

Management of Norfolk Island training contracts

Purpose

This procedure details the processes for managing Norfolk Island training contracts under the Apprenticeship and Traineeship Service Schedule agreed between the Department and the Australian Government.

Important – The South East Regional Office is responsible for managing Norfolk Island training contracts (new and recommencing) with a commencement date **on or after** 1 January 2022.

Training contracts that commenced **on or before** 31 December 2021 are managed by the New South Wales (NSW) Department of Education, in the Training Services NSW office located in Lismore, under grandfathered arrangements agreed between the NSW and Australian Governments.

Overview

Legislation:

The [Norfolk Island Act 1979](#) (Cth) ("NI Act") establishes the administrative, legislative, and judicial systems for Norfolk Island. The three main types of legislation currently applied on Norfolk Island are:

- Commonwealth laws – in 2016, the [Territories Legislation Amendment Act 2016](#) (Cth) was passed to extend all Commonwealth legislation to Norfolk Island unless otherwise specified by the NI Act or another Commonwealth Act;
- Continued Norfolk Island laws – in addition to the Commonwealth laws, a range of existing Norfolk Island laws continue to apply on Norfolk Island through the NI Act (e.g. the [Employment Act 1988](#) (NI) (Cth)), with most of these laws being enacted by the, now abolished, Norfolk Island Legislative Assembly; and
- Applied State and Territory laws – under the NI Act, the Commonwealth can pass a regulation that identifies a State or Territory as an applied laws jurisdiction, enabling State or Territory laws to be applied to Norfolk Island (e.g. to support the delivery of regulatory functions/services).

The [Further Education and Training Act 2014](#) ("FET Act") and [Further Education and Training Regulation 2024](#) ("FET Regulation") are applied to Norfolk Island as amended under the [Norfolk Island Applied Laws and Service Delivery \(Queensland\) Ordinance 2021](#) (Cth) ("Ordinance"). Schedules 7A and 7B of the Ordinance detail how the FET Act and FET Regulation are amended to apply.

The laws applied to Norfolk Island are to be referred to as the:

- ***Further Education and Training Act 2014 (Qld) (NI)***
- ***Further Education and Training Regulation 2024 (Qld) (NI)***

Note –

- Not all Queensland legislation has been applied to Norfolk Island.
- Schedule 1 of the Ordinance provides details of which Queensland legislation has been applied. This Schedule is amended as additional legislation is applied to Norfolk Island under agreement between the Queensland and Australian Governments. The remaining Schedules to the Ordinance detail how each piece of Queensland legislation is amended to apply to Norfolk Island.

State Service Delivery:

The Apprenticeship and Traineeship Service Schedule (ATSS) to the *Intergovernmental Partnership Agreement on State Service Delivery to Norfolk Island* details how apprenticeships and traineeships on Norfolk Island will be managed and supported by the Department.

Under the ATSS, the [delegations and authorisations](#) of powers and functions that apply under the FET Act and FET Regulation also apply in the context of Norfolk Island apprenticeship and traineeship service delivery.

Appendices A, B and C to the ATSS reference each section of the FET Act and FET Regulation, detailing which sections respectively – apply in full; have been modified before being applied; and do not apply (i.e. have been suspended). Refer to [Attachment 1](#) for an overview of the Appendices to the ATSS.

The [Norfolk Island Apprenticeships and Traineeships – Policy](#) provides specific policy information relating to apprenticeships and traineeships on Norfolk Island, and should be read in conjunction with the [Declaration of apprenticeships and traineeships in Queensland Policy](#).

The Australian Government's [Governance Framework and Guide](#) (copy saved internally) to the *Intergovernmental Partnership Agreement on State Service Delivery to Norfolk Island*, outlines key principles to help guide the partnership and it defines roles, responsibilities, and accountabilities.

Funding

Apprenticeship and Traineeship Service Schedule (ATSS):

Under the *Intergovernmental Partnership Agreement on State Service Delivery to Norfolk Island* signed between the Queensland and Australian Governments, the Australian Government is responsible for paying all costs associated with the Queensland Government providing agreed services to Norfolk Island, including the apprenticeship and traineeship services provided under the ATSS.

The Queensland Apprenticeship and Traineeship Office (QATO) is responsible for reporting back to the Australian Government on services provided under the ATSS, acquitting expenditure under the ATSS, and reviewing the ATSS as required under the ATSS. QATO is also responsible for ensuring that operational policies, procedures and other associated apprenticeship and traineeship documentation are fit for purpose for Norfolk Island.

Apprenticeship and traineeship off-the-job training:

Under the ATSS, apprentices and trainees on Norfolk Island, including school-based apprentices and trainees, may attend any registered training organisation (RTO) in any Australian jurisdiction of their choice.

Off-the-job training for Norfolk Island apprentices and trainees, including school-based apprentices and trainees, is funded by the Australian Government through the [Norfolk Island Vocational Education and Training \(VET\) Financial Assistance Initiative](#). Apprentices and trainees may be able to access funding for training course fees or travel and accommodation costs for them to attend training. The Australian Government has contracted a provider, Asuria, to administer the initiative through its Norfolk Island office.

Process

Note – The South East Regional Office's role in managing Norfolk Island training contracts includes reviewing and processing transactions in DELTA.

