Department of
Employment, Small Business and Training

Apprenticeships Info Self Service (AISS)

User Guide

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Queensland
Government

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What is the Apprenticeships Info Self Service?

The Apprenticeships Info Self Service (generally known as AISS) is a search facility, providing contractual information to organisations registering apprentices and trainees in Queensland, as well as student award information.

> The search feature enables users to retrieve and calculate the previous training credit available to the apprentice or trainee. This information can be used to answer, **'Question 24: Are you seeking credit to reduce the term of the Training Contract?'** when submitting the new training contract to the department.

Functionality currently available in AISS:

- searching training contracts that have been cancelled
- calculating the amount of training credit available to an apprentice or trainee
- searching students and viewing qualifications they are currently enrolled in or have completed/partially completed
- viewing the competencies the student has enrolled in
- provides links to the Queensland Training Information Service (QTIS) and www.training.gov.au (TGA).

How to obtain access to AISS

Organisations already registered with Partner Portal have an appointed administrator.

If your administrator has already applied for access to AISS, he or she can provide you with access to AISS.

What is a student qualification in AISS?

A student qualification in AISS is a qualification that an individual is currently enrolled in or has fully or partially completed with a registered training organisation.

It is important to note that not all student qualification data will appear in AISS. Refer to [What student qualification data can be retrieved using AISS?](#) below for more information.

What student qualification data can be retrieved using AISS?

Student qualification data that have been reported to the department by registered training organisations will be retrievable from AISS **if there is an exact match of the individual's first name, last name and date of birth** between your search criteria and the department's records. Refer to [Why can't I find a student in AISS?](#) for more information.

Student qualifications will **usually** be retrievable from AISS if:

- The accredited qualification was commenced at a Queensland TAFE institute from the late 1990s onwards.
- The accredited qualification was commenced at a registered training organisation as part of a Queensland Government funded training program, from the late 1990s onwards.
- The accredited qualification was commenced at a registered training organisation at a Queensland secondary school from 2007 onwards.

A year displayed in the *Year Completed* column indicates the year the student as awarded (and therefore completed) the qualification.

A return of no year in the *Year Completed* column may mean the following:

- the qualification is currently being completed
- the qualification was awarded, however the training organisation has not reported all date to the department
- the qualification was partially completed (student may have withdrawn).

It is important to note that not all student qualification data will appear in AISS. The following circumstances will mean that student qualification data **cannot** be retrieved from AISS:

- the training was non-accredited
- student qualification data that are not reported to the department, and hence are not contained in the department's databases
- student qualification data which training organisations have yet to report to the department.

AISS cannot be relied upon to definitively confirm a potential student's eligibility, but it will assist in the process in many cases.

What is a cancelled training contract?

Cancelled training contracts are registered training contracts that have been terminated without being completed. There are a variety of reasons why a training contract may be cancelled. AISS will not provide any specific reasons for cancellation.

Credit of previous service

Credit for previous service can be applied to the nominal terms of apprenticeships and traineeships at the time of registration. Any credit that is applied reduces the balance of the nominal term to be served and subsequently affects the nominal completion date.

Credit for previous service will be granted where the apprenticeship or traineeship calling nominated in the new training contract is aligned with the calling the apprentice or trainee was previously registered in.

Pre-vocational credits for apprentices

Pre-vocational courses, and some traineeships, provide credit and exemptions for apprenticeships where the training content is aligned with the pre- vocational course, or traineeship. The general credit arrangements for a pre- vocational course allow 'time' credit against the nominal term of the appropriate apprenticeship and exemption from the training content identified for the Wage Level 1 of the apprenticeship.

For search results showing that the apprentice has completed a traineeship aligned with the apprenticeship, check QTIS to see if credits apply.

How are the search results displayed?

When results are returned, they are displayed in a table/list. If the individual has training contracts and qualifications, the training contract details will appear first.

Where the apprentice, trainee and/or student matching the criteria have more than one training contract and/or qualification, each contract and/or qualification will be displayed.

Training contract details displayed:

- [Apprentice Name](#)
- Trade
- Qualification: Hyperlinked to the apprenticeship/traineeship on QTIS.
- Start and End Dates: Indicates commencement date and cancellation or completion date of the contract.
- Mode: Indicates whether the apprenticeship or traineeship was full- time, part-time or school-based.
- Contract: Indicates the current status of the apprenticeship or traineeship – active, completed, cancelled, expired or withdrawn.
- SRTO: Indicates the current supervising registered training organisation for the apprenticeship or traineeship.

Qualification details displayed:

- Student Name
- Qualification: Hyperlinked to the competencies enrolled in.
- Year Completed: Indicates the year the award was completed. Where a year completed is not provided, there are a number of reasons why this might be. See [What student qualification data can be retrieved from AISS?](#)
- Training Provider: Indicates the registered training organisation where the student completed, partially completed, or is currently studying the qualification.

