

Adequate Training Arrangements

Purpose

This procedure details the requirements and responsibilities for the provision of adequate training arrangements under the *Further Education and Training Act 2014* (FET Act) for apprentices and trainees. Adequate training arrangements encompasses facilities, range of work, supervision, training, and services.

Overview

An employer of an apprentice/trainee must provide, or arrange to provide, the apprentice/trainee with the facilities, range of work, supervision (by a qualified person) and training required under the training plan for the apprentice/trainee.

Adequate training arrangements also includes the supervising registered training organisation's (SRTO) ability to provide, or arrange to provide, an apprentice/trainee with the facilities, services, supervision and training required under the training plan for the apprentice/trainee.

The FET Act requires the SRTO to complete an employer resource assessment (ERA) in relation to a training plan for an apprentice/trainee.

The assessment of adequate training arrangements occurs:

- when the Apprentice Connect Australia Provider (Provider) conducts the sign up for a training contract.
- during a regional investigation to determine whether to register or refuse to register a training contract.
- when the registered training organisation (RTO) is completing the ERA and developing the training plan, which occurs after accepting the nomination to be the SRTO.
- if an apprentice/trainee is failing to make the progress required under their training plan.
- if Departmental officers or other stakeholders have concerns regarding supervision and/or facilities at the workplace.

Supervision

The level and pattern of supervision applied to an apprentice/trainee by a qualified person needs to consider:

- the safety of the apprentice/trainee regarding the work being undertaken
- the experience of the apprentice/trainee
- the depth of knowledge and skills (on and off-the-job technical training/learning) the apprentice/trainee has already achieved
- previous experience/learning and training/practice including the level of repetition the apprentice/trainee has undertaken relative to each task.

A supervisor must be:

- designated to train the apprentice/trainee
- engaged at the same workplace
- employed predominantly during the same working hours as the apprentice/trainee.

The level of supervision is generally categorised as direct, general or broad:

- Direct – close monitoring of work ensuring understanding and identifying potential risks and/or hazards.
- General – occasional monitoring to ensure progress is occurring.
- Broad – quality checking completed tasks.

Refer to the following documents for supervision arrangements in these industries:

- [Declaration of apprenticeships and traineeships in Queensland Policy](#) (Table 15.4) – Electrotechnology industry
- [Adequate training arrangements – Certificate III in Automotive Glazing Technology](#)
- [Adequate training arrangements – Certificate III in Polymer Processing and Certificate IV in Polymer Technician](#)
- [Adequate training arrangements – Specified community care qualifications](#)
- [Adequate training arrangements – Specified swimming pool and spa qualifications](#)
- [Adequate training arrangements – Heavy Vehicle Driver \(Certificate III in Driving Operations\)](#).

NOTE: Supervision of apprentices and trainees cannot be provided solely from an offsite location by ‘electronic means’. ‘Electronic means’ includes, but is not limited to, telephones, radios and webcams. As noted above, the supervisor must be engaged at the same workplace and employed predominantly during the same working hours as the apprentice/trainee.

Process

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

Employer:

- Choose an appropriate apprenticeship/traineeship pathway/qualification.
 - Information can be obtained from the Queensland Training Information Service (QTIS) website which provides a synopsis of individual apprenticeship and traineeship occupations, including a job summary, supervision requirements and links to the relevant qualification content.
- Cooperate with the SRTO to facilitate an [employer resource assessment \(ERA\)](#) by providing information on the facilities, range of work, supervision and training available for an apprentice/trainee.
 - Evidence of the qualified person/s employed by the employer who will supervise the apprentice/trainee in the workplace will be required. Refer to the [Declaration of Apprenticeships and Traineeships in Queensland policy](#) (as described in Table 15) for the definition of a qualified person.
- Provide, or arrange to provide the facilities, range of work, supervision (as described in Table 15 of the [Declaration of Apprenticeships and Traineeships in Queensland policy](#)), and training, in line with the qualification and units of competency detailed in the training plan for the apprentice/trainee.
- Adhere to the supervision requirements as determined by the SRTO.
- Notify the SRTO if no longer able to provide, or arrange to provide, the facilities, range of work, supervision, and/or training under the training plan for an apprentice/trainee.