This section includes information and processes for:

- [Registering Norfolk Island training contracts](#)
 - [Specific requirements when processing Norfolk Island training contracts](#)
 - [Apprentice Connect Australia Provider](#)
 - [Training and Skills, \(DELTA Help Desk\)](#)
 - [South East Regional Office, Training and Skills](#)
- [Regulating Norfolk Island training contracts](#)
 - [Apprentice Connect Australia Provider](#)
 - [DTET Customer Centre \(DCC\)](#)
 - [South East Regional Office, Training and Skills](#)
- [Completing Norfolk Island training contracts](#)
 - [Apprentice Connect Australia Provider](#)
 - [DTET Customer Centre \(DCC\)](#)
 - [South East Regional Office, Training and Skills](#)
- [Other responsibilities](#)
 - [QATO – \(Letter templates, SAT letters, and Budget, etc.\)](#)
- [General information](#)

Registering Norfolk Island training contracts

Apprentice Connect Australia Provider:

The Apprentice Connect Australia Provider (Provider) will facilitate the registration of Norfolk Island training contracts by referring to the following documents and specific requirements.

Delegated officer – Provider

Note – The South East Regional Office will review all Norfolk Island training contracts prior to registration.

- Decide to register or refuse to register Norfolk Island training contracts by referring to the following:
 - [Guide to completing the national apprenticeship/traineeship training contract](#) (Guide)
 - Departmental procedure – [Registering a training contract](#)
 - [Norfolk Island Apprenticeships and Traineeships – Policy](#) (note – this policy should be read in conjunction with the [Declaration of apprenticeships and traineeships in Queensland Policy](#))
 - [Specific requirements](#) listed below.

Specific Requirements

Specific requirements when processing Norfolk Island training contracts:

- Contact Details – employer workplace, apprentice/trainee and parent/guardian:
 - Note** – Mobile numbers on Norfolk Island start with a 5 followed by four digits, e.g. +672 3 52389.
 - Note** – Landline numbers on Norfolk Island start with a 2 followed by four digits, e.g. +672 3 22244.
 - Norfolk Island landline and mobile numbers must be recorded as +6723 #####
 - For the employer workplace and the apprentice/trainee:
 - i. DELTA will not accept the above number format in the mobile number field.
 - ii. Only one landline/mobile number is to be recorded in the workplace telephone or home number field using the format: +6723 #####
 - iii. **Note** – The mobile number field is to remain blank.
 - For the parent/guardian:
 - i. There is no number format restriction in the mobile number field in DELTA.
 - ii. Home/work/mobile numbers for the parent/guardian are to be recorded in their respective fields using the format: +6723 #####

- Adding an alternate parent/guardian's details:
 - i. The apprentice/trainee can add an alternate parent/guardian's details to the training contract after it is registered by completing an [Authority to release information to a third party \(ATF-008\)](#) and emailing it to apprenticeshipsinfo@qld.gov.au.
- Addresses – employers and apprentices/trainees:
 - Norfolk Island workplace and apprentice/trainee residential addresses are acceptable for Norfolk Island training contracts, except for the State/Territory.

Note – Norfolk Island addresses do not have a State/Territory in the address. The suburb postcode combination is currently a mandatory field in ADMS and DELTA, and it is not possible to leave the State/Territory blank. The State/Territory field for Norfolk Island addresses will automatically show as “NSW”, or if mandatory entry is required in systems it can be entered as “NSW”.
- Date of Birth – age restrictions on entry into apprenticeships and traineeships:
 - Not all Queensland legislation has been applied to Norfolk Island. The [Queensland Training Information Service](#) (QTIS) may specify an age limit on a particular apprenticeship or traineeship, however the relating Queensland legislation may not apply on Norfolk Island. Consult QATO at OPRA@desbt.qld.gov.au prior to signing a training contract if the apprentice/trainee does not meet the entry age requirement and the relating Queensland legislation does not apply.
- Supervision requirements:
 - Refer to the [Norfolk Island Apprenticeships and Traineeships – Policy](#) for more information.
 - Definition of ‘Qualified Person’ for **apprenticeships**:
 - i. **Note** – Registration under applicable Norfolk Island laws is considered acceptable evidence an individual holds an appropriate qualification to supervise an apprentice in a related calling.
 - ii. **Note** – The *Trans-Tasman Mutual Recognition (Queensland) Act 2003* (Qld) does not operate on Norfolk Island—instead, the [Trans-Tasman Mutual Recognition Act 1997](#) (Cth) applies.
 - iii. **Note** – Queensland Building and Construction Commission (QBCC) licences do not apply on Norfolk Island.
 - Electrotechnology qualifications:
 - i. The [Electrical Safety Regulation 2013](#) (Qld) does not operate on Norfolk Island, therefore the specific supervision requirements (under section 279 of this Regulation) do not apply to Norfolk Island apprentices.
- Electrotechnology industry – electrical contractor's licence check:
 - Contact the Norfolk Island Regional Council (NIRC) at customercare@nirc.gov.nf with the subject heading – Attention: Authorised Officer Electricity, to confirm the employer holds an electrical contractor's licence issued by the NIRC.
 - A copy of the email confirmation from the NIRC, including the date of the response, **MUST** be kept on file for review by the Department if required.
- Electrotechnology industry – criteria for part-time and school-based apprenticeships:
 - Refer to the [Norfolk Island Apprenticeships and Traineeships – Policy](#) for more information.
 - **Note** – Part-time and school-based apprentices on Norfolk Island **MUST** meet the same industry recognised minimum education requirement as Queensland apprentices.
- School-based apprenticeships or traineeships (SATs):
 - Prior to January 2023, SATs were not available to students on Norfolk Island.
 - Norfolk Island Central School (NICS) is the only school on Norfolk Island.
 - The Queensland Department of Education commenced delivering education services at the NICS on 1 January 2022.
 - i. **Note** – Education services prior to 1 January 2022 were delivered by NSW.
 - ii. Students enrolled in years 10 and 11 in 2023, and students enrolled in years 10, 11 and 12 in 2024 and beyond will progress towards the Queensland Certificate of Education (QCE).
 - Home Education is not available to students on Norfolk Island.
 - Refer to the [School-Based Apprenticeships and Traineeships Policy – Queensland and Norfolk Island](#) for more information on SATs.
- Time credit – where the apprentice/trainee is seeking credit to reduce the term of the training contract:

