



**COMTECH**  
TRAINING

“Helping to Secure and Connect Australia”

# Employer Information Pack - National

## Provider Details

Provider Details	
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## 1.0 Introduction

Thank you for choosing Comtech Training (RTO-ID: 90933) as your Training Organisation. Our company vision is to provide the highest quality training programs that engage your workforce and deliver measurable results to your workplace.

We look forward to working with you during the course of the training program, helping your apprentice/trainee to meet the competency standards set down for the various certificate programs being undertaken as part of the whole program. We will try to simplify the training journey by working with you and within your production requirements.

Over the many years that Comtech Training has conducted training programs we have identified that a successful outcome for all comes from the collaboration of all the parties. With a thorough understanding of what is required to occur throughout the life of the program we are able to deliver a satisfactory result for all parties.

For more information on Comtech please refer to our website [www.comtech.edu.au](http://www.comtech.edu.au).

### 1.1 Who are Comtech Training?

Comtech Training Pty Ltd is a Registered Training Organisation (RTOID 90933) accredited by Australian Skills Quality Authority ASQA to deliver Nationally Recognised training programs across the communications, information technology and electronic security industries.

#### Company Description

Comtech Training Pty Ltd is a provider of vocational, educational and training (VET) services to businesses and individuals within Australia.

Comtech Training specialises in delivering workplace-based training programs across a multitude of industries and qualifications. Our trainers are industry specialists and eager to help staff learn new skills that will benefit organisations, individuals and industry alike.

Comtech Training works with industry employers and industry professionals to design training programs that address your company's needs, engage your employees and meet the VET and industry requirements to complete nationally recognised qualifications from Certificate II through to Diploma level.

Employees are consulted in the development process to ensure the training programs address the needs of your company and the employees. Traineeships/Apprenticeships generally have a nominal duration of between 12 and 24 months to complete

#### 1.1.1 Your training advisor

Comtech operate a team of national training advisors that report directly to each state or territory office. They are Comtech employees not contractors. They are all industry specialists backed by a national team of technical and compliance officers.

By this stage you should be working with a training advisor who advises you the employer as well as the apprentice and who also works closely with a member of the Australian Apprenticeship Support Network (ASSN) to ensure that all regulatory aspects of enrolment and eligibility are adhered to.

### **1.1.2 Who are the Australian Apprenticeship Support network (ASSN):**

The Australian Apprenticeship Support Network (AASN) is a group of Apprenticeship Network Providers (ANPs) that are contracted by the Commonwealth Department of Education, Skills & Employment). ANP Staff help the Employer and Employee complete the “National Training Contract” and lodge it with the relevant State Training Authority.

#### **The ANP will also:**

- Provide advice and support services from pre-commencement to completion of the Australian Apprenticeship
- Issue, assess and pay Commonwealth Incentive claims for Employers and Australian Apprentices where applicable
- Offer additional services such as mentoring and referral services where needed to support the training arrangement.

### **1.2 What is an apprenticeship?**

For the purpose of this document the term Australian Apprenticeships is used for both Apprenticeships AND traineeships in Australia.

An Australian Apprenticeship, commonly known as an apprenticeship, is a learning pathway that combines paid on-the-job training and formal study with an RTO.

A “Traineeship” is a Government Funded and/or incentivised Program to encourage employers to train their employees in a Nationally Recognised Certificate. At Comtech the training is typically conducted in the training centre – using the same workplace-based model described above.

To be eligible for government funding and incentive payments, apprentices need to pass an eligibility criteria and enter into a “Contract of Training”. Comtech is able to support and assist with understanding the requirements to meet with the eligibility criteria.

#### **1.2.1 What are the advantages?**

As an employer, participation will enable you to:

- Improve productivity in your industry by making training programs more relevant.
- Promote the attitudes and skills you want in your workforce
- Raise the quality of those coming into your industry
- Participate in the education and career development of young people in your community
- Strengthen links with local community & raise your business profile
- Identify talented future employees in your local area

When you hire an apprentice, you may be eligible to receive incentives. These are subject to eligibility criteria, waiting periods and time limits. When you are ready to employ an apprentice, contact an Australian Apprenticeship Support Network Provider. Apprenticeship Network Providers give advice and help with recruiting, training and retaining Australian Apprentices.



## 1.2.2 How much should I be paying my apprentice/trainee?

Wages for Australian apprentices depend on many factors including:

- age of the apprentice
- years of training
- type of qualification, and
- industry or occupation.

Australian apprentices/trainees have the same rights as all other workers in Australia. You can find out more information on the Fair Work Ombudsman website.

## 1.2.3 What is a training contract?

A training contract is a legally binding agreement between the employer and the apprentice. In signing the training contract, both parties are bound by certain obligations expressed in the contract. The training contract sets out the terms of the apprenticeship, which are agreed to by both the employer and the apprentice or trainee, such as:

- the qualification the apprentice is working towards
- the nominal term of the training
- the number of hours in training and employment provided each week; and
- arrangements for on and off the job training.

## 1.2.4 What is a training plan?

The training plan is used to monitor progress and record achieved competencies' during the course of a training contract and must be negotiated and agreed to by the employer, the apprentice, and the registered training organisation.

You will be expected to sign a training plan within six weeks of the training contract being registered, additionally, if there are changes to the course, you will be required to sign subsequent training plans also. There are legal requirements to sign training plans and, in some states, a **fine of up to \$5000** can be imposed by the State Training Authority (STA) if employers or RTOs do not provide this information within the set timeframes.

Please ensure that you respond to any requests for training plans as quickly as possible.

## 1.3 What are my obligations under the training contract?

The information below is general information associated with a training contract, they are general guidelines and may differ slightly depending on your jurisdiction.

Training contract obligations for the employer, the apprentice, and the parent or guardian (where applicable)

### We agree that:

1. The contract commences from the date stated in the training contract provided that it has been registered or approved with the State Training Authority.
2. The contract can only be changed by our agreement and according to state legislation and the State Training Authority must be informed of the proposed change/s. Certain changes will require approval from the State Training Authority.
3. The apprentice can see, and correct, any information about himself/herself in this contract or held by the employer in relation to this contract.

4. The apprentice is not liable for any unintentional damage to material or property in the course of their work and training.
5. We will try to resolve any dispute we have between us, and if we can't, we will contact our State Training Authority to request assistance or to access the appropriate dispute resolution procedures.
6. The contract can be audited by the relevant State Training Authority or Australian Government Department.
7. The contract is successfully completed when there is agreement from the employer, RTO and apprentice, **and/or** an acknowledgement by the State Training Authority, that the apprentice has attained all the required competencies.
8. This contract expires if it reaches the expected term referred to in the training contract without the apprentice having attained all the required competencies or a request for an extension of the contract having been endorsed by the State Training Authority.
9. This contract may be terminated in accordance with the relevant state Legislation.

### **1.3.1 Training contract obligations for the employer**

#### **I agree that I will:**

1. Employ and train the apprentice as agreed in our training plan and ensure the apprentice understands the choices that he/she has regarding their training
2. Provide the appropriate facilities and experienced people to facilitate the training and supervise the apprentice while at work, in accordance with the training plan
3. Make sure the apprentice receives on the job training and assessment in accordance with our training plan
4. Provide work that is relevant and appropriate to the vocation and also to the achievement of the qualification referred to in this contract
5. Release the apprentice from work to attend any training and assessment specified in our training plan
6. Pay the apprentice the appropriate wages to attend any training and assessment specified in the training plan, noting that any time spent by the apprentice in performing his or her obligations under the contract whether at the employer's workplace or not, is to be taken for all purposes (including the payment of remuneration) to be time spent working for the employer
7. Meet all legal requirements regarding the apprentice, including but not limited to, occupational health and safety requirements, and payment of wages and conditions under the relevant employment arrangements
8. Repay any payment I receive that I am not entitled to
9. Work with our registered training organisation (RTO) and the apprentice to make sure we follow our training plan, keep training records up to date, and monitor and support the apprentices' progress; and
10. Let the relevant State Training Authority and the RTO know within five working days (or when the local legislation requires if this is different) if our training contract has become jeopardised.

I acknowledge that it is an offence to use information in the contract to discriminate against any person, including the apprentice.

### **1.3.2 Training contract obligations for the apprentice/trainee**

#### **As part of the commitment by the trainee they are agreeing to:**

1. Attend work, do their job, and follow their employer's instructions, as long as they are lawful.
2. Work towards achieving the qualification stated in the training contract; and
3. Undertake any training and assessment in the training plan.

## 1.4 Working Conditions

### 1.4.1 Does the apprentice have to do all their study in the workplace?

The government provides you with incentives to offset the time that you invest in having your apprentice train. Apprentices should not be expected to complete all their studies outside of work hours, time should be afforded to apprentices to participate in off the job training, access to workplace training and complete self-study.

### 1.4.2 Emergency Response

The RTO has a documented Emergency Response Strategy to deal with how apprentices are handled in case of emergency. If there is an emergency while the apprentice is training off site with the RTO, the RTO will contact the employer after they have spoken with the listed emergency contact of the apprentice. You may request a copy of Comtech's Emergency Response Strategy from your training advisor.

### 1.4.3 Bullying and Harassment

All parties want to ensure a safe learning environment for the apprentice. As such, the RTO provides inductions for Supervisors and Employers to ensure that they are aware of their responsibilities as part of this agreement. The RTO will also undertake regular calls and monitoring with the apprentice and employer to ensure that the training is progressing smoothly.

The RTO has a policy for Bully, Harassment, Access and Equity. For more information about this, please refer to [www.comtech.edu.au](http://www.comtech.edu.au).

Below is taken from Fair Work <https://www.fairwork.gov.au/employee-entitlements/bullying-and-harassment>

#### What is bullying

##### A worker is bullied at work if:

- A person or group of people repeatedly act unreasonably towards them or a group of workers
- The behaviour creates a risk to health and safety.
- Unreasonable behaviour includes victimising, humiliating, intimidating or threatening. Whether a behaviour is unreasonable can depend on whether a reasonable person might see the behaviour as unreasonable in the circumstances.

##### Examples of bullying include:

- Behaving aggressively
- Teasing or practical jokes
- Pressuring someone to behave inappropriately
- Excluding someone from work-related events or
- Unreasonable work demands.

#### What isn't bullying

A manager can make decisions about poor performance, take disciplinary action, and direct and control the way work is carried out. Reasonable management action that's carried out in a reasonable way is not bullying.

Management action that isn't carried out in a reasonable way may be considered bullying.



## **1.4.4 Communication and Monitoring**

Monitoring will be undertaken through a range of mechanisms by the RTO and the AASN.

RTO representatives will review progression and may from time-to-time call or email, the apprentice, supervisor or employer in relation to progression, where progression falls outside of the expected progression within the training plan.

Any major issues will be communicated initially via phone with a formal follow up via email. General progress reports in relation to the qualification and apprenticeship will be undertaken via email.

## **1.5 The training environment**

### **1.5.1 Competency based training and assessment**

Training and assessment for most qualifications are competency-based. This means that the apprentice needs to learn and demonstrate their knowledge and skills in being able to perform prescribed tasks within units of competency and the workplace, to the standard that is required in the workplace.

Competency based training focuses on the apprentice's ability to demonstrate a nationally agreed set of the knowledge and skills. Unlike traditional classroom, teaching competency-based training is about demonstrating skills and knowledge in a range of situations.

Competency based training accommodates different learning strategies and learning environments. It allows for differences in learning styles, interests, needs and opportunities – to meet the needs of individuals and to recognise what knowledge and skills they already have based on experience.

### **1.5.2 Apprentice suitability and support**

During the enrolment process Comtech conducts an online assessment which helps us identify where an apprentice may need additional support, this may range from needing additional time to complete assessments, adapting assessment tools to meet a disability or completing additional support courses to ensure that the apprentices' abilities are likely to allow them to complete the course.

Where issues are identified Comtech may adjust the delivery and assessment method to help the apprentice complete the training program.

Apprentices who find they require additional assistance as they progress through our training programs can also speak to their Trainer at any time; the Trainer will obtain the necessary support for the apprentice, and with the help of the employer arrange for workplace support and/or alternative methods of assessment.

This may include conducting oral assessments where it doesn't negatively impact the quality of the training outcomes.

### 1.5.3 Recognition

Apprentices may apply for the recognition process of skills and knowledge that they have obtained through past experience or prior training. Although Recognition minimises the need to undergo further training where a competency already exists it is up to the Apprentice to provide the evidence to support their application for Recognition. Recognition can be made for a unit of a qualification or for the entire qualification.

#### **Generally, recognition comes through two forms-**

**1.Credit Transfer-** This is where an apprentice has undertaken formal training and assessment in units which are currently included in or equivalent to a unit in the qualification they are undertaking, in this circumstance, the apprentice is excluded from undertaking any of the training and assessment again.

**2.Recognition of Prior Learning-** This is where the apprentice can demonstrate current knowledge and skills against a unit of competency or the entire qualification. Under this circumstance the apprentice will apply and work with our staff to provide evidence of competency.

For more information about this, ask to see one of our Recognition Information Kits or refer to our Mutual Recognition Policy and Procedure. Each apprentice will be offered recognition before enrolment and if required provided with all necessary documentation to apply for recognition where required.

### 1.5.4 How do we deliver training?

#### **Comtech training is delivered in the following ways:**

#### **1. Classroom based training and assessment:**

Comtech works with a range of industries who may specialise in specific areas, making it difficult to train on specific equipment or practice specific techniques. As such, Comtech has a range of facilities around the country which reflect industry current workplaces including high tech telecommunications technical centres which provide apprentices with the latest industry training and offer the opportunity to work on specialised and industry current equipment under the supervision of industry current and qualified trainers.

#### **2. Webinars**

In our current climate where social distancing is now the norm it has been necessary to conduct more and more class-based theory to webinars. This also enables remote apprentices to attend class. The webinars are conducted by Comtech instructors with apprentices normally attending from home.

#### **3. Online training and/or self-study**

Our training programs consist of both practical hands on training and theoretical knowledge which underpins the job role such as understanding workplace policies, procedures and legislation. Where appropriate, we provide apprentices access to a range of learning materials through an online platform or through hardcopy materials provided to the apprentice at the commencement of a unit or qualification.

### 1.5.5 Work Health and Safety Policy

Comtech Training is committed to providing a safe workplace for all employees and apprentices. Resources used by trainers will comply with all relevant legislation to ensure the health and safety of employees and apprentices. Information on Workplace Health and Safety will be made available to all employees and Apprentices; it will be a requirement of all staff to share the responsibility of maintaining a safe working environment.

#### Comtech Training will:

- Integrate WH&S into all aspects of the training.
- Communicate and promote WH&S as a normal part of the aspect of training.
- Take action to rectify issues to comply with a healthy and safe workplace.

Employees and Apprentices will ensure they work in accordance with Work Health and Safety requirements and encourage others to work in a safe manner. Co-operate with management and support and promote a safe working environment. Report or rectify immediately any conditions deemed to be unsafe.

Comtech Training operates an Integrated Management System and reporting of environmental and safety incidents is a requirement of all trainers.

### 1.5.6 EEO affirmative action plan:

Federal and State laws state; it is against the law to discriminate against people or treat them unfairly in all areas of employment.

Comtech Training will treat all apprentices and anyone who comes into contact with a member of your staff fairly. Comtech trainers will not treat apprentices unfairly, harass or bully them, because of their:

- Marital status
- Disability (including past, present or future physical, intellectual or psychiatric disability, learning disorders, or any organism capable of causing disease)
- Sex (including pregnancy)
- Race, colour, ethnic or ethno-religious background, descent or nationality
- Sexual preference
- Age.

### 1.5.7 Apprentice records and information

#### Storage of Records

Comtech Training will assure the integrity, accuracy and currency of records maintained in its offices.

