**ERAs, Training Plans and Training Records**

Frequently Asked Questions

# What if the information recorded on an SRTO Notification, such as the qualification name, is incorrect?

If the qualification is incorrect, you can contact the Australian Apprenticeship Support Network (AASN) to discuss, or the qualification can be amended once the contract is registered.

# If the SRTO notification is referring to an apprentice/trainee we are not able to service (e.g., apprentice/trainee is located in Far North Queensland where no trainers are located), are these grounds to not accept?

No. SRTOs cannot refuse to provide services outside of those reasons detailed in section 2.7 of the [*User Choice 2021-23 Policy*](https://desbt.qld.gov.au/training/providers/funded/userchoice/resources). You can, however, charge the employer additional costs if you are to have a trainer travel to the location.

# If an apprentice/trainee has another open contract on Partner Portal already, can the SRTO notification be rejected?

If there is another active contract, it may be in the process of being cancelled and/or transferred to another employer. It is best to contact the Department on 1800 210 210 or the appropriate AASN provider to discuss further.

# What if the apprentice/trainee has significant LLN issues or a disability and won’t be suitable for a trade level qualification? Do SRTOs still have to accept the SRTO notification then find a way to provide additional support?

Yes, the training provider does need to accept the notification and develop a training plan with reasonable adjustments to suit the apprentice/trainee. Further assistance may be sought from the relevant AASN provider to discuss available support through the Disability Australian Apprentice Wage Support (DAAWS). Further information on LLN and Disability support is available on the Department’s website at [www.desbt.qld.gov.au/training/providers/inclusive](http://www.desbt.qld.gov.au/training/providers/inclusive)

# What if the employer does not have any qualified staff? Can the SRTO notification be refused?

To determine if an employer can provide the range of work, facilities and supervision, an ERA must be undertaken. Where it is identified that the employer is not able to provide suitable supervision, the SRTO **must** not commit to the training plan and must immediately advise the employer, the Australian Apprenticeship Support Network (AASN) Provider and the Department.

# When accepting SRTO notifications from the AASN, we are given the options of Accept, Return or Reject. Are there rules around the Return option?

When an SRTO Notification is issued to an RTO by an AASN via the portal, they receive an email notifying them to check the portal and review the notification. When an SRTO logs in and locates the notification, they have the option to:

* **Accept** – If the RTO selects Accept, the declaration is shown on screen (the same wording that is provided on the SRTO Notification form) for them to agree to, before they confirm they are accepting. They can also add Comments for the AASN to read.
* **Reject** – If the RTO selects Reject, the RTO can add Comments explaining why they are rejecting. (If a SAS, you must meet the requirements set out in the policy)
* **Return** – The Return option is used in instances when they are requesting further information or amendments before they can commit to accepting or rejecting. The RTO can add Comments explaining why they are returning it. For example, sometimes we may send a notification for an AA signed up into BSB30115 but the RTO will return it and request that the parties consider amending it to BSB30120. We then contact the parties to obtain the approval of the amendment and if it is approved, we can re-issue the amended notification to the RTO’s portal for them to then either accept or reject.
* **Print** – The RTO can print the actual PDF of the filled-in SRTO Notification form, either just for their own records or to sign and provide back to us (though if they’re accepting via the portal, they normally would not sign the form and email to us as well).

# If an RTO receives the SRTO notification, signs it and returns it to the AASN yet, it is still taking a number of months to be registered, can the RTO start training and issue a training plan?

The Department recommends that the training does not commence in this situation in case the training contract is refused as you will not be paid. In this case, it is recommended that the SRTO contact the Department on 1800 210 210 to discuss.

# If the only qualified supervisor leaves the workplace and the apprentice is about to complete, can the SRTO finalise the apprentice (with DESBT approval) so not to disadvantage them? Or does the SRTO have to wait until a new qualified supervisor is employed?

As soon as the SRTO is aware of a situation like this, they should make contact with the Department on 1800 210 210 to discuss this further, especially if it is a licenced trade.

# What should an SRTO do when they become aware that the employer is not providing sufficient supervision or time for the apprentice/trainee to undertake their training?

The SRTO should make the employer aware of their obligations in the first instance and advise the Department on 1800 210 210. Further information on supervision requirements is available in the [*Declaration of Apprenticeships and Traineeships in Queensland policy*](https://www.publications.qld.gov.au/ckan-publications-attachments-prod/resources/195f4e05-530a-454f-b12f-996159badb5f/declaration-of-apprenticeships-and-traineeships-in-queensland-policy-v10-june-2022.pdf?ETag=ff8cfb6782f5ef55711e7eaeff4d79f3)in Table 15.

