

RTO Notification Form (VT20)

Issue is with an <input type="checkbox"/> Apprentice <input type="checkbox"/> Trainee	Training Contract ID: \
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Name of Apprentice/Trainee:			
Email Address:		Mobile:	
Employer Legal or Trading Name:			
Employer Contact:		Business Phone:	
Email Address:		Mobile:	
RTO Legal or Trading Name:			
RTO Contact:		Business Phone:	
Email Address:		Mobile:	
Home Centre to Process:			

Issue/s (tick all relevant boxes)

- 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.
- 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: (must include date, action taken, actioned by)

Training Services feedback to RTO (office use only)

Name:	<input type="text"/>	Position:	<input type="text"/>	Phone:	<input type="text"/>
Email:	<input type="text"/>			Date:	<input type="text"/>

Notification Requirements

Registered Training Organisations (RTOs) are required to advise Training Services (TS) 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 [Section 16A](#) of the Apprenticeship and Traineeship Act. It is also an obligation/undertaking signed by the RTO on the [Training Plan](#).

When are RTOs required to notify Training Services?

RTOs must notify TS of matters that arise within 21 days, however they should only notify TS after they have made every effort to address the issue/s themselves.

What constitutes a reasonable effort to contact employer?

RTOs must attempt a minimum of 6 (six) times to contact the employer and learner over a period of time to resolve the issues. Attempts to contact the employer and learner may include phone calls, SMS, email, online meetings, classroom visits or workplace visits. RTOs may contact TS to verify the employer’s current contact details if they are having difficulty in contacting the parties. RTOs are expected to maintain evidence of all attempts to contact employers.

What constitutes a reasonable effort to contact employer for endorsement?

The above still applies however, if the RTO has made multiple attempts and is still unable to obtain employer endorsement, they should notify TS using this form. It is not appropriate for RTOs to notify the Commissioner that a learner is competent in a unit of competency or the qualification, without the employer endorsing the [Training Plan](#) which includes [Part 5](#) (where appropriate).

How do RTOs notify Training Services?

The RTO should complete this form and email to the relevant [Training Services office](#). If insufficient space is available on the form to record details of the nature of the issue/s or remedial action attempted, additional information may be attached to the form or included in the email sent to the specific office.

What will Training Services do?

On receiving the notification from an RTO, TS will liaise with the employer and/or learner and attempt to resolve the identified issue/s.

Feedback from Training Services

TS will provide feedback to the RTO (either by phone or email) on the status of the identified issue/s within 10 working days after the receipt of this form.

For further information please contact us on **13 28 11** or contact your local regional [Training Services office](#).

Commissioner for Vocational Training