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Competency Details
No of Competencies: 9
Student:
Training Provider:
Qualification: CERTIFICATE II IN ENGINEERING PATHWAYS

Units of Competency

Code	Title	Start Date	End Date	Outcome	Description
MEM18001C	Use Hand Tools	27-01-2016	04-05-2017	40	Withdrawn
MEM18002B	Use Power Tools/Hand Held Operations	27-01-2016	04-05-2017	40	Withdrawn
MEMPE001A	Use Engineering Workshop Machines	27-01-2016	04-05-2017	40	Withdrawn
MEMPE002A	Use Electric Welding Machines	27-01-2016	04-05-2017	40	Withdrawn
MEMPE003A	Use Oxy-Acetylene And Soldering Equipment	27-01-2016	04-05-2017	40	Withdrawn

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Competency details displayed:

Clicking on any one of the qualifications within a student search will display the competencies that the student enrolled in.

- Qualification: Hyperlinked to the qualification on TGA.
- Code: Hyperlinked to the competency on TGA.
- Title: Competency name.
- Start and End Dates: Indicates commencement and completion of competency.
- Outcome: A code used by training organisations to describe the student's outcome of the competency.
- Description: A description of the code.

Note: If a QTIS or TGA error message is received when clicking on the qualification links, this means the qualification has been superseded and is no longer on QTIS or TGA.

Why can't I find an apprentice/trainee in AISS?

If AISS does not hold records of apprentices or trainees matching the criteria you have entered, a no results page will be displayed. Please check the following:

- typographical errors in your search criteria
- whether there has been a change to the apprentice or trainee's name
- the correct date of birth has been entered in the correct format (DD- MM-YYYY or DD/MM/YYYY)
- the apprentice or trainee was registered in Queensland.

If the apprentice or trainee commenced their apprenticeship or traineeship in another state, you will need to contact the relevant state training authority.

Why can't I find a student in AISS?

A student won't appear in AISS if:

- No student qualification data exists in the department's databases.
- There is no exact match of the individual's first name, last name and date of birth between your search criteria and the department's records.

To confirm why a student may not be appearing in AISS, check the following:

- typographical errors in your search criteria
- whether there has been a change to the student's name
- punctuation or spaces in the student's name
- whether the qualification enrolled in, completed or partially completed is in Queensland
- whether the training was/is accredited or non-accredited training.

What if more than one person with the same name and DOB is returned?

There may be rare instances of multiple students with the same name and date of birth appearing in the search results in AISS.

The help determine the relevant student on AISS, you should confirm the other information displayed on AISS with the individual, such as:

- qualification
- year completed
- training organisation.

Further details on apprentice and trainees training contracts

Once the search results for apprentices and trainees are displayed, the name of the apprentice or trainee will be hyperlinked. Clicking on this link will take you to the Apprentice Contract Details page which outlines the following further details of the training contract(s):

- Nominal Duration.
- [Cumulative Full Time Equivalent Time Served](): Indicates the time credit applicable to the apprentice or trainee based on the time they served.
- Employer Name.
- AASN Name: Indicates the Australian Apprenticeship Support Network provider (Previously known as: AAC Name: Australian Apprenticeships Centre).

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Apprentice Info Self Service

Jane Citizen
Date Of Birth: 01/01/0101

Trade:	Warehouse and Storage Worker Level II
Qualification:	Certificate II in Warehousing Operations
Contract Start Date:	16-11-2016
Contract End Date:	29-08-2018
Nominal Duration:	24 months
Cumulative Full Time Equivalent Time Served:	730 days (2 years 0 months 0 weeks 0 days) of 730 days (2 years 0 months 0 weeks 0 days)
Contract Mode:	School-based
Contract Status:	Completed
SRTO Name:	Fake Name Training Company Ltd
ABN:	012345678910
Legal Name:	Fake Name TRAINING COMPANY LIMITED
Business/Trading Name:	Fake Name TRAINING COMPANY LTD
AASN Name:	Fake Name

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What is *Cumulative Full Time Equivalent Time Served* in the Apprentice Contract Details?

Cumulative Full Time Equivalent Time Served is the total time credit applicable to a particular apprenticeship or traineeship. Calculations are based on time remaining in DELTA deducted from the nominal duration of the qualification.

If the apprentice or trainee has two or more previous contracts in the same calling, the most recent one will include the credits. If the new contract being signed is part-time, it will be necessary to double the applicable credits (i.e. time spent in part-time training contracts, except electrical, are equal to half the time spent in full-time contracts).

For active contracts where no termination date is available, the current date will be used to calculate time completed.

Note: The credit amount provided is an estimate and may change. The calculation for months is based on 30 days to a month and 365 days to a year.