- If the previous service was accrued on Norfolk Island, and the commencement date of the previous cancelled/withdrawn training contract was **on or after** 1 January 2022, the training contract would have been registered in Queensland.
 - i. Ensure previous service in months is entered when e-lodging the training contract as per the [Guide](#).
- If the previous service was accrued on Norfolk Island, and the commencement date of the previous training contract was **on or before** 31 December 2021, the training contract would have been registered in NSW.
 - i. Evidence of service must be obtained, and a copy kept on the apprentice/trainee's file.
 - ii. An "Extract of Service" can be obtained by emailing QATO at OPRA@desbt.qld.gov.au as per the [Guide](#).
- Registered training organisation details:
 - Norfolk Island apprentices/trainees may attend any RTO in any Australian jurisdiction of their choice.
 - From 1 January 2022, RTOs in all Australian jurisdictions that are delivering training to Norfolk Island apprentices/trainees **MUST** be familiar with the SRT0 obligations under the FET Act (Qld) (NI).

Training and Skills:

- The DELTA Help Desk will refer all e-lodged Norfolk Island training contracts to the South East Regional Office, Training and Skills, as per regional protocols.

South East Regional Office, Training and Skills:

Note – The South East Regional Office, Training and Skills, will review all Norfolk Island training contracts prior to registration.

- A delegated officer – South East Regional Office must oversee the review of Norfolk Island training contracts by referring to the following:
 - Departmental procedure – [Registering a training contract](#)
 - [Norfolk Island Apprenticeships and Traineeships – Policy](#) (note – this policy should be read in conjunction with the [Declaration of apprenticeships and traineeships in Queensland Policy](#))
 - [Departmental Work Instructions – Register or Refuse to Register a Training Contract](#)
 - [Specific requirements](#) listed above.

Training contract registration:

- **IMPORTANT** – Any correspondence usually generated from the Department's ICT systems must be modified so that it is specific to Norfolk Island and, where possible, all letters and other notices should be emailed. A lag of up to 4 months is common for mail posted from Australia to Norfolk Island.
 - Contact QATO to arrange for a letter template specific to Norfolk Island to be created if one has not yet been created. (See [Letter templates](#) under the Supporting information/websites section below.)
 - Norfolk Island training contracts also require selected letters to Asuria to keep them informed of key stages and events regarding the status of training contracts. These templates include "SUR" in the title of the letter template.
 - Norfolk Island letter templates will be created as and when the need initially arises.
- Ensure that NO letters are generated from DELTA.
- If a delegated officer – South East Regional Office is satisfied the Norfolk Island training contract meets all the requirements for registration, process the registration of the contract in DELTA as follows.
- Follow the process in the [Departmental Work Instructions](#) to register the training contract.
- Remove letters from DELTA, manually prepare letters, and undertake quality checks as follows:
 - Once processed, REMOVE the letters in DELTA titled 'T/C Approved' that are generated automatically from DELTA upon registration.
 - **Hint** – For information on how to remove letters in DELTA, refer to the DELTA process in the [Departmental Work Instructions](#) for 'Register or Refuse to Register a Training Contract'

under the header – *When the training contract arrangement ceases before the contract is registered.*

- Instead download the relevant letter template prefixed with 'TCAPPROVED-NI' from the templates managed by QATO at [Training contract letters](#) to prepare the letter (which must be manually prepared outside of DELTA).
- Complete a quality check (undertaken by yourself or a work colleague) of the information entered into the letters, paying particular attention to the correct Name, Registration Number, Email and Occupation Model on the letters.
- Once the quality check is complete, convert the letters to a PDF using the following naming convention:
 - <RegNumber>-NI-Apprentice.pdf
 - <RegNumber>-NI-Employer.pdf
 - <RegNumber>-NI-Guardian.pdf
 - <RegNumber>-NI-School.pdf
 - <RegNumber>-NI-Asuria.pdf
- Email letters and track into CEDRIC as follows:
 - Email the PDF letters from southtraining@desbt.qld.gov.au to each of the relevant parties using the following naming convention for the email Subject lines (and leave the body of the email blank):
 - <Name of A/T> <Apprenticeship/Traineeship> Training Contract approved – <apprentice/trainee> letter
 - <Name of A/T> <Apprenticeship/Traineeship> Training Contract approved – employer letter
 - <Name of A/T> <Apprenticeship/Traineeship> Training Contract approved – guardian letter
 - <Name of A/T> <Apprenticeship/Traineeship> Training Contract approved – school letter
 - <Name of A/T> <Apprenticeship/Traineeship> Training Contract approved – Asuria letter
 - Track the emails into CEDRIC and set the regarding as the new **Training Contract registration number** (not the Inray record number).

