

# Expired Training Contract Notification

## Purpose

This procedure details the process to manage training contracts which have 'expired'.

## Overview

At the end of the nominal term, all registered training contracts for which no completion, extension request or cancellation advice has been processed are set to a status of expired.

Supervising registered training organisations (SRTOs) receive a monthly system generated email from [apprenticeshipsinfo@qld.gov.au](mailto:apprenticeshipsinfo@qld.gov.au) containing the details of training contracts which remain expired three months after the nominal completion date. The SRTO must check the apprentice/trainee records to identify why the training contract hasn't been completed.

## 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.

### Supervising registered training organisation (SRTO)

Check if the registered training contract can be completed.

If a qualification has been issued and the SRTO has a copy of a completion agreement signed by the employer and 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.
  - Assist the parties to complete an application to extend the nominal term of the registered training contract to cover the period until the apprenticeship/traineeship can be completed, and submit the application to the relevant Apprentice Connect Australia Provider (Provider), or the Racing Queensland Board (RQB) (for specified racing industry occupations).
  - Form [ATF-014: Extension of nominal term of a registered training contract](#) is available to assist parties to apply to extend the nominal term.

- Once satisfied the registered training contract can be completed, sign the completion agreement. 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 training occupations, email the completed and signed completion agreement to the Racing Queensland Board (RQB) at [info@racingqueensland.com.au](mailto: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 to the Department at [apprenticeshipsinfo@qld.gov.au](mailto: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>**

If a qualification has been issued and the SRTO does NOT have a copy of a signed completion agreement, and the apprentice/trainee is eligible to complete (i.e. meets the criteria as detailed above):

- arrange for the parties (i.e. the employer and apprentice/trainee, and if the apprentice/trainee is under 18 years of age, the parent/guardian if appropriate) to sign a completion agreement.
  - When signed by all parties, the SRTO must sign the completion agreement and, within 10 calendar days after the completion agreement is signed by the SRTO, forward it to the Department, or the RQB (for specified racing industry occupations (as above), for processing.
  - If the SRTO is 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, however the signature of only one party can be obtained on the completion agreement (and once the qualification has been issued):
    - For specified racing industry training occupations, notify the RQB by emailing [info@racingqueensland.com.au](mailto:info@racingqueensland.com.au).
    - For all other occupations, notify the Department by emailing [apprenticeshipsinfo@qld.gov.au](mailto:apprenticeshipsinfo@qld.gov.au) using the subject line **<Completion> <Registration number> <Surname>**.
    - This notification must state 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

Attach 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 or the RQB.

- If no signatures can be obtained relating to completing the registered training contract, the Department must be contacted by telephoning Apprenticeships Info on 1800 210 210.

If a qualification has not been issued by the SRTO it is possible –

- the employment arrangements have ceased and the Department (or the RQB) has not been notified.
  - Section 69 of the *Further Education and Training Act 2014* (FET Act) requires an SRTO to notify the chief executive (the Department, or the RQB (for specified racing industry occupations)) if an apprentice or trainee is not making the progress required under the training plan. This notification may include instances where the SRTO believes the employment arrangements supporting the apprenticeship/traineeship have ceased. Notifications of this type allow for action to be taken to cancel a training contract and as such reduce the numbers of training contracts which expire.

- the apprenticeship/traineeship is continuing but a request to extend the training contract may not have been submitted/received.
  - Assist the parties to complete an application to extend the nominal term of the registered training contract to cover the period until the apprenticeship/traineeship can be completed, and submit the application to the relevant Apprentice Connect Australia Provider (Provider), or the RQB (for specified racing industry occupations).

Form [ATF-014: Extension of nominal term of a registered training contract](#) is available to assist the parties to apply to extend the nominal term.

## DTET Customer Centre (DCC), or Racing Queensland Board (RQB) (for specified racing industry occupations)

If the SRTO provides advice that:

- they have issued the qualification:
  - SRTO advises the Department – create a regional referral for follow-up, regardless of whether the SRTO advised they could or could not contact the parties.
  - SRTO advises the RQB (for specified racing industry occupations) – investigate and take appropriate action to process completion of the training contract as per the procedure on ‘Completing an apprenticeship or traineeship or cancelling a completion certificate’.
- they believe employment has ceased, or the apprentice/trainee or employer has advised the SRTO that the training contract is to be cancelled:
  - take action as per the procedure on ‘Cancel registered training contracts by the chief executive’.
- the training contract should still be ‘active’ and they have been unsuccessful in obtaining an extension application from the parties:
  - SRTO advises the Department – create a regional referral for follow-up.
  - SRTO advises the RQB (for specified racing industry occupations) – contact the Metro regional office of the Department for advice on how to proceed.
- they have NOT issued the qualification and the SRTO could not contact either party:
  - no further action is required.

## Regional Office

- Follow-up/investigate referrals from the DCC.

## Definitions

<b>Apprentice Connect Australia Provider</b>	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.
<b>DCC</b>	DTET Customer Centre (phone team) - responsible for managing calls received through the Apprenticeships Info line and emails received in the mailbox <a href="mailto:apprenticeshipsinfo@qld.gov.au">apprenticeshipsinfo@qld.gov.au</a> .
<b>Department or DTET</b>	Department of Trade, Employment and Training
<b>Nominal completion date</b>	The date, indicated on DELTA, which signifies the end of the nominal term for a registered training contract.
<b>Nominal term</b>	The time taken by the majority of apprentices and trainees to complete the training required for an apprenticeship or traineeship.

<b>Racing Queensland Board</b>	The Racing Queensland Board (RQB) 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"> <li>• Stablehand traineeship</li> <li>• Trackrider traineeship</li> <li>• Advanced stablehand traineeship</li> <li>• Jockey apprenticeship.</li> </ul>
<b>Signed consent of a parent (if appropriate)</b>	It may be inappropriate for a parent to sign the application if the apprentice or trainee is living independently of his or her parents.
<b>Supervising Registered Training Organisation (SRTO)</b>	The SRTO is a registered training organisation that: <ol style="list-style-type: none"> <li>1. accepts a nomination to deliver training and assessment to apprentices or trainees as negotiated and agreed under individual training plans;</li> <li>2. assesses an employer's capacity to provide the supervision, facilities and training required under the training plan for an apprentice or trainee;</li> <li>3. assesses whether the apprentice or trainee has completed the training and assessment required to be completed under a training plan;</li> <li>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.</li> </ol>

## Legislation

- [Further Education and Training 2014](#) Sections 23, 33, 36, 46, 48, 58 and 69.

## Delegations/Authorisations

- Nil

## Related policies

- [School-based apprenticeships and traineeships policy – Queensland and Norfolk Island](#)

## Related procedures

- [Cancel Registered Training Contract by all parties](#)
- [Cancel Registered Training Contract by chief executive](#)
- [Completing an Apprenticeship or Traineeship or Cancelling a Completion Agreement](#)
- [Extension of Nominal Term of a Registered Training Contract](#)

## 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

- [Completion agreement – ATF-011](#)
- [Notice of intent to complete – ATF-033](#)
- [Extension of nominal term of a registered training contract – ATF-014](#)
- [Notification employment has ceased – ATF-043](#)
- [Cancel a registered training contract \(by all parties\) – ATF-034](#)



**Work instructions**

- Nil

**Online materials**

- Nil

**Letters**

- Nil

**Website**

- Nil

**Contact**

For further information, please contact Apprenticeships Info:

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