Group Training Organisation (GTO) or Principal Employer Organisation (PEO):

- Provide the contact details of the first host employer for the purpose of the SRTO conducting an employer resource assessment.
- Review the ERA to establish if the host employer’s workplace can supply adequate supervision (refer to Attachment 1 for additional information) and work tasks aligned to the units of competency for the qualification.
- Facilitate workplace rotations as required.

Apprentice/trainee:

- If there are concerns about the level of supervision (refer to Attachment 1 for additional information), or the training provided by the employer or SRTO, attempt to resolve the matter with the employer and/or SRTO in the first instance.

- If the identified supervision and/or training issues could not be resolved:
 - contact the Department for assistance, by telephoning Apprenticeships Info on 1800 210 210, or
 - for specified racing industry occupations, contact Racing Queensland Board (RQB) for assistance, by telephoning 07 3869 9777 or by email at info@racingqueensland.com.au.

Supervising registered training organisation (SRTO):

- Determine the adequacy of supervision (refer to Attachment 1 for additional information) and training arrangements for apprentices/trainees and retain documentation to support the determination. Factors influencing this determination may include, but are not limited to:
 - the ratio of qualified supervisors to apprentices/trainees in the workplace
 - the age and life experience of the apprentice/trainee
 - whether the apprentice/trainee is a new commencement or a re-commencing apprentice/trainee
 - the level of competence and experience of the apprentice/trainee in the relevant tasks/skills
 - the tasks to be undertaken by the apprentice/trainee, and the risk associated with those tasks in the work environment
 - the proximity of qualified persons to the apprentices/trainees within the workplace
 - whether, during the declaration process for the apprenticeship/traineeship, industry specified a ratio requirement of qualified supervisors to apprentices/trainees.
- Complete [employer resource assessments \(ERAs\)](#) as required, and retain a copy of the ERA and all associated documentation as evidence of compliance with the SRTO's obligations under the FET Act, and for audit purposes. A [guide for SRTOs to completing the ERA](#) has been developed to assist the SRTO regarding the Department's expectations when completing an ERA.
 - For a workplace which uses a variety of SRTOs, if there is more than 1 apprentice/trainee in the same qualification, each SRTO must complete an ERA for the apprentices/trainees for which they are the SRTO, taking into consideration ALL apprentices/trainees in the workplace regarding supervision considerations.
- Adhere to industry-specific requirements, where applicable (e.g. Automotive Glazing Technology, Community Care, Polymer industry, Swimming Pool and Spa, Heavy Vehicle Driver).
- When developing a training plan for an apprentice/trainee where there is an existing apprentice/trainee completing the same qualification in the workplace, update the original ERA to ensure supervision and training arrangements will remain adequate with the addition of another apprentice/trainee.
- During the initial development of an ERA, inform the Department by telephoning Apprenticeships Info on 1800 210 210 if an employer is unable to provide adequate training arrangements for an apprentice/trainee to achieve the outcomes of the training plan. In these instances, the SRTO should not commit to the training plan (await advice from the Department).
- Regularly review the ERA identifying any change of the employer's circumstance and monitor the continuation of adequate training arrangements.
- If at any stage during the apprenticeship/traineeship it is identified that an employer is no longer able to provide adequate training arrangements, notify the Department by telephoning Apprenticeships Info on 1800 210 210.
- Where it is identified that an apprentice/trainee is not making the progress required under his/her training plan, the SRTO must give the Department written notice stating that it considers the apprentice/trainee is not making the progress required under the apprentice/trainee's training plan.
- On request, give the Department, or RQB (for specified racing industry occupations), a copy of the most recent ERA completed.

SRTO when dealing with a Group Training Organisation (GTO) or Principal Employer Organisation (PEO):

- Complete an employer resource assessment (ERA) with the first host employer and forward a copy to the GTO/PEO for review.
- Retain appropriate evidence.

