



RTO Notification Process

State Training Services

Notification Requirements

Registered Training Organisations (RTO) are now required to advise State Training Services (STS) 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 Training Plan Guidelines and is also an Obligation/Undertaking signed by the RTO on the Training Plan.

When are RTOs required to notify STS?

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

How do RTOs notify State Training Services?

The RTO should complete the RTO Notification of Issue Form and either fax or email the form to the STS regional centre closest to the training address (see separate list of STS centres for contact details). 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 State Training Services do?

On receiving the notification from an RTO, STS 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 State Training Services on Status of Notifications

STS will provide feedback to the RTO (either by fax or email) on the status of the identified issue as soon as practicable after the receipt of the RTO Notification of Issue Form.



General:

Name of Apprentice/Trainee		TC ID No	
Employer Trading Name		Emp. Contact	

Issue (tick relevant):

<input type="checkbox"/>	Learner not being released to attend formal training or assessment
<input type="checkbox"/>	Learner not being released to undertake learning/assessment tasks
<input type="checkbox"/>	Learner not making every effort to achieve competencies
<input type="checkbox"/>	Learner no longer employed by employer
<input type="checkbox"/>	RTO not being given access to learner to deliver training or assessment
<input type="checkbox"/>	Workplace does not have the facilities necessary to support the apprenticeship/traineeship
<input type="checkbox"/>	Workplace does not undertake the range of functions necessary to support the apprenticeship/traineeship
<input type="checkbox"/>	Learner's role is not consistent with the apprenticeship/traineeship
<input type="checkbox"/>	The learner does not have immediate access to a supervisor with the appropriate skills and experience to support the apprenticeship/traineeship
<input type="checkbox"/>	RTO not able to deliver formal training and assessment within remaining nominal term
<input type="checkbox"/>	RTO's circumstances have changed and is no longer able to deliver training and assessment
<input type="checkbox"/>	Employer will not support the RTO's assessment of learner competency
<input type="checkbox"/>	Other Issue (details attached)

Details of remedial action attempted by RTO:

Empty box for remedial action details

RTO Details:

RTO Name		RTO Contact	
Phone		Fax	
		Email	
			Date

DEC feedback to RTO (office use only)

Empty box for DEC feedback

Name		Position	
Signature		Phone	
			Date



STATE TRAINING SERVICES REGIONAL OFFICES

Hunter & Central Coast

Level 1 State Office Block
117 Bull Street
Newcastle West NSW 2302
Email: hunterstc@det.nsw.edu.au
Ph: (02) 4974 8570 Fax: (02) 4925 2139

Riverina

87 Forsyth Street
Wagga Wagga NSW 2650
Email: riverinastc@det.nsw.edu.au
Ph: (02) 6937 7600 Fax: (02) 6921 0724

North Coast & Mid North Coast

Suite 3, Level 4
29 Molesworth Street
Lismore NSW 2480
Email: ncoaststc@det.nsw.edu.au
Ph: (02) 6627 8400 Fax: (02) 6621 9994

New England

Level 2, Noel Park House
155 – 157 Marius Street
Tamworth NSW 2340
Email: newenglandstc@det.nsw.edu.au
Ph: (02) 6755 5099 Fax: (02) 6766 4120

Western Sydney & Blue Mountains

Ground Floor
16 – 18 Wentworth Street
Parramatta NSW 2150
Email: wsydneystc@det.nsw.edu.au
Ph: (02) 9204 7400 Fax: (02) 9635 9775

Illawarra & South Coast

Level 1, Block E, State Office Block
84 Crown Street
Wollongong NSW 2500
Email: illawarrastc@det.nsw.edu.au
Ph: (02) 4224 9300 Fax: (02) 4224 9334

Central & Northern Sydney

Level 13, 12 Help Street
Chatswood NSW 2067
Email: nsydneystc@det.nsw.edu.au
Ph: (02) 9242 1700 Fax: (02) 9415 3979

Western NSW

Level 1, State Office Block
Cnr Kite & Anson Streets
Orange NSW 2800
Email: westernnswstc@det.nsw.edu.au
Ph: (02) 6392 8500 Fax: 6392 8539

Southern & South West Sydney

Level 2
41 – 45 Rickard Road
Bankstown NSW 2200
Email: swsydneystc@det.nsw.edu.au
Ph: (02) 8707 9600 Fax: 9709 5356