

QUEENSLAND TRAINING INFORMATION SERVICE (QTIS)

HELP GUIDE

Version 1.6

Last updated: 19 January 2018



TABLE OF CONTENTS

Topic	Page No
ABOUT QTIS	
What is QTIS?	3
HOW TO FIND INFORMATION ON QTIS	
How do I perform a search on QTIS?	4
How do I view for an apprenticeship or traineeship on QTIS?	5
How do I view a training package on QTIS?	6
How do I view a preferred supplier (registered training organisation) on QTIS?	7
WHAT DOES THE INFORMATION ON QTIS MEAN?	
What are the links under the 'Browse' heading?	8
What is the difference between an apprentice and a trainee?	11
What is the difference between full-time, part-time and school-based training arrangements?	11
What is the difference between the training status of 'current' and 'phasing out' on QTIS?	11
How do I become an apprentice or trainee?	11
Why is a qualification not displaying on QTIS but it is appearing on the national website for qualifications and training packages (www.training.gov.au)?	12
Where can I get information on apprenticeship or traineeship wages?	12
What is a 'restricted calling'?	13
What is User Choice?	13
CONTACT US	
Who can I contact if I have any questions about apprenticeships or traineeships in Queensland?	13
Is there a 'Frequently Asked Questions' page for apprentices, trainees and employers?	14



What is QTIS?

QTIS is the [Queensland Training Information Service](#) and is a web-based application that provides comprehensive information on all apprenticeships and traineeships that are approved in Queensland. It also includes preferred supplier (registered training organisation) details.

The QTIS main page (www.qtis.training.qld.gov.au) looks like this:

The screenshot shows the main page of the Queensland Training Information Service (QTIS). The page is titled "Queensland Training Information Service (QTIS)" and features a search bar, a search tip, and contact information. The page is divided into several sections:

- Browse:** A list of links including Apprenticeships, Traineeships, Training packages, Restricted callings, and Training information updates/news.
- Investing In Skills:** A section explaining that the Government is investing in training to ensure more people can get the skills Queensland needs.
- Search:** A search bar with a "Search" button and a search tip: "Search Tip: You can search by job title, traineeship or apprenticeship name; qualification name or training course name or code; or supplier name. You can use quotation marks around exact phrases, e.g. 'core skills'."
- Contact us:** A section with the contact information: "Contact Apprenticeships info 1800 210 210".
- More information:** A section with links to "Training information updates/news" and "Apprenticeships Info" website.

The footer of the page includes links for Copyright, Disclaimer, Privacy, Right to information, Accessibility, Jobs in Queensland Government, and Bosanski (Other languages). It also contains the copyright notice: "© The State of Queensland (Department of Education, Training and Employment) 2010–2014 Queensland Government".



How do I perform a search on QTIS?

1. From the QTIS main page, click inside the search box.
2. To perform a search, type the search criteria into the search box. There is no need to specify apprenticeship or traineeship or RTO at this point.
3. Click the Search button.

Search tip: You can search by job title, traineeship or apprenticeship name; qualification name or training course name or code; or supplier name. You can use quotation marks around exact phrases, e.g. "core skills".

Below is an example of how the search results screen looks.

The screenshot shows the search results page for 'forestry' on the Queensland Training Information Service (QTIS). The page includes a search bar with the term 'forestry' and a 'Search' button. Below the search bar, there are radio buttons for 'This site' (selected) and 'All Queensland Government'. The results display '1-10 of 79 for forestry' and a 'Show 10 items' dropdown. The first three results are listed:

- Forestry Products Worker Level V** (Traineeship): The trainee at this level will have the knowledge and the skills to carry out the following indicative tasks or functions to the specified standards r...
Code: FPI50111 Status: Current
RTOs: 0 Qld implementation date: 10/09/2012
- Forest Products Worker Level II (Forest Growing and Management)** (Traineeship): A person undertaking this traineeship will be involved in growing and managing forests for the purpose of wood production. This includes preparing th...
Code: FPI20111 Status: Current
RTOs: 2 RTOs Qld implementation date: 10/09/2012
- Forest Products Worker Level III (Forest Growing and Management)** (Traineeship): A person undertaking this traineeship will be involved in growing and managing forests for the purpose of wood production. This includes preparing th...
Code: FPI30111 Status: Current
RTOs: 2 RTOs Qld implementation date: 10/09/2012

The left sidebar contains filters for 'Refine your search' with options for 'All', 'Apprenticeships / Traineeships', 'Training Packages', and 'Preferred Suppliers'. It also has a 'Status' filter with options for 'All', 'Current', and 'Phasing Out'.