Apprentice Connect Australia Provider (Provider):

- Provide information to the employer and apprentice/trainee at sign-up to ensure the parties understand the obligations relating to the facilities, range of work and supervision requirements (refer to the [Declaration of Apprenticeships and Traineeships in Queensland policy](#) and Attachment 1 for additional information).

- Before the employer indicates on the training contract the number of appropriately qualified and/or competent supervisors available to supervise the apprentice/trainee, the Provider must ensure the employer understands the definition of 'qualified person' (refer to the [Guide to completing the national training contract](#) for information relating to entering the numbers on the training contract).
- Assist the employer to choose an appropriate qualification for the workplace by reviewing the details on the [Queensland Training Information Service \(QTIS\)](#) website, considering the job summary of the apprenticeship/traineeship, and any specific requirements if applicable.
- Prior to, and during the training contract sign-up, identify any potential concerns. This is achieved through:
 - reviewing any previous advice received or previous interactions relating to the workplace;
 - discussion with the employer and apprentice/trainee.

Note – if not satisfied the employer is able to provide adequate training arrangements, the Provider has the delegation to refuse to register a training contract (if uncertain whether to approve registration or refuse registration of the training contract, seek assistance from the Department by telephoning Apprenticeships Info on 1800 210 210).
- During contacts with employers and apprentice/trainees be alert to the employer's capacity to provide adequate training and/or supervision to apprentices/trainees, and report any concerns to the Department by emailing OPRA@desbt.qld.gov.au.
- Adhere to industry-specific requirements, where applicable (e.g. Automotive Glazing Technology, Community Care, Polymer industry, Swimming Pool and Spa).

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

- Investigate concerns regarding adequate training arrangements (refer to Attachment 1 regarding additional information relating to supervision) and endeavour to resolve the issues.
- If required, request a copy of the ERA from the SRT0.
- Provide support and education to stakeholders, including Providers, employers, SRTOs and others as required.
- If deemed necessary and appropriate, refuse to register a training contract, or cancel a registered training contract (refer to the relevant procedures and/or DTET/RQB Work Instructions).

Definitions

Apprentice Connect Australia Provider	Apprentice Connect Australia Providers, also known 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.
Department or DTET	Department of Trade, Employment and Training
Employer resource assessment (ERA)	This assessment, carried out by the SRT0, determines an employer's capacity to provide the facilities, range of work and supervision, supporting an apprentice or trainee to develop workplace knowledge and competence related to the occupational outcome aligned to an apprenticeship or traineeship.
Group training organisation (GTO)	A GTO is a corporation established predominantly to provide training and employment opportunities. GTOs employ apprentices and trainees and are responsible for ensuring these employees receive suitable training and experience through a "host" employer arrangement.
Minimum supervision	Refer to the Declaration of apprenticeships and traineeships policy .
Principal employer organisation (PEO)	A PEO is a corporation that employs, or intends to employ, 25 or more apprentices and/or trainees for the purpose of placing them in "hosting" arrangements. The PEO is responsible for ensuring these apprentices and/or trainees receive suitable training and experience through a "host" employer arrangement, under a written agreement.
Qualified person	The Declaration of apprenticeships and traineeships policy describes, in detail, the definition of a 'Qualified person' for apprenticeships, and the definition of a 'Qualified person' for traineeships.



Racing Queensland Board	Racing Queensland Board (RQB) is the statutory body for thoroughbred, harness, and greyhound codes of racing in Queensland with responsibility for the management of these codes. 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
Supervising registered training organisation (SRTO)	is a registered training organisation that: <ol style="list-style-type: none"> 1. accepts the 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.
Training plan	A training plan is a plan which describes the training to be undertaken by an apprentice or trainee; and outlines who will provide the training; how, when and where it will be delivered; how the assessments will occur; and when the apprenticeship or traineeship will be deemed to be completed. The approved form for the training plan is the apprenticeship/traineeship training plan template , and its required contents are as stated in the Guide to training plans and training records .

