

myApprenticeship

Self-service website

www.training.qld.gov.au/myapprenticeship



Photography: Tony Phillips

The **myApprenticeship** website is the easiest way to manage your apprenticeship or traineeship with the Department of Education, Training and Employment.

myApprenticeship allows you to securely view information and complete a range of tasks relating to your apprenticeship or traineeship.

You can:

- access your training contract details
- update your personal information
- initiate formal processes
- view official correspondence between you and the department
- view your training results
- monitor the progress of your apprenticeship or traineeship
- lodge a general enquiry or request with the department
- access previous requests you may have made through the website
- apply for travel and accommodation subsidies.

myApprenticeship is an initiative supporting the Queensland Government's *Great skills. Real opportunities* training reform action plan.

Other useful information is available at:

www.training.qld.gov.au/skillsgateway

www.training.qld.gov.au

For assistance with accessing and using the **myApprenticeship** self-service website, contact the department:

Email myApprenticeship@dete.qld.gov.au

Phone 1800 210 210

Accessing and using the myApprenticeship website is easy. Just follow these steps to get started:

Step 1

Visit www.training.qld.gov.au/myapprenticeship and log in using your allocated username and password.

If you have not yet received your username and password or you have misplaced this information, please contact the department on 1800 210 210.

Step 2

Once you have logged in for the first time, you will be prompted to change your password and confirm an email address. The email address you provide will be used for resetting your password.

Step 3

Once you have logged in you will see your landing page. Here you can complete a range of tasks using the action bar on the left hand side.

Step 4

Use the My Details tab to view and amend your contact details.

Step 5

You can also view detailed information about your training arrangement by clicking on the My Training tab.

The screenshot displays the myApprenticeship website interface. At the top, it features the Queensland Government logo and the text 'myApprenticeship' and 'Department of Education, Training and Employment'. A navigation bar includes 'Glossary | Site map | Contact us' and a search box. The main content area is divided into two tabs: 'My Details' and 'My Training'. The 'My Details' tab is active, showing a form with fields for First Name (JOHN), Middle Name, Last Name (CITIZEN), Date of Birth (01 Jan 1997), Home Phone (1800 210 210), Mobile Phone, Email Address (myApprenticeship@qld.gov.au), Home Address (30 Mary Street, BRISBANE), and Postal Address (30 Mary Street, BRISBANE). A 'Update Details' button is visible at the bottom right of the form. On the left side, there is a 'I Want To:' section with a list of actions such as 'View/Edit My Details', 'View Previous Requests', 'Change my Name or Date of Birth', 'Change my Training details', 'Extend my Probation Period', 'What should I be paid?', 'Lodge Travel/Accommodation Claim', 'Are there any Incentives?', 'Release my info to a nominated 3rd Party', 'Change my training provider', 'Extend Apprenticeship/Traineeship', 'Temporarily Transfer of my Apprenticeship/Traineeship', 'Permanently Transfer my Apprenticeship/Traineeship', 'Complete my Apprenticeship/Traineeship', 'Suspend my Apprenticeship/Traineeship', 'Cancel my Apprenticeship/Traineeship', 'Notification of Days worked', 'Make a Complaint Enquiry', 'Completed Competencies', 'View Correspondence', 'Change Password', and 'Sign Out'. Below this is an 'Other Resources' section with links to 'Information Sheets' and 'Policy and Procedure Documents'. At the bottom, there is a 'Support' section with the text 'Please contact the...'. On the right side, the 'My Training' tab is also visible, showing details for a training arrangement: Funding Program: User Choice, Total Funded Amount: \$12,730.00, Contract Number: 201339384, Apprenticeship Name: Automotive Salesperson (Parts Interpretin...), Qualification: AUR31012 - Certificate III in Automotive Sales, Commencement Date: 29 Oct 2012, Nominal Completion Date: 06 May 2016, Nominal Days Worked: 50, Actual Days Worked: (blank), Termination Date: (blank), Employer Name: DEPARTMENT OF EDUCATION, TRAINING AND EMP..., Phone: 07 000 000, Supervising RTO: Queensland, Phone: 1800 000 000, AAC: Queensland, School: (blank), Phone: (blank), Status: Active, Sub Status: (blank), Mode: Full-time, Contract Type: Apprenticeship.