An Information sheet ATIS-036 [*Paying apprentices and trainees for time spent undertaking supervised training and assessment*](https://desbt.qld.gov.au/training/apprentices/resources/information-sheets/is36) is available and provides information on the expectations for employers.

What is the correct ratio of trainees to supervisors?

# SRTO’s are in the best place to access an employer’s capacity to provide adequate training arrangements and supervision at a workplace where an apprenticeship or traineeship will be completed.

There is no specific ratio of trainees to supervisors but an SRTO may determine a supervisor can supervise more than one apprentice/trainee in accordance with the considerations of Table 15.3 of the [Declaration of Apprenticeships and Traineeships in Queensland Policy](https://www.publications.qld.gov.au/ckan-publications-attachments-prod/resources/195f4e05-530a-454f-b12f-996159badb5f/declaration-of-apprenticeships-and-traineeships-in-queensland-policy-v10-june-2022.pdf?ETag=ff8cfb6782f5ef55711e7eaeff4d79f3).

An SRTO must document their reasons to support their decision on the ERA.

# Can a student supervise another student?

# An apprentice/trainee is not able to provide supervision to someone else who is undertaking the same apprenticeship or traineeship unless the person undertaking the apprenticeship/traineeship at a higher level incorporates supervisory or co-ordinating skills.

# Table 15.1 & 15.2 of the [Declaration of Apprenticeships and Traineeships in Queensland Policy](https://www.publications.qld.gov.au/ckan-publications-attachments-prod/resources/195f4e05-530a-454f-b12f-996159badb5f/declaration-of-apprenticeships-and-traineeships-in-queensland-policy-v10-june-2022.pdf?ETag=ff8cfb6782f5ef55711e7eaeff4d79f3) provides the definition of a qualified person for apprenticeships and traineeships. If there are any concerns, please contact the department on 1800 210 210.

# If a student is in a part-time training contract, does the ratio change?

Consideration would need to be given to a range of factors which the SRTO would need to review when they undertake the ERA. Depending on the other apprentices/trainees being considered for ratio purposes, the experience may be above or below the existing trainee and have an impact on the quality of training and exposure on-the-job.

If there are concerns, please contact the department on 1800 210 210.

# If the apprentice/trainee is not making satisfactory progression as per the RTO course progression policy, can the RTO withdraw the trainee in this case?

No. The correct process would be to notify the Department in writing within 14 days of making the determination if progress is not made under the training plan. Further information is available in the [*Guide for supervising registered training organisations*](https://www.publications.qld.gov.au/ckan-publications-attachments-prod/resources/3fe039f4-a858-430f-9ade-b75f5e4f779f/guide-for-supervising-registered-training-organisations-v10-july-2022.pdf?ETag=6053a1fb0dde49eb7b3221e4716e7b13) under the heading *Apprentice/trainee not progressing* on page 9.

# Is there any review cycle for the Employer Resource Assessment?

Yes, ERAs must be reviewed at intervals of no more than 3 months which aligns with the training record reviews.

# Will the ERA be the same template for all trades and qualifications? What if you have two apprentices on different sites?

There are ERAs developed for specific industries. These templates are available at the following location: <https://desbt.qld.gov.au/training/apprentices/srto>

An ERA is to be developed for each qualification and workplace. For example:

* if there are 2 apprentices at one workplace with one undertaking carpentry and the other undertaking painting, 2 separate ERAs are required as there are 2 distinct qualifications being undertaken.
* If an employer has 2 workplaces and each workplace has an apprentice boilermaker, there would need to be 2 ERAs as there are 2 separate workplaces even though the same qualification is being undertaken. This is to ensure there is adequate facilities, range of work and supervision available for each apprentice.

# If the SRTO reviews the ERA and no changes have been identified, should a review date be put on the ERA with signatures from the employer as well as the RTO?

Yes. The ERA has space under the heading of **Employer Workplace arrangements reviewed** for the SRTO to document when, how and by whom the review was undertaken. There is no requirement for the employer to sign, but it is recommended that the SRTO note who they spoke with in a file note.

# Are ERAs required for non-funded apprenticeships/traineeships undertaken in Queensland?

ERAs are required for all apprentices and trainees irrespective of state funding. It is a legislative requirement under the Further Education and Training Act 2014 and is not related to User Choice funding.

# If a unit of competency agreed to on the ERA cannot be delivered in the workplace, but all parties have agreed to deliver this through a simulated environment, does the employer need to sign off that subject in the training record?