Training contract arrangement ceased:

- If a delegated officer – South East Regional Office is satisfied the Norfolk Island training contract meets all the requirements for registration, however the Department has been advised that the training contract arrangement has ceased, and all the necessary notifications have been received to process the cancellation/withdrawal – process the registration and the cancellation/withdrawal of the training contract in DELTA.
- Ensure that NO letters are generated from DELTA.
 - Follow the process in the [Departmental Work Instructions](#) under '*When the training contract arrangement ceases before the contract is registered*'.
 - i. Once registered, ensure the letters titled 'T/C Approved' are removed from DELTA.
 - ii. Once cancelled/withdrawn, ensure no letters are sent to the parties from DELTA – this may include cancelling/removing letters that are automatically generated from DELTA.
 - iii. Follow the above processes for [removing letters from DELTA](#), manually preparing letters, and undertaking quality checks.
 - Email a combined written notice to the parties of the contract advising that the contract was registered and has been cancelled or withdrawn.
 - i. The cancellation takes effect on the date stated in the notice.
 - ii. **IMPORTANT** – Contact QATO to arrange for a 'registration/cancellation combination' letter template specific to Norfolk Island to be created if one has not yet been created. (See [Letter templates](#) under the Supporting information/websites section below.) Please note that letters must be emailed instead of posted to the relevant parties.
 - Track the emails into CEDRIC and set the regarding as the new **Training Contract registration number** (not the Inray record number).

Training contract refusal:

- If a delegated officer – South East Regional Office decides to refuse to register the Norfolk Island training contract, process the refusal of the training contract in DELTA.
 - Ensure that NO letters are generated from DELTA.

- Follow the process in the [Departmental Work Instructions](#) to refuse the training contract.
- Follow the above processes for [removing letters from DELTA](#), manually preparing letters, and undertaking quality checks.
- Give each party written notice of the decision, including the reasons for the decision and the date of effect. The date of effect will be the end date of the training contract and the apprenticeship or traineeship, unless an earlier date has been agreed to by the parties.
 - i. **IMPORTANT** – Contact QATO to arrange for an ‘Intray refuse to register a training contract decision letter template specific to Norfolk Island to be created if one has not yet been created. (See [Letter templates](#) under the Supporting information/websites section below.) Please note that letters must be emailed instead of posted to the relevant parties.
- Track the emails into CEDRIC and set the regarding as the **Intray number**.

Note – For all other delegated officer (Provider) decisions relating to e-lodged Norfolk Island training contracts located in the DELTA Intray, the South East Regional Office, Training and Skills is responsible for processing these in DELTA.

Training contract arrangement ceased (via Provider):

- If a delegated officer – Provider e-lodges a Norfolk Island training contract following a decision to register the contract, and adds a ‘Note’ that the training contract arrangement ceased before e-lodging, the DELTA Help Desk will refer the DELTA Intray record to the South East Regional Office for processing.
 - Ensure that NO letters are generated from DELTA.
 - Process the registration and the cancellation/withdrawal of the training contract in DELTA.
 - Follow the process in the [Departmental Work Instructions](#) under ‘*When the training contract arrangement ceases before the contract is registered*’.
 - i. Once registered, ensure the letters titled: ‘T/C Approved’ are removed from DELTA.
 - ii. Once cancelled/withdrawn, ensure no letters are sent to the parties from DELTA – this may include cancelling/removing letters that are automatically generated from DELTA.
 - iii. Follow the above processes for [removing letters from DELTA](#), manually preparing letters, and undertaking quality checks.
 - Email a combined written notice to the parties of the training contract, on behalf of the Provider, advising that the contract was registered, and has been cancelled or withdrawn.
 - i. The grounds for cancellation and the date of effect can be found in the Provider’s ‘Note’ in the ‘Links’ tab of the DELTA Intray record.
 - ii. **IMPORTANT** – Contact QATO to arrange for a ‘registration/cancellation combination’ letter template specific to Norfolk Island to be created if one has not yet been created. (See [Letter templates](#) under the Supporting information/websites section below.) Please note that letters must be emailed instead of posted to the relevant parties.
 - Track the emails into CEDRIC and set the regarding as the new **Training Contract registration number** (not the Intray record number).

Training contract refused (via Provider):

- If a delegated officer – Provider e-lodges a Norfolk Island training contract following a decision to refuse to register the contract, the DELTA Help Desk will refer the DELTA Intray record to the South East Regional Office for processing.
 - Ensure that NO letters are generated from DELTA.
 - Process the refusal of the training contract in DELTA.
 - Follow the process in the [Departmental Work Instructions](#) to refuse the training contract, ensuring no letters are sent to the parties from DELTA by removing letters that are automatically generated from DELTA.
 - Follow the above processes for [removing letters from DELTA](#), manually preparing letters, and undertaking quality checks.
 - Email each party written notice of the decision on behalf of the Provider, including the reasons for the decision and the date of effect.
 - i. The reason for the decision and the date of effect can be found in the Provider’s ‘Note’ in the ‘Links’ tab of the DELTA Intray record.

- ii. **IMPORTANT** – Contact QATO to arrange for an ‘Intray refuse to register a training contract decision by Provider’ letter template specific to Norfolk Island to be created if one has not yet been created. (See [Letter templates](#) under the Supporting information/websites section below.) Please note that letters must be emailed instead of posted to the relevant parties.
- o Track the emails into CEDRIC and set the regarding as the **Intray number**.

Regulating Norfolk Island training contracts

Note – The South East Regional Office, Training and Skills will review all transactions relating to Norfolk Island training contracts and process the transactions in DELTA.

Apprentice Connect Australia Provider:

- Upon receiving any transaction notification information relating to a Norfolk Island training contract, email it to the Department at southtraining@desbt.qld.gov.au with a subject heading “Norfolk Island” to assist prioritisation.