#### Maintenance of Apprentice records

The CEO will be responsible for ensuring all electronic systems are utilised according to the quality manual:

- All enrolment details will be entered into the student Management System as soon as the apprentice is enrolled.
- A hard copy file will be prepared
- Assessment visit sheets and participation paperwork will be entered into the Student Management System and filed in relevant hard copy file
- Xero and Axcelerate will control all fees paid

### **1.5.8 The Certificate issued on Completion.**

On successful completion of the correct units of competency that meets the qualification packaging rules (refer to the Student Assessment Agreement (SAA for further information) and full payment of outstanding fees, the apprentice will be issued with a Certificate (testamur) stating the qualification that has been achieved and a record of results indicating the units of competency completed as part of the qualification.

### **1.5.9 Quality control**

Comtech Training seeks feedback from participants and clients on the services provided. The feedback is used to improve the quality of the training program and delivery methodology. It also helps Comtech deliver programs that meet your expectations.

Feedback surveys are usually conducted at the halfway mark of the program and at the conclusion of the training program. This information is used to improve the services we offer clients and is reported to the government as part of our service agreement contract

## **1.6 Supervision and mentoring Strategy**

### **1.6.1 What is a mentor**

A workplace mentor is an experienced, competent and trusted advisor, who provides on the job instruction and direction to apprentices, monitors the performance and progress of the apprentices through their learning, and provides support when necessary. Their skill and experience plays a vital role in the support of those completing a Workplace - based model of learning.

Workplace mentors work with the apprentice on a weekly basis, giving instruction on workplace tasks. Specific tasks are noted in the learning materials (specifically the Training Log book) provided by Comtech to support you in this.

### **1.6.2 Information for workplace supervisors**

It is important that apprentices are appropriately cared for and supervised during the training. As such, the Employer must ensure that appropriate supervision and supervisors are put in place.

As such, the RTO may request evidence in relation to on site supervisor competencies to ensure that apprentices are being supported in their workplace training.

As the workplace supervisor you are responsible for on-the-job training and answering any questions that the apprentice may have relating to their job role. It is your responsibility to inform them of their duties, roles and responsibilities, workplace expectations, safety procedures, codes of conduct, WHS information and any other workplace policies, procedures or practices.

The apprentice will look to you for guidance and help in learning how to correctly do their job and meet workplace requirements. Apprentices often have a preferred learning style, recognising and accommodating an apprentices preferred learning style will ensure an easier and more effective learning environment.

As the workplace supervisor you have the opportunity to pass on your industry skills and knowledge, develop your leadership, mentoring and coaching skills and raise the quality of potential employees coming into your industry.

### **1.6.3 An effective workplace supervisor:**

- Provides a safe and supportive workplace
- Provides constructive feedback and encouragement on tasks performed in the workplace
- Considers the apprentices preferred learning style when providing training
- Acts as a role model
- Manages hazards and safety risks
- Helps the apprentice develop problem solving and general employability skills
- Maintains records of progress by completing the apprentice/trainee workplace log book (confirming that competency has been achieved after the RTO has completed the assessment process for a unit of competency).

## **1.7 What legislation controls traineeships and apprenticeship?**

### **Western Australia**

In WA Apprenticeships and Traineeships are managed in line with the Vocational Education and Training Act 1996 (the Act), the associated Regulations, and the WA Apprenticeship and traineeship policy.

### **New South Wales**

The apprenticeship and traineeship system in NSW is regulated by the Apprenticeship and Traineeship Act 2001, which is administered by the Department of Education and Training (DET). The department has nine State Training Services regional offices throughout NSW where employers, apprentices and trainees can obtain advice and assistance.

### **ACT**

All funded and/or apprenticeship and traineeship training is regulated by the ACT Standards for Delivery of Training (known as ACT Standards) and the ACT Standards Compliance Guide.

### **Victoria**

The key legislation governing apprenticeships and traineeships in Victoria is the Education and Training Reform Act 2006. The Act requires VRQA to regulate apprenticeships and traineeships in Victoria.