Yes, the employer needs to confirm the apprentice/trainee is competent as the awarding of competence may also affect the wage progression of an apprentice.

# Can you have individual ERAs for multiple trainees in one location doing the same qualification? Or does it have to be on the same ERA?

The Department allows for the one ERA for the same workplace and the same qualification however, it is the SRTOs choice if they wish to undertake individual ERAs.

# What should be written under “Workplace where apprentice will be employed” when the apprentice works at different workplaces each day such as construction workers who are itinerant?

It will be the base location which may end up being the employers home address.

# Training Plans must be issued within 3 months of the start of the apprenticeship or traineeship. Does this mean the start of their training contract or the day the contract was made active by DESBT?

Under section 74 of the Further Education and Training Act, the SRTO must take all reasonable steps to ensure the apprentice’s or trainee’s training plan is signed within 3 months of the start of the apprenticeship or traineeship. This is the date that the parties (employer and apprentice/trainee) agree to the person commencing training in the chosen qualification. It is not the date the Department receives and/or registers the training contract.

# Can the SRTO record a date in the final two columns of the Training Plan and not a signature?

The [*Guide to Training Plans and Training Records*](https://www.publications.qld.gov.au/ckan-publications-attachments-prod/resources/e1490cb4-8013-41ef-adad-5f000b26e97e/guide-to-training-plans-and-training-records-v6-june-2022.pdf?ETag=f8c616ab198970783b9030ac9c6cc396) provides guidance on what is expected on page 4. The guide allows for either a signature, initials or a date transcribed from other information where the employer has provided verification in support of competence.

# Is there any limit to how long an employer can take to verify “on the job” training for final resulting?

There is no time limit for how long an employer may take to verify on-the-job competence.

The SRTO should document all attempts to gain the employers confirmation and request why the employer is refusing to sign-off.

Where an SRTO has undertaken several attempts without success, the SRTO should contact the Department for assistance by calling 180 210 210.

# What is the difference between the commencement date and start date?

The date of commencement of the training contract is the date the employer and apprentice have agreed to commence training, offer and acceptance. There may be a difference in dates where the apprentice is an existing worker, but the commencement date on the training contract is the date that the apprentice commences work and training in their chosen apprenticeship or traineeship.

# If a First Aid unit of competency cannot be delivered in the workplace and is delivered through a simulated environment, does the employer need to sign off that subject in the training record?

Yes, the employer needs to confirm the apprentice/trainee is competent as the awarding of competence may also affect the wage progression of an apprentice.

# Does the SRTO need to keep a completed copy of the training record?

The training record may be kept in any way the SRTO considers appropriate. For example, the training record may be a printed booklet or may be provided electronically. Where a printed booklet is provided to the apprentice/trainee, the training record is to be kept by them and not the SRTO or employer.

# Can a supervisor sign off on a review of the training record or does it have to be the employer?

# A supervisor is able to sign off so long as the employer has provided the supervisor the authority to do so as this may allow the person to progress to the next wage level or be completed.

# What is the purpose of a Training Record?

The purpose of the Training Record is to record the on-the-job/workplace tasks that an employer is responsible for providing. Further information on Training Records is available in the [*Guide to Training Plans and Training Records*](https://www.publications.qld.gov.au/ckan-publications-attachments-prod/resources/e1490cb4-8013-41ef-adad-5f000b26e97e/guide-to-training-plans-and-training-records-v6-june-2022.pdf?ETag=f8c616ab198970783b9030ac9c6cc396) on page 4 or in the [*Further Education and Training Regulation 2014*](https://www.legislation.qld.gov.au/view/whole/html/inforce/current/sl-2014-0103), section 4.

# If the student has completed the qualification via alternative pathways, what evidence does the SRTO require to complete?

If a student has acquired the qualification (e.g.: Certificate III in Business) via an institutional pathway and is signed into a Certificate III in Business traineeship, the SRTO will need undertake an ERA, develop a training plan indicating the cross credits for the competencies, issue a training record and monitor the progress of the trainee until such time as the parties agree the trainee is competent. The length of time taken to become competent will depend on the individual and will require verification from the employer that the trainee is competent in all aspects related to the training plan.

# Is there a fact sheet that an SRTO can provide to employers about On the Job Study time?

An Information sheet ATIS-036 [*Paying apprentices and trainees for time spent undertaking supervised training and assessment*](https://desbt.qld.gov.au/training/apprentices/resources/information-sheets/is36) is available and provides information.

# When policies and/or forms are updated, will SRTOs receive an email notification?

No. An email notification is not sent to stakeholders however, when accessing the documents prior to downloading, however it will appear as a new version.