DTET Customer Centre (DCC):

- Upon receiving any transaction notification information relating to a Norfolk Island training contract, create a Case in CEDRIC and assign it to the South East Regional Office, Training and Skills.

South East Regional Office, Training and Skills:

- Decide applications in accordance with the provisions of the FET Act (Qld) (NI), action notifications, and send correspondence to the training contract parties, including the parent/guardian (if appropriate), the Norfolk Island Central School (for SATs), and Asuria (where required).
- Follow the processes by referring to the following:
 - o relevant [Departmental procedure](#)
 - o relevant [Departmental Work Instructions](#).
- **IMPORTANT:**
 - o Ensure that NO letters are generated from DELTA when transactions are processed.
 - o Any correspondence usually generated from the Department’s ICT systems must be modified so that it is specific to Norfolk Island.
 - o Contact QATO to arrange for any letter templates specific to Norfolk Island to be created if one has not yet been created. (See [Letter templates](#) under the Supporting information/websites section below.)
 - o Norfolk Island training contracts also require selected letters to Asuria to keep them informed of key stages and events regarding the status of training contracts. These templates include “SUR” in the title of the letter template.

Completing Norfolk Island training contracts

Note – The South East Regional Office, Training and Skills will review all Norfolk Island training contract completions and process the transactions in DELTA.

Apprentice Connect Australia Provider:

- Upon receiving a completion agreement (or completion statement) relating to a Norfolk Island training contract, immediately email it to the Department at southtraining@desbt.qld.gov.au with a subject heading “Norfolk Island” to assist prioritisation.

DTET Customer Centre (DCC):

- Upon receiving a completion agreement/statement relating to a Norfolk Island training contract, create a Case in CEDRIC and assign it to the South East Regional Office, Training and Skills.

South East Regional Office, Training and Skills:

- A delegated officer – South East Regional Office must decide whether or not to issue a completion certificate for the Norfolk Island apprenticeship or traineeship by referring to the following:
 - Departmental procedure – [Completing an apprenticeship or traineeship or cancelling a completion certificate](#)
 - relevant [Departmental Work Instructions](#).
- **IMPORTANT** – Any correspondence usually generated from the Department's IT systems must be modified so that it is specific to Norfolk Island.
 - Contact QATO to arrange for a letter template specific to Norfolk Island to be created if one has not yet been created. (See [Letter templates](#) under the Supporting information/websites section below.)
 - Norfolk Island training contracts also require selected letters to Asuria to keep them informed of key stages and events regarding the status of training contracts. These templates include "SUR" in the title of the letter template.
- Ensure that NO letters are generated from DELTA when transactions are processed.
- If a delegated officer – South East Regional Office decides to issue a completion certificate for the Norfolk Island apprenticeship or traineeship, process the completion in DELTA as follows.
 - Follow the process in the relevant [Departmental Work Instructions](#) to complete the training contract.
 - Once processed, REMOVE the following DELTA letters and certificate that are usually generated automatically from DELTA upon completion:
 - 'Completion CERTIFICATE'
 - 'Completion letter (Emp & Parent) – (s47)', and
 - 'Completion letter (A & T) – (s47)'.
 - **Hint** – For information on how to remove letters in DELTA, refer to the DELTA process in the [Departmental Work Instructions](#) for 'Register or Refuse to Register a Training Contract' under the heading – *When the training contract arrangement ceases before the contract is registered*.
 - Instead download the relevant letter template prefixed with 'COMPLET-NI' from the templates managed by QATO at [Training contract letters](#) to prepare Norfolk Island letters (which must be manually prepared outside of DELTA).
 - Manually prepare the [completion certificate template](#) (Word template which is securely stored by QATO internally) and print the certificate on a hard copy certificate template with blank back. (**Note** – hard copy certificate templates are securely stored by the South East Regional Office.)
 - i. Download the Norfolk Island completion certificate Word template located in the QATO folder titled: '[Secured Folder - Norfolk Island Completion Certificate \(WORD TEMPLATE\)](#)'
 - **Important** – Note that secure and controlled access is mandatory for:
 - hard copy blank completion certificate templates (provided by QATO to the region for Norfolk Island certificates only), and
 - soft copy completion certificate Word templates managed by QATO.
 - Contact QATO if more stock of hard copy certificate templates need to be posted to the region, or to arrange access to the secured soft copy Word certificate template.
 - ii. Populate the completion certificate Word template with the apprentice/trainee's completion details.
 - **Note** – A different template and process is required for replacement/lost completion certificates. (Contact QATO for a replacement completion certificate template if one has not been created. A Norfolk Island version of this template and process will be created when the need initially arises. Note a PDF copy of original certificates issued to apprentices/trainees are also saved in CEDRIC as outlined below.)
 - Complete a quality check (undertaken by yourself or a work colleague) of information entered on the letters and completion certificate, paying particular attention to the Name, Email, Registration Number and Occupation Model.

