training contract
- process travel and accommodation subsidies for apprentices and trainees
- provide funding assistance for cancelled apprentices and trainees.

The Queensland Government provides apprenticeship and traineeship information, support and advice to all stakeholders through the Apprenticeships Info service.

More information: Website [www.apprenticeshipsinfo.qld.gov.au](http://www.apprenticeshipsinfo.qld.gov.au)  
Telephone: 1800 210 210  
Email: [apprenticeshipsinfo@qld.gov.au](mailto:apprenticeshipsinfo@qld.gov.au)

## Queensland Training Ombudsman

The Queensland Training Ombudsman provides a free, confidential, and independent service to review and resolve enquiries and complaints from apprentices, trainees, students, employers and other stakeholders about the VET system.

The Queensland Training Ombudsman helps individuals navigate the complex VET sector and find the best way to address concerns as well as provide free and impartial advice about rights and responsibilities within the VET sector.

The Queensland Training Ombudsman:

- is the single point of contact to help with a VET related enquiry
- receives and, where appropriate, investigates complaints about VET matters in Queensland
- advocates or undertakes reviews to resolve apprenticeship or traineeship disputes
- monitors outcomes of complaints to identify systemic issues impacting on the provision of quality VET delivery
- refers matters to the appropriate agencies who are best suited to assist and resolve the complaint.

To make an enquiry or lodge a complaint, contact the Training Ombudsman by phone 1800 773 048 or complete the online form at [Contact - Training Ombudsman](#)