



Apprenticeships Info

1800 210 210

email apprenticeshipsinfo@qld.gov.au • or visit www.apprenticeshipsinfo.qld.gov.au

Completions

All apprenticeships and traineeships in Queensland are competency-based. This means that when all the competencies are achieved, the apprentice or trainee may complete their apprenticeship or traineeship - regardless of the amount of time the apprentice or trainee has been in the apprenticeship or traineeship.

Information to get you started

The completion process

When the training organisation **and** the employer and apprentice or trainee **agree** that all competencies outlined in the training plan have been achieved, the following must take place:

1. Within **five working days** of this agreement, the employer and apprentice or trainee must sign a written notice noting this agreement. **The signing of this notice does not end the apprenticeship or traineeship.** The [completion agreement form](#) can be used for this purpose.
2. Within **10 working days** after agreeing, the employer and apprentice or trainee should provide the training organisation with a copy of this signed notice (or completion agreement form).
3. On receipt of the completion agreement form or signed notice, the training organisation will confirm that all training has been completed and will confirm the actual completion date of the apprenticeship or traineeship (which may or may not differ from the 'proposed completion date' nominated by the employer and apprentice or trainee).
4. The training organisation must issue a qualification and list of competencies achieved to the apprentice or trainee within **21 days** of the completion agreement being signed by the employer, apprentice or trainee and training organisation.
5. Within **14 days** of issuing the qualification to the apprentice or

trainee, the training organisation must send written advice of this event to the Department of Education and Training (DET) and the employer. This advice can either be on the [completion agreement form](#) or on the training organisation's letterhead.

6. DET will issue a certificate of completion for the apprenticeship or traineeship to the apprentice or trainee upon receiving advice from the training organisation and will also advise the employer in writing that the certificate has been issued.

The **actual completion date** of the apprenticeship or traineeship **is the date agreed to by all parties and stated on the completion agreement.**

If the training organisation is unable to obtain both the employer and the apprentice or trainee's signature on the completion agreement, and has exhausted all avenues to resolve the issue, the training organisation may apply to DET for authorisation to issue a qualification – refer to the [disputed completions stakeholder reference](#) for further information.

Who to contact?

For further information, regarding:

- the completion of the apprenticeship or traineeship, contact Apprenticeships Info on 1800 210 210
- the effect the completion of the apprenticeship or traineeship may have on the employment, contact the Fair Work Infoline on 13 13 94.