Why doesn't the credit or end date show up for expired training contracts?

An *expired* contract is a contract which has reached its nominal completion date and has not yet been finalised. No credit can be provided as the department cannot define an end date for the contract.

Before credits can be calculated the apprentice or trainee must sign and forward the cancellation form to the relevant regional office and once the cancellation has been processed, credits can be calculated.

What about training contracts that are showing an active status?

Credits will be provided for contracts which have a status of *active*. The credit will be calculated as at the current date. Before a new contract can be registered, it will be necessary to get the active contract completed or cancelled. If the contract should be cancelled, have the apprentice or trainee sign a cancellation form and forward to the department for actioning.

Once the training contract has been cancelled, different credits may apply.

What if the nominal duration has changed for the apprenticeship or traineeship?

The search results will display the nominal duration of the cancelled contract. If the nominal duration has changed, a different amount of credit will need to be applied. QTIS will provided the nominal duration currently applicable to the apprenticeship or traineeship. Once you have this information, use the below formula to calculate the relevant amount of credit to apply for:

Time Served x (New Term divided by Old Term) = Credit given to new contract

Will all qualifications displayed in AISS for apprentices and trainees also appear on QTIS?

No, as information contained on the QTIS website is current. Historical information is not kept on this website. If you click on the qualification attached to the apprenticeship or traineeship in AISS and no results show in QTIS, the reason will be that the qualification has been superseded and is no longer on QTIS.

Will all qualifications displayed in AISS for students also appear in TGA?

For older student qualification data, it may not be possible to view further information about qualifications on TGA. TGA is not a definitive source of qualification information, and hence some older qualifications may not be available on TGA when you attempt to link to the information from AISS.

What if the student attained a qualification whilst at school?

Student qualification data reported to the department for individuals still enrolled at a Queensland secondary school at the time of studying or completing the accredited qualification will appear in AISS.

It is important to note that when assessing eligibility for the Certificate 3 Guarantee, student qualifications achieved whilst the student is still at school are not counted.

The training organisation displayed in AISS is an indicator that qualification has been achieved at school when listed as a Queensland secondary school or the 'Queensland Curriculum and Assessment Authority'. However, remember not all Queensland secondary schools have 'school' in their name.

How do I get more information?

For further enquiries or assistance, contact Apprenticeships Info on:

Email: apprenticeshipsinfo@qld.gov.au

Phone: 1800 210 210

Please remember to provide your DELTA Organisational Code (same as the TYIMS code) to the officer when contacting Apprenticeships Info.

Links

www.apprenticeshipsinfo.qld.gov.au: Apprenticeships Info provides advice, support and referrals to participants in the Queensland apprenticeship and traineeship system. The website is specifically for apprentices, trainees, guardians, employers and stakeholders of the apprenticeship and traineeship system (e.g. supervising registered training organisations), and assists clients to navigate the apprenticeship and traineeship system more effectively.
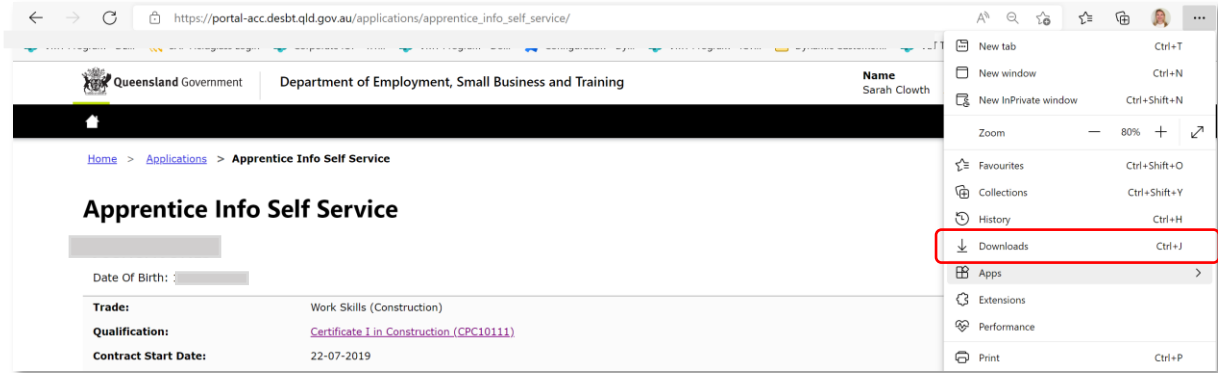
www.training.qld.gov.au: The Training website provides information on funded training options for individuals including Certificate 3 Guarantee and User Choice.

www.qtis.training.qld.gov.au: The Queensland Training Information Service (QTIS) website allows users to search or browse for information on apprenticeships and traineeships approved for deliver in Queensland. Contains information on supporting courses and qualifications, restricted callings, transitional arrangements and credits taken off nominal term.
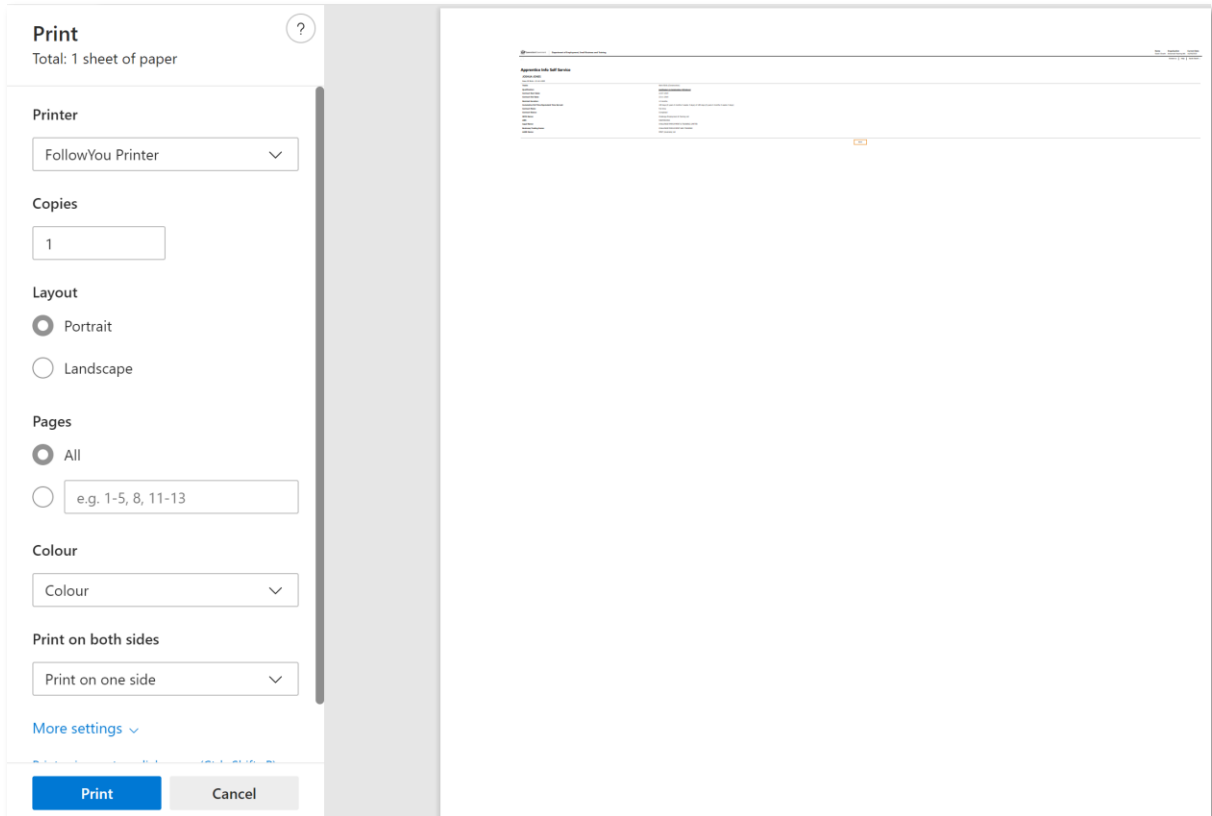
www.training.gov.au: TGA is the national database on vocational education and training (VET) in Australia. Contains information on training packages, qualifications, courses, units of competency and registered training organisations.

Printing instructions

To print a search, click the 3 dots at the top of the Browser window to get drop down menu,
It is best to download the file and print

If you print directly from the browser, it can be too small to see clearly:

Contact for proposed changes to this document

Apprenticeships Info

Email: apprenticeshipsinfo@qld.gov.au

Phone: 1800 210 210

Change history

Version Number	Date	Details
5.1	September	Updated images.
5.0	September	Addition of printing instructions for a search
4.0	June 2022	Update document with new departmental branding. Changed access from DETconnect to Partner Portal
3.0	August 2018	Update document with new departmental branding (now Department of Employment, Small Business and Training)
2.0	October 2014	Addition of extra student qualification data that is available, including competencies enrolled/completed.
1.1	July 2014	Change of Queensland Studies Authority to Queensland Curriculum and Assessment Authority
1.0	June 2013	Addition of change history/contacts; addition of new sections; addition of information relating to student award searches.
0.5	4 December 2013	Update government branding; update QTIS website address.
0.4	25 October 2010	Update government branding; addition of birthdate format.
0.3	17 May 2007	Removal of change history/contacts; grammar and minor title amendments.
0.2	10 May 2007	Addition of new sections.
0.1	27 April 2007	Initial draft.