In most cases, the search should provide the desired result. If not, you may choose to change the search criteria to be more specific and repeat the search, or you can filter the search results. To narrow down the search results, or to specify the type of information you are after, choose from the following filters (located on the left side of screen):

- to see apprenticeship/traineeship records only, select the **Apprenticeships / Traineeships** filter.
- to see training package records only, select the **Training Packages** filter.
- to see preferred supplier records only, select the **Preferred Suppliers** filter.



How do I view an apprenticeship or traineeship on QTIS?

Search for apprenticeship/traineeship by entering the search criteria. Your result should appear at or near the top of the search results. If not, either refine your search criteria and search again, or select the *Apprenticeships / Traineeships* filter (located on the left side of screen).

To specify the status of an apprenticeship or traineeship, choose from the following filters (located on the left side of screen):

- to see only current apprenticeships/traineeships, select the **Current** filter
- to see only phasing out apprenticeships/traineeships, select the **Phasing Out** filter

The screenshot shows the QTIS search results page. On the left, there is a 'Refine your search' sidebar with filters for 'Show' (All, Apprenticeships / Traineeships, Training Packages, Preferred Suppliers) and 'Status' (All, Current, Phasing Out). The main content area shows search results for 'forestry'. The search bar contains 'forestry' and the search button is labeled 'Search'. Below the search bar, there are radio buttons for 'This site' (selected) and 'All Queensland Government'. The results display 'Displaying search results 1-10 of 28 for forestry' and a 'Show 10 items' dropdown. The first result is 'Forestry Products Worker Level V Traineeship', followed by 'Forest Products Worker Level II (Forest Growing and Management) Traineeship', 'Forest Products Worker Level III (Forest Growing and Management) Traineeship', and 'Forest Products Worker Level III (Harvesting and Haulage) Traineeship'. Each result includes a brief description, code, status, and Qld implementation date.



How do I view a training package on QTIS?

Search for a training package by entering the search criteria. Your results should appear at or near the top of the search results. If not, either refine your search criteria and search again, or select the *Training Packages* filter (located on the left side of screen).

Within each training package record are links to the apprenticeships/traineeships within that package.

The screenshot shows the search results page for 'forestry' on the Queensland Training Information Service (QTIS). The page is titled 'Search results' and displays three training packages. On the left, there is a sidebar for refining the search, including filters for 'Show', 'Status', and 'Apprenticeships / Traineeships'. The search results are listed as follows:

- Forest and Forest Products Training Package - FPI11** Training Package
Code: FPI11 Status: Current
- Agriculture, Horticulture and Conservation and Land Management Training Package - AHC10** Training Package
Code: AHC10 Status: Current
- Forest and Forest Products Training Package - FPI05** Training Package
Code: FPI05 Status: Phasing Out

Navigation links include '<< Previous 1 Next >>' and a 'Go' button. A search bar at the bottom of the results area contains the text 'forestry' and a 'Search' button. A link for 'Search help (PDF, 364 KB)' is also visible.



How do I view a preferred supplier (registered training organisation) on QTIS?

Search for a preferred supplier by entering the search criteria. Your results should appear at or near the top of the search results. If not, either refine your search criteria and search again, or select the *Preferred Suppliers* filter (located on the left side of screen).

Within each preferred supplier record are links to the apprenticeships/traineeships delivered by that preferred supplier.