### **Tasmania**

In Tasmania Apprenticeships and Traineeships are managed in line with Training and Workforce Development Act 2013 (the Act) and the TTAC policy and guidelines

### **Queensland**

In QLD Apprenticeships and Traineeships are managed in line with Further Education and Training Act 2014 and the underpinning policies.

### **South Australia**

In South Australia Apprenticeships and Traineeships are managed in line with the South Australian Skills Act (SAS Act) 2021 and the Regulations and Standards that underpin it.

## 1.8 What happens when the training is complete?

When the apprentice has completed their last unit of competency in their qualification, the RTO will issue a completion form where the employer and apprentice will all agree that has been achieved. Within 21 days of this date, the RTO is responsible for issuing the qualification and notifying the State Training Authority. Please note that this can only be done if all fees for the qualification have been paid in full.

For more in-depth general information please refer to the following:

<https://www.australianapprenticeships.gov.au/employers>

For more specific information at a state or territory level refer to the below:

### Western Australia

Employers who are eligible for incentives will need to upload a copy of the completion agreement to WAAMS online portal to claim for their incentive.

There is a range of other information that can be found to support employers of apprentices/trainees at Department of Training and Workforce Develop (FAQs)

<https://www.dtwd.wa.gov.au/apprenticeship-office#general-information-and-faqs>

WAAMS Portal <https://waamsportal.dtwd.wa.gov.au/home>

### New South Wales

Upon successful completion of the qualification Training Services NSW will issue the trainee and employer a letter inviting them to consider competency-based completion if it has received advice from the training organisation that the apprentice or trainee is eligible to receive their qualification. Employers and apprentices can then take advantage of the offer to complete their training contract early.

Alternatively, they may advise Training Services NSW that they wish for the apprenticeship or traineeship to continue until the scheduled end date.

Importantly, employers and apprentices must respond to the Commissioner's letter within 21 days. If they fail to do so, their consent to competency-based completion will be taken to have been given and the apprenticeship or traineeship will end on the date nominated on the letter.

### ACT

All eligible Australian Apprentices and Trainees in ACT can claim a completion payment. (To qualify, you must not have completed more than 50% of your training via Recognition of Prior Learning (RPL) or Credit Transfer)

Upon completion of the training the apprentice will receive an email invite to claim the completion payment. Further details can be found at: [www.avetars.act.gov.au](http://www.avetars.act.gov.au) or by emailing [skills@act.gov.au](mailto:skills@act.gov.au)



### **Victoria**

Upon successful completion of the off-the-job training for the qualification the employer will be provided a Completion form. This form must be completed, signed and returned to agree with the successful completion of the traineeship in the workplace and the agreed completion date.

Once returned to Comtech Training the VRQA will be notified of the successful completion and will send a completion letter to the employer confirming completion.

### **Tasmania**

Upon successful completion of the off-the-job training for the qualification the employers will be provided a Completion form. This form must be completed, signed and returned to agree with the successful completion of the traineeship in the workplace and the agreed completion date.

Once returned to Comtech Training Skills Tasmania will be notified of the successful completion of the traineeship.

### **Queensland**

When all training has been completed the employer, trainee and RTO must sign an ATF-011 Completion agreement form, stating that all training and assessment required under the training plan has been completed by the apprentice or trainee and lodge it to the department within 10 days after it is signed.

The form can be found on <https://desbt.qld.gov.au/training/apprentices/resources/forms>

Further information can be found at:

<https://desbt.qld.gov.au/training/apprentices/resources/information-sheets/is9>

### **South Australia**

Once certification has been issued the employer is responsibly to submit a Training Contract Completion form to Traineeship and Apprenticeship Services 1800 673 097

The form should be emailed to [dis.tamfax@sa.gov.au](mailto:dis.tamfax@sa.gov.au) with a copy of the certificate

For more information visit: <http://www.skills.sa.gov.au/apprentices>

Thank you again, for being a participant in the Australian Apprenticeships system.  
If you have any questions, please do not hesitate to contact us on our national number

**Tel:** 1300 371 130

### **Registered Address**

7 Underwood Road, Homebush, NSW 2140

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