



FACT SHEET

Frequently asked questions: What happens when a registered training organisation no longer provides training?

What is the Department's role in relation to training contracts?

The Department of Training and Workforce Development Apprenticeship Office (the Department) registers, administers and regulates Western Australian training contracts, consistent with Part 7 of the *Vocational Education and Training Act 1996* (the Act) and the *Vocational Education and Training (General) Regulations 2009*.

What is a registered training organisation's role in relation to training contracts?

All training contracts must nominate a registered training organisation (RTO). RTOs play an integral role in developing the content of and signing the training plan that reflects the on and off the job training arrangements under a training contract. RTOs are also responsible for notifying the Department where a training contract is successfully completed.

What may be some of the reasons an RTO no longer provides training?

During the course of a training contract, the nominated RTO may no longer provide training due to the following reasons.

- They have ceased trading or are under administration
- Their RTO registration has ceased
- They have elected to no longer deliver the qualification nominated in the training contract
- They may be suspended by the regulator for the delivery of the qualification nominated in the training contract

I am an apprentice* or employer. My RTO no longer provides training. What do I do?

You may wish to contact your Australian Apprenticeship Support Network (AASN) provider, as they are responsible for providing support to apprentices and employers throughout the life of the training contract. They will be able to assist you in regards to your options. Contact details for your AASN provider are on your training contract.

Can a training contract continue without an RTO?

No. For a training contract to continue to be registered, it needs an RTO that can deliver the qualification nominated in the training contract.

How long do I have to find a new RTO?

It is highly recommended that you find a new RTO as soon as you are aware that your existing RTO is no longer providing training. This will ensure minimal disruption to the training progression.



I am in the process of identifying another RTO for the transfer. My training contract will expire before that can be completed – what should I do?

You may wish to consider extending your training contract for a period of time, allowing for the search for another RTO and the submission and processing of the variation request.

What should I do if no other RTO is available for my qualification?

Usually there will be more than one RTO that delivers training for each qualification. On the rare occasion where no other RTO is available, your AASN provider and the Department will endeavour to find an alternative solution to enable you to continue with your training.

What happens with all the competencies I have already attained with my previous RTO?

The apprenticeship and traineeship system is competency based and your previously attained competencies must be accepted by your new RTO and reflected in your training plan. Your new RTO can only give you credit for the units of competency (UoC) listed in the Statement of Attainment. You should provide the new RTO with copies of any statements of attainment in order that they recognise your competency. It is also a good idea to keep evidence of any fees and other charges that you have paid for while undertaking the qualification.

What happened to the fees that have already been paid to my previous RTO?

If your previous RTO has provided your training under a publicly funded arrangement and the new RTO you select to transfer to is publicly funded, arrangements may be made between the Department and your new RTO to ensure you do not pay fees twice for units that you have commenced but not completed.

For information regarding publicly funded RTOs, please contact your AASN provider.

If you have paid fees to your previous training provider under a fee for service arrangement, the Department is not authorised to intervene and you may have to pay your fees again.

Note: You **must** provide evidence such as invoices or receipts for fees you paid to your training provider to be eligible for your new RTO to make arrangements with the Department. If you are unable to provide such evidence you may have to pay your fees again.

How can I obtain my training records?

If you have not received a statement of attainment from your previous RTO, then you may be able to request for confirmation of the studies you completed by contacting the relevant regulator for your previous RTO, either the:

- Australian Skills Quality Authority (ASQA); or
- Training Accreditation Council (TAC)

Please go to [the.training.gov.au website](http://the.training.gov.au) and search for your previous RTO by its name. The regulator will be listed as the registration manager within their record.



I completed my qualification many years ago but was not given a certificate and my RTO no longer exists. What should I do?

RTOs are the only authorised body to issue an Australian Quality Framework (AQF) certificate. If your RTO no longer exists, you may contact the relevant regulator, ASQA or TAC, to obtain a transcript record of your studies. Neither the regulator nor the Department is able to issue you with an AQF certificate.

Alternatively, you may consider undergoing recognition of prior learning (RPL) with another RTO. If you are assessed as meeting the competency requirements, the RTO can issue you with the AQF certificate. Please check with the RTO you intend to undergo the RPL with, for information on their fees and requirements for RPL.

*The term 'apprentice' covers apprentices, trainees, cadets and interns