Home > Queensland Training Information Service (QTIS) > Search Results

Refine your search

Show

All
Apprenticeships / Traineeships
Training Packages
Preferred Suppliers

Status

All
Current
Phasing Out

Search results

[Search help \(PDF, 364 KB\)](#)

Search:
 This site All Queensland Government

Displaying search results 1-10 of 48 for forestry Show 10 items

[FITEC Australia](#) RTO
Phone: 0734567026
Code: [FPI20111](#) Qualification: [Certificate II in Forest Growing and Management](#)
Apprenticeship / Traineeship: [Forest Products Worker Level II \(Forest Growing and Management\)](#)

[McLeod Training Organisation Pty Ltd](#) RTO
Phone: 0740330130
Code: [FPI20111](#) Qualification: [Certificate II in Forest Growing and Management](#)
Apprenticeship / Traineeship: [Forest Products Worker Level II \(Forest Growing and Management\)](#)

[FITEC Australia](#) RTO
Phone: 0734567026
Code: [FPI30111](#) Qualification: [Certificate III in Forest Growing and Management](#)
Apprenticeship / Traineeship: [Forest Products Worker Level III \(Forest Growing and Management\)](#)



What are the links under the 'Browse' heading on the QTIS main page?

From the QTIS main page, select an option from the 'Browse' links

Browse

- [Apprenticeships](#)
- [Traineeships](#)
- [Training packages](#)
- [Restricted callings](#)
- [Training information updates/news](#)

Investing In Skills

To ensure more people can get the skills Queensland needs, the Government is changing the way it invests in training. Find out [more](#).

Search Queensland Training Information Service (QTIS) :

Search Tip: You can search by job title, traineeship or apprenticeship name; qualification name or training course name or code; or supplier name. You can use quotation marks around exact phrases, e.g. "core skills".

Contact us

Contact [Apprenticeships info](#) **1800 210 210**

Last updated 01 July 2014
Version 1.0.0.652

More information

Visit [Training information updates/news](#) for related news including information on newly available apprenticeships and traineeships.

For more information on becoming an apprentice/trainee, employing an apprentice/trainee, or general apprenticeship and traineeship enquiries, please visit [Apprenticeships Info](#) website.

To find an employer for your apprenticeship or traineeship, please click [here](#).

Copyright Disclaimer Privacy Right to information Accessibility Jobs in Queensland Government Bosanski (Other languages)

© The State of Queensland (Department of Education, Training and Employment) 2010–2014
Queensland Government

APPRENTICESHIPS

To see a list of apprenticeships available in Queensland, click here.

Browse

- [Apprenticeships](#)
- [Traineeships](#)
- [Training packages](#)
- [Restricted callings](#)
- [Training information updates/news](#)

Apprenticeships currently available in Queensland

For further information, please call Apprenticeships Info on **1800 210 210**.

A B C D E F G H I J L M N O P R S T U W

A

- [Aircraft Maintenance Engineer - Avionics](#)
- [Aircraft Maintenance Engineer - Mechanical](#)
- [Aircraft Maintenance Engineer - Structures](#)
- [Aircraft Surface Finisher](#)
- [Appliance Servicing](#)
- [Arborist](#)
- [Automotive Electrician](#)
- [Automotive Mechanic](#)
- [Automotive Mechanic \(Agricultural Mechanical\)](#)
- [Automotive Mechanic \(Heavy Vehicle Mobile Equipment\)](#)
- [Automotive Mechanic \(Heavy Vehicle Mobile Plant\)](#)
- [Automotive Mechanic \(Heavy Vehicle Road Transport\)](#)
- [Automotive Mechanic \(Light Vehicle\)](#)
- [Automotive Mechanic \(Motorcycle\)](#)
- [Automotive Mechanical \(Heavy Vehicle Road Transport\)](#)
- [Automotive Salesperson \(Parts Interpreting\)](#)
- [Automotive Specialist](#)
- [Automotive Specialist \(Brakes\)](#)
- [Automotive Specialist \(Diesel Fitting\)](#)
- [Automotive Specialist \(Diesel Fuel\)](#)
- [Automotive Specialist \(Driveline\)](#)
- [Automotive Specialist \(Engine Reconditioning\)](#)
- [Automotive Specialist \(Forklift Mechanical\)](#)
- [Automotive Specialist \(Forklift Mechanical\)](#)
- [Automotive Specialist \(Gas Vehicle\)](#)

More information

Visit [Training information updates/news](#) for related news including information on newly available apprenticeships and traineeships.

For more information on becoming an apprentice/trainee, employing an apprentice/trainee, or general apprenticeship and traineeship enquiries, please visit [Apