

NSW Group Training Organisations Registration Guide May 2025

1. Introduction

Group training is an employment and training arrangement where an organisation employs apprentices and trainees under an Apprenticeship/Traineeship Training Contract and places them with host employers. The Group Training Organisation (GTO) is responsible for the quality, continuity, and compliance of the apprentices' and trainees' employment and training.

GTOs may register in NSW under the Apprenticeship and Traineeship Act 2001. Registration is contingent upon assessment and continued compliance with the National Standards for Group Training Organisations (2017). While not mandatory, registration is required for GTOs to access government funding.

This guide provides an updated framework for organisations seeking registration in NSW.

2. Application and Assessment

2.1 Application

2.1.1 Conduct Self-Assessment

- GTOs must have a permanent physical presence in NSW.
- Self-assessment against the National Standards must be completed before submitting the application.

2.1.2 Compliance Assessment Report

- The Compliance Assessment Report must include evidence of compliance with National Standards.
- Supporting documents (handbooks, policies, procedures) must be submitted.

2.1.3 Lodge Application

- Applications must be submitted via email to gto.registration@det.nsw.edu.au

2.2 Compliance Audit

2.2.1 Purpose The compliance audit verifies that a GTO's operational systems and processes meet the National Standards. GTOs are given a fair opportunity to demonstrate compliance. While there is no ongoing registration fee, they are responsible for the audit cost. The Department will appoint a Departmental Advisor to oversee and support the process.

2.2.2 Auditor Once the Department receives the completed Application Form, Compliance Assessment Report, and any supporting documents, the Department will assign an external auditor to conduct the compliance audit.

Audit Process:

- The audit includes desk audits, site visits, and interviews with trainees, apprentices, and host employers.
- External auditors contracted by the Department will carry out the audits.
- Regional representatives will attend the audit as part of the audit team and assist with interviews of host employers and learners.

Pricing:

- The initial payment for the compliance audit is \$1,500 (GST inclusive).
- The total cost of the audit will vary and depends on the scope of work, including the size of the organisation, number of apprentices/trainees, quality of documentation, systems, processes, travel costs, and any follow-up activities.
- Once the audit is completed, the auditor will provide the Department with their final invoice which will then be billed to the GTO.
- Indicative audit costs may range between \$3,000 and \$6,000 depending on the variables outlined above.

2.2.3 Observers The Department reserves the right to have another staff member attend an audit as an observer, usually as part of training for staff.

The Department may ask the GTO for permission for a non-Departmental observer to attend a site audit. This may include a new auditor for training purposes, an industry observer or other interested party. The GTO may decline this request.

2.2.4 Other Participants An external person or organisation engaged by a GTO to help them with the registration process may be on-site to provide advice during a site or remote audit. They may not attend audit interviews or represent the GTO to the audit team or the Department.

2.2.5 Desk Audit The auditor will review the application materials and conduct a desk audit to document compliance against each of the National Standards. Additional evidence may be requested.

2.2.6 Interviews with Trainees/Apprentices and Host Employers Prior to the site or remote audit, audit team members will interview a sample of the GTO's trainees/apprentices and host employers. The GTO may be asked to assist by providing up-to-date contact details.

2.2.7 Site or Remote Audit Following the desk audit, the auditor will conduct a site or remote audit to validate compliance. The audit may involve interviews, document review, and inspections of premises.

The audit begins with an entry meeting and ends with an exit meeting. All participants sign an Audit Meeting Record. If applicable, the GTO is responsible for providing a suitable meeting room.

2.3 Audit Outcomes

The audit may result in the following outcomes:

- The GTO is fully compliant, and the auditor recommends registration.
- The GTO has identified non-compliances. The auditor issues an **Improvement Request** and the GTO is given up to 30 days to address the issues.
- After further evidence is reviewed:
 - The GTO becomes compliant and is recommended for registration.
 - The GTO remains non-compliant and is not recommended for registration.
 - The GTO is partially compliant. The auditor may recommend registration with conditions, subject to Departmental discretion.

2.4 Customer Feedback

The Department may request feedback through a form at the end of the site audit. GTOs can also submit formal complaints to: **Manager, Apprenticeships and Traineeships Unit**

Department of Education

Email: gto.registration@det.nsw.edu.au

3. Registration

3.1 Auditor's Recommendation

- Submission of the completed Compliance Assessment Report
- Signed Audit Meeting Record
- Signed Audit Outcome Form with recommendation

3.2 Commissioner's Decision

- The Commissioner reviews and approves or rejects the recommendation.
- The GTO must pay outstanding audit costs before approval.

3.3 Notification

- Approved GTOs receive a Certificate of Registration and are listed in official directories.
- GTOs with rejected applications may request a review.

3.4 Registration Periods

- Registration is granted for 5 years.
 - Re-registered GTOs undergo a compliance review in Year 3.
 - New GTOs undergo a compliance check in Year 1.
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4. Monitoring

Training Services NSW will monitor compliance through visits and audits. Trained officers will report concerns and may initiate further investigation or audits. GTOs bear the cost of these audits, including travel expenses.

5. De-Registrations

Failure to demonstrate compliance may result in suspension or cancellation. GTOs are given 30 days to make a written representation before a final decision is made. The review process in section 3.3 applies.

6. Re-Registration

- GTOs must apply 6 months before registration expiry.
 - No registration extensions are permitted.
 - Late applications may lead to lapsed registration and funding issues.
 - Registration may be denied if no apprentices/trainees were employed during the period.
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7. Code of Practice

Auditors and staff must follow the GTR Code of Practice, maintain confidentiality, avoid conflicts of interest, and uphold professional standards. Information shared during audits is handled securely and shared only as needed within the Department or with other relevant authorities.

8. Forms and Materials

Essential documents:

- National Standards for Group Training Organisations (2017)
- Compliance Assessment Report
- NSW GTO Registration Application Form
- Evidence Guide for National Standards Compliance

For inquiries, contact: [**gto.registration@det.nsw.edu.au**](mailto:gto.registration@det.nsw.edu.au)