



RTO Notification of Issues Form

Issue is with an Apprentice Trainee

Training Contract ID: \

Name of Apprentice/Trainee:

Email Address: Mobile No:

Employer Legal or Trading Name:

Employer Contact: Business Phone No:

Email Address: Mobile No:

Issue (tick relevant box)

- Apprentice/Trainee is not being released to attend formal training or assessment.
- Apprentice/Trainee is not making every effort to achieve competencies.
- Apprentice/Trainee is no longer employed by this employer.
- Apprentice/Trainee is unable to attend mandatory work placement and/or undertake assessments.
- Apprentice/Trainee is unable to attend formal training due to COVID concerns.
- Workplace does not have the facilities necessary to support the apprenticeship/traineeship.
- Workplace does not undertake the range of functions necessary to support the apprenticeship/traineeship.
- Apprentice/Trainee's role is not consistent with the apprenticeship/traineeship.
- The apprentice/trainee does not have immediate access to a supervisor with the appropriate skills and experience to support the apprenticeship/traineeship.
- RTO is not able to deliver formal training and assessment within the remaining nominal term.
- RTO's circumstances have changed and Provider is no longer able to deliver training and assessment.
- Employer fails to report/confirm the apprentice/trainee's achievement of competence as required under the Training Plan.
- Other issues (details attached).

Details of remedial action attempted by the RTO:

RTO Details

RTO Legal or Trading Name:

RTO Contact: Phone:

Email Address: Date:

Training Centre to Process:

Training Services NSW feedback to RTO (office use only)

Name:

Position: Phone: Date:

Notification Requirements

Registered Training Organisations (RTOs) are now required to advise Training Services NSW of any matter that may affect the successful completion of an apprenticeship or traineeship for which they are the nominated RTO. This requirement is stipulated in the Apprenticeship and Traineeship Act 2001 and is also an obligation/undertaking signed by the RTO on the Training Plan.

When are RTOs required to notify Training Services NSW?

RTOs should notify Training Services NSW as soon as practicable after the matter arises. However, they should only notify Training Services NSW **after** they have made every effort to address the issue/s themselves.

What constitutes a reasonable effort to contact employer for endorsement?

Provider should attempt to contact employer on multiple occasions and by various communication modes. Attempts to contact employer may include phone calls, SMS, email, Skype/Teams/Zoom meetings or workplace visit, etc. Provider may contact TS NSW to verify employer's current contact details. If Provider has made multiple attempts and is still unable to obtain employer's endorsement, they should notify TS NSW using this form. Provider is expected to maintain evidence of all attempts to contact employer.

How do RTOs notify Training Services NSW?

The RTO should complete the RTO Notification of Issue Form and email the form to the relevant Training Services NSW regional office. If insufficient space is available on the form to record details of multiple learners, the nature of the issue/s or remedial action attempted, additional information may be attached to the form.

What will Training Services NSW do?

On receiving the notification from an RTO, Training Services NSW will liaise with the employer and/or learner and attempt to resolve the identified issue/s. In dealing with the employer, staff will at all times be aware of the commercial relationship between the RTO and the employer and will make every effort not to jeopardise this relationship.

Feedback from Training Services NSW on Status of Notifications

Training Services NSW will provide feedback to the RTO (either by phone or email) on the status of the identified issue as soon as practicable after the receipt of the RTO Notification of Issues Form.

Bulk Applications

A bulk application may be lodged for the notification of issues for 10 or more apprenticeships or traineeships. To lodge a bulk application:

- complete this form (leaving out learner details)
- record details of apprentices/trainees concerned on the Bulk spreadsheet schedule
- email this form and schedule to the relevant Training Services NSW office for processing (see contact details below).

Note: This email MUST also include the following statement:

I certify that a representative of [insert registered training provider legal or trading name] has liaised with the employer of the apprentices/trainees listed on the attached schedule; discussed the issues and made every effort to address the identified concern/s with the employer and apprentices/trainees.

Commissioner for Vocational Training

Training Services NSW

Call 13 28 11

Central and Northern Sydney

CHATSWOOD NSW 2067
ts.chatswood@det.nsw.edu.au

Southern & South Western Sydney

BANKSTOWN NSW 2200
ts.bankstown@det.nsw.edu.au

Western Sydney & Blue Mountains

PARRAMATTA NSW 2150
ts.parramatta@det.nsw.edu.au

Hunter & Central Coast

NEWCASTLE WEST NSW 2302
ts.newcastle@det.nsw.edu.au

Illawarra & South East NSW

WOLLONGONG NSW 2500
ts.wollongong@det.nsw.edu.au

New England

TAMWORTH NSW 2340
ts.tamworth@det.nsw.edu.au

North Coast & Mid North Coast

LISMORE NSW 2480
ts.lismore@det.nsw.edu.au

Riverina

WAGGA WAGGA NSW 2650
ts.waggawagga@det.nsw.edu.au

Western NSW

ORANGE NSW 2800
ts.orange@det.nsw.edu.au

Further contact information can be located at https://www.training.nsw.gov.au/about_us/contacts.html