- Once the quality check is complete, convert the letters to a PDF using the following naming convention:
 - <RegNumber>-NI-Apprentice.pdf
 - <RegNumber>-NI-Employer.pdf
 - <RegNumber>-NI-Guardian.pdf
 - <RegNumber>-NI-School.pdf
 - <RegNumber>-NI-Asuria.pdf
 - Print a hard copy of the completion certificate.
 - Scan the hard copy completion certificate to PDF using the following naming convention:
 - <RegNumber>-NI-Apprentice-cert.pdf
 - Email the PDF letters from southtraining@desbt.qld.gov.au to each of the relevant parties using the following naming convention for the email Subject lines (and leave the body of the email blank):
 - <Name of A/T> <Apprenticeship/Traineeship> Training Contract completion – <apprentice/trainee> letter
 - <Name of A/T> <Apprenticeship/Traineeship> Training Contract completion – employer letter
 - <Name of A/T> <Apprenticeship/Traineeship> Training Contract completion – guardian letter
 - <Name of A/T> <Apprenticeship/Traineeship> Training Contract completion – school letter
 - <Name of A/T> <Apprenticeship/Traineeship> Training Contract completion – Asuria letter
 - Track the emails into CEDRIC and set the regarding as the **Training Contract registration number**.
- **Note** – No letter or certificate templates have been created specifically relating to the completion of Norfolk Island training contracts under s50 or s50A or replacement completion certificates at this stage. Contact QATO to arrange for a template letter or replacement completion certificate specific to Norfolk Island to be created if one has not yet been created. (See [Letter templates](#) under the Supporting information/websites section below.)

Other responsibilities

Queensland Apprenticeship and Traineeship Office (QATO):

Norfolk Island letter templates

Note – Due to the low numbers of apprentices/trainees projected for Norfolk Island, and the likelihood that there will be minimal other transactions occurring throughout the Norfolk Island training contract lifecycle, all letter templates from registration to completion are being prepared manually (not in DELTA).

- Maintain Norfolk Island templates to ensure some consistency with information and attachments contained in other related AIRDOCS or DCP templates. (Also see [Letter templates](#) under the Supporting information/websites section below.)
- Norfolk Island letter templates include selected letters to Asuria to keep them informed of key stages and events regarding the status of Norfolk Island training contracts. Asuria letter templates have “SUR” in the title and generally are for changes relating to:
 - registration of a training contract
 - amendment from school-based to full-time or part-time
 - suspension of a training contract
 - cancellation of a training contract, or
 - completion of a training contract.
- Ensure Norfolk Island templates contain related updates to legislation, policies and procedures.
- If a request is received from the South East Regional Office, arrange for a modified version of a Queensland apprentice/trainee letter template to be created as follows.
 - Check that a modified version specific to Norfolk Island has not already been created on SharePoint at [Training contract letters](#). If not, create the Norfolk Island letter template by retrieving a copy of the Queensland apprentice/trainee AIRDOCS or DCP letter template to use the content as a guide for the Norfolk Island letter template.
 - **Hint** – Download an existing Norfolk Island letter template to use the latest formatting, last sentence, and footer details as a basis for the new template.
 - When creating a Norfolk Island letter template, be aware of the following:

- i. The last sentence and the footer of all Norfolk Island letters must inform the reader to contact the South East Regional Office direct for further information. Refer to existing Norfolk Island letter templates for details of the telephone number and email address to be used.
- ii. All telephone numbers that appear in letter templates, must appear using the international dialling format, for example, +61 7 3025 9999. This must be particularly noted for the last sentence and in the footer of Norfolk Island letter templates.
- iii. Letters must refer to the *Further Education and Training Act 2014* (Qld) (NI) or, if abbreviating, the FET Act (Qld) (NI).
- iv. Letters cannot refer to the Queensland Training Ombudsman under review options. – instead insert that parties may contact QATO for a review of decisions.

Note – Be mindful of other matters that may be specific to Norfolk Island when creating letter templates.

School-based apprenticeships/traineeships (SATs) – end of school year for Year 12 letters

Note – Each year, if there are active SATs, then letter templates will need to be created and reviewed for the end of school year for Year 12 Norfolk Island SATs.

- In approximately August/September of each year a review should be conducted regarding the number of Year 12 SATs registered on Norfolk Island.
- If there are Year 12 SATs registered on Norfolk Island requiring letters, arrange for a modified version of the Queensland apprentice/trainee 'SATs end of year' letter templates to be created specific to Norfolk Island.
 - Be aware of the information that needs to be modified as per above instructions [when creating Norfolk Island letter templates](#).
 - Request DCC to hold letters from being posted and destroy these if there are active Norfolk Island SATs in DELTA, as QATO will prepare relevant letter templates each year.
 - QATO will ensure that Norfolk Island school-based apprentices and trainees, their employers, and the Norfolk Island Central School receive 'end of school year' letters.
 - Letters will also be sent to Asuria if a SAT training contract status changes from school-based to full-time or part-time.
 - QATO will consult with the South East Regional Office as needed regarding emailing these letters.

SMS messaging sent to apprentices/trainees and employers

Note – Prior to Queensland commencing registration of any Norfolk Island training contracts in January 2022, modifications had been made to apprentice/trainee and employer records in the DELTA system to have a strict mobile number format of 04## ### ###. This enables SMS messages to be sent to a valid mobile number.

- Norfolk Island mobile numbers do not fit into the strict mobile number format in DELTA, therefore at this stage, the mobile number field for Norfolk Island training contracts must be left blank. The landline field is free text, therefore the Norfolk Island mobile number can be entered into this field if necessary.
- QATO will consider if Norfolk Island apprentices/trainees and employers should also receive SMS text broadcasts from the Department when these are sent to Queensland apprentices/trainees. QATO will arrange to send these messages manually if needed.

Budget and ATSS Reporting

- Manage ATSS budget and funding as follows:
 - Submit an invoice to the Australian Government at the beginning of each **quarter** seeking payment in advance for the agreed amount.
 - Provide an annual budget for services by the end of **February** each year.
 - Department of the Premier and Cabinet (DPC) will request the annual budget from QATO each year and will provide relevant instructions.
 - Report expenditure and provide updated forecasts for the year on a **quarterly** basis to the Service Delivery Working Group.
 - Submit acquittal information to DPC for the previous financial year by the end of **September** each year. Note –
 - DPC will request annual acquittal information from QATO.