Legislation

- [Further Education and Training Act 2014](#) Sections 56, 57, 67 and 68
- [Further Education and Training Regulation 2024](#) Section 3(1)(d)

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](#)

Related procedures

- Nil

Supporting information/websites

Agreements

- Nil

Forms

- [Employer resource assessment \(ERA\)](#)
 - ATF-013 (APP): ERA – Apprentice/s (generic)
 - ATF-013 (TEE): ERA – Trainee/s (generic)
 - ATF-013 (AC-REFRIG): ERA – Air Conditioning and Refrigeration
 - ATF-013 (AUTOMOTIVE EV MECHANIC): ERA – Automotive electric vehicle apprentices
 - ATF-013 (COMMS): ERA – Community Care (Specified)

- ATF-013 (ECEC): ERA – Early Childhood Education and Care
- ATF-013 (ELEC-A): ERA – Electrical industry apprentices (UEE30820 only)
- ATF-013 (ELEC): ERA – Electrical Industry apprentices (all other UEE and UET qualifications)
- ATF-013 (GLAZING): ERA – Automotive Glazing Technology (Specified)
- ATF-013 (PLUMB): ERA – Plumbing apprentices (CPC32420)
- ATF-013 (POLY): ERA – Polymer industry apprentices – Certificate III in Polymer Processing (PMB30121) and Certificate IV in Polymer Technician (PMB40121) qualifications only (current until 31 March 2025)
- ATF-013 (SPA): ERA – Swimming Pool and Spa
- ATF-013 (Heavy Vehicle Driver) ERA – Heavy Vehicle Driver (specified)

Work instructions

- Nil

Online materials

- [Guide to completing the national training contract](#)
- [Guide for supervising registered training organisations to completing the employer resource assessment](#)
- [Adequate training arrangements – Certificate III in Automotive Glazing Technology](#)
- [Adequate training arrangements – Certificate III in Polymer Processing and Certificate IV in Polymer Technician](#)
- [Adequate training arrangements – Specified community care qualifications](#)
- [Adequate training arrangements – Heavy Vehicle Driver \(Certificate III in Driving Operations\)](#)
- [Adequate training arrangements – Specified swimming pool and spa qualifications](#)

Letters

- Nil

Website

- Nil

Contact

For further information, please contact the Department at:

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

Attachment 1

Supervision

Demonstrated competence	Demonstrated competence relates ONLY to traineeships. There are many ways a person may demonstrate competence, such as by substantiated experience in carrying out the day-to-day activities associated with competencies over many years.
Collective supervision	A group of people can collectively supervise an apprentice or trainee. This would require the SRTTO to ensure that collectively the group of nominated supervisors hold the appropriate documented requirements for all competencies required to be undertaken within the apprentice/trainee's training plan.
Sub-contractor arrangement	A sub-contractor who meets the definition of a qualified person as outlined in the Declaration of apprenticeships and traineeships in Queensland policy can supervise an apprentice or trainee in the workplace on the provision the sub-contractor is engaged at the same workplace as the apprentice or trainee and is predominantly working the same hours.
Higher Qualification	A person that holds a higher qualification than the qualification that the apprentice or trainee will be undertaking can be the nominated supervisor if the higher qualification units map across to the units of the lower qualification.
Remote Technology and/or Virtual Workplace	Remote technology such as Skype, Teams or mobile devices may be utilised to complement on-site supervision, however remote technology must not be the sole method of supervision. The workplace cannot be a 'virtual workplace' such as a home environment where the only means of a qualified supervisor is via a private network, mobile device or internet, regardless of if there are camera facilities.
Can a training contract for an apprentice be signed up if the apprentice's intended supervisor is undertaking a recognition of prior learning (RPL) process to obtain the necessary qualification?	No. The employer should engage a registered training organisation to undertake the RPL process with the prospective supervisor/s first. When the supervisor/s has/have received recognition in the competencies they will supervise, the sign-up can take place.
If there are doubts about the appropriateness of the qualification selected, what should an officer do?	Ask questions about the match between the apprenticeship/traineeship occupation and the work that the apprentice/trainee will actually do on the job – for example, do the apprenticeship/traineeship requirements (as per the units of competency required to achieve the qualification) align to the daily/weekly occupational requirements?