- The 10% additional payment should be included in statements but does not require acquittal, or follow the latest instructions from DPC.
 - Underspends and overspends should be taken into consideration.
 - DPC will consult with Queensland Treasury before consolidating and submitting acquittal information to the Australian Government by the end of **October** each year.
- Report back to the Australian Government each year on services provided under the ATSS as follows:
 - DPC will engage with QATO about annual reporting requirements and DPC will provide this information to the Australian Government by the end of **October** each year.
- Contribute to quarterly DPC risk reports on Norfolk Island Services.
- Refer to QATO's [Internal Guidelines for QATO managing A&Ts on Norfolk Island](#) (saved internally) for detailed instructions on the above processes.

Reviews and Maintenance

- Keep up-to-date with Service Schedules agreed between other Queensland Government Departments and the Australian Government, that may impact operational matters relating to apprenticeships and traineeships on Norfolk Island. In particular, Education Queensland's Service Schedule.
- Review the ATSS after 2 years of operation, then evaluate and review it every 5 years from then on.
- Ensure that operational policies, procedures and other associated apprenticeship and traineeship documents are fit for purpose for Norfolk Island.
- Maintain a list of internal key contacts, which is saved internally at [Internal Contacts for Norfolk Island](#).

Reviewing Complaints

- FET Act provisions relating to the Queensland Training Ombudsman do not apply to Norfolk Island. QATO will independently review complaints that cannot be resolved within the South East Regional office.
 - **Note** – For Norfolk Island complaints regarding mainstream vocational training (not related to apprenticeships or traineeships), QATO may refer complaints to the [National Training Complaints Hotline](#).
- Complaints made against the Department, or employees of the Department delivering state-level services on Norfolk Island, will be managed via the Department's complaints policies and procedures, including management of reviews. QATO will advise DPC and the Commonwealth of the nature of the complaint and any opportunities for service improvements or enhancement.

General information

- Norfolk Island is two hours ahead of Queensland during Summer (Daylight Saving Time) and one hour ahead during Winter (Standard Time), with changes occurring around the same time as NSW.
- When telephoning Norfolk Island from Australia, the international exit code (0011) must be used before the Norfolk Island country code (672) and area code (3).
 - Mobile numbers on Norfolk Island start with a 5 followed by four digits (e.g. 0011 672 3 52389).
 - Landline numbers start with a 2 followed by four digits (e.g. 0011 672 3 22244).
- Be aware that the cost of telephone calls from Norfolk Island to Australian can be expensive, especially if the person calling is using a mobile phone. Therefore:
 - Avoid placing employers or apprentices/trainees on hold and hanging on the line waiting for you.
 - Consider calling the person back or use other modes of communication, such as email and Teams calls/meetings.
- Norfolk Island residents can contact Training Services New South Wales regarding training contracts that commenced **on or before** 31 December 2021, via telephone on +61 2 6629 7900 or via email at ts.lismore@det.nsw.edu.au.
- Norfolk Island residents wishing to enrol in training must first contact Asuria to discuss their eligibility to receive financial assistance. Asuria's Norfolk Island office may be contacted via telephone on 22562 or by email at norfolkislandadmin@Asuria.com.au.

Definitions

ADMS	Apprenticeships Data Management System – A system used by the Australian Government to register apprenticeship and traineeship training contracts.
AIRDOCS	A system used by the Department for letter templates which are subsequently generated through DELTA.
Asuria	Asuria is contracted by the Australian Government to administer funding under the Norfolk Island Vocational Education and Training (VET) Financial Assistance Initiative .
ATSS	Apprenticeship and Traineeship Service Schedule – is agreed between the Department and the Australian Government and sets out the services to be provided by the Department, to support the registration and management of apprenticeship and traineeship training contracts on Norfolk Island.
Provider	Apprentice Connect Australia Provider – also known as Apprenticeship Network Providers (and <u>previously</u> known as Australian Apprenticeship Service Network (AASN) 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	CEDRIC – A Client Relationship Management system used by the Department to capture information on client and stakeholder engagement and correspondence (for internal access only).
(Cth)	Commonwealth – A noting (in brackets) that the legislation is a Commonwealth law.
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
DCC	DTET Customer Centre – Responsible for referring Norfolk Island enquiries to the South East Regional Office if enquiries are received through the Apprenticeships Info line or if emails are received in the apprenticeshipsinfo@qld.gov.au mailbox.
DCP	DocumentsCorePack – A system used by the Department for letter templates.
DPC	Department of the Premier and Cabinet
FET Act (Qld) (NI)	Further Education and Training Act 2014 (Qld) (NI) – laws applied to Norfolk Island.
FET Regulation (Qld) (NI)	Further Education and Training Regulation 2024 (Qld) (NI) – laws applied to Norfolk Island.
NICS	Norfolk Island Central School
NIRC	Norfolk Island Regional Council
Norfolk Island training contract	A contract between an employer and a person to be trained by the employer, for the training and employment in an apprenticeship or traineeship, which will predominantly take place on Norfolk Island.

Norfolk Island Vocational Education and Training (VET) Financial Assistance Initiative	Norfolk Island VET Financial Assistance Initiative – supports eligible participants to manage the costs of studying at TAFE or at a VET institution while living on Norfolk Island. Apprentices and trainees may be able to access funding for training course fees or travel and accommodation costs for them to attend training. (The Australian Government has contracted a provider, Asuria, to administer this initiative.)
Ordinance	Norfolk Island Applied Laws and Service Delivery (Queensland) Ordinance 2021 (Cth) – the <i>Further Education and Training Act 2014</i> and <i>Further Education and Training Regulation 2024</i> are applied to Norfolk Island as amended under the Ordinance. Schedules 7A and 7B of the Ordinance detail how the above Act and Regulation are amended to apply.
QATO	Queensland Apprenticeship and Traineeship Office – a business area within the Department.
QTIS	Queensland Training Information Service – the Department’s database of apprenticeships and traineeships approved for delivery in Queensland.
RTO	Registered Training Organisation – is a training provider registered by the Australian Skills Quality Authority to deliver vocational education and training services. (Note – Apprentices and trainees on Norfolk Island may attend any RTO in any Australian jurisdiction of their choice.)
SATs	School-based apprenticeships and traineeships

Legislation

- [Further Education and Training Act 2014](#) (Qld) – Chapter 2
- [Further Education and Training Regulation 2024](#) (Qld)
- [Norfolk Island Applied Laws and Service Delivery \(Queensland\) Ordinance 2021](#) (Cth)

Delegations/Authorisations

- Apprenticeship and Traineeship Service Schedule
- [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

- [Norfolk Island apprenticeships and traineeships – Policy](#)
- [Declaration of apprenticeships and traineeships in Queensland Policy](#)
- [School-based apprenticeships and traineeships Policy – Queensland and Norfolk Island](#)

Related procedures

- Refer to the relevant [Departmental procedure](#) related to the transaction.

Supporting information/websites

Frameworks

- Governance Framework and Guide to the *Intergovernmental Partnership Agreement on State Service Delivery to Norfolk Island*

Agreements

- Protocols between the Department and Apprentice Connect Australia Providers
- Services Agreement between the Department and Apprentice Connect Australia Providers

Forms

- Refer to the relevant [Departmental procedure](#) for information on related forms and where they are located.

Work Instructions

- Refer to the relevant [Departmental procedure](#) or [Departmental Work Instructions](#) for information on related Work Instructions.
- Officers from Apprentice Connect Australia Providers can access Work Instructions for the Provider in the [Library for Providers on SharePoint](#).
- Departmental officers can access [Departmental Work Instructions](#) at an internal website.

Online materials

- Refer to the relevant [Departmental procedure](#) for information on related online materials.

Letter templates

Departmental employees only:

- Letter templates are managed by QATO on SharePoint at [Training contract letters](#) which are the letter templates created to date.
- Contact QATO to arrange for any letter templates specific to Norfolk Island to be created if one has not yet been created. Additional Norfolk Island letter templates will be created as and when the need initially arises.

Contact

For further information on Norfolk Island apprenticeships and traineeships, please contact the Department's South East Regional Office:

- **Website:** www.desbt.qld.gov.au
- **Telephone:** +61 475 945 429
- **Email:** southtraining@desbt.qld.gov.au (with a subject heading: "Norfolk Island")

Attachment 1

The following is an overview of how the FET Act (Qld) (NI) and FET Regulation (Qld) (NI) apply to Norfolk Island.

Note – Appendices A, B and C to the ATSS reference each section of the FET Act and FET Regulation, detailing which sections respectively – apply in full; have been modified before being applied; and do not apply (i.e. have been suspended).

The following tables provide an overview of the sections that do not apply, or have been modified before being applied, that affect operational matters relating to apprenticeships and traineeships on Norfolk Island.

Further Education and Training Act 2014

The following sections DO NOT apply to Norfolk Island (i.e. have been suspended)	
Section(s)	Details
Chapter 3 – Group training organisations (GTOs) and principal employer organisations (PEOs) (Sections 83 – 99)	Provisions relating to GTOs and PEOs do not apply on Norfolk Island. Note – A Queensland based GTO or PEO may however employ an apprentice or trainee who lives on Norfolk Island and is hosted to an employer located on Norfolk Island.
Chapter 4A – Training Ombudsman (Sections 112A – 112ZI)	Provisions relating to the Queensland Training Ombudsman do not apply on Norfolk Island.

The following sections have been modified before being applied to Norfolk Island	
Section(s)	Details
Chapter 2 – section 17	Paragraph 17(5)(d) – does not apply to Norfolk Island. This is because Chapter 3 does not apply. Note – When deciding a permanent transfer application under section 27 or section 28 of the FET Act (Qld) (NI), it should be noted that paragraph 17(5)(d) does not apply. Paragraph 17(5)(e) – the words, “an Act or law” are replaced by the words, “a law of the State”. Subsections 17(7) and (11) – home education does not apply to Norfolk Island. Note – The <i>Education (General Provisions) Act 2006</i> (Qld) (NI) has been amended so as not to provide for home education on Norfolk Island.
Chapter 2 – section 59	Paragraph 59(4)(d) – the words, “an Act of the State, another State or the Commonwealth” are replaced by the words, “a Territory enactment, an Act of Queensland (as in force in Queensland or as in force in the Territory of Norfolk Island), or an Act of another State or the Commonwealth”.
Chapter 5 – section 113	Definitions for Chapter 5 – under the definition of ‘ place ’, the words, “a place in Queensland waters” are replaced by the words, “a place in waters within the Territory of Norfolk Island”. Note – This relates to functions of an Inspector under Chapter 5 of the FET Act (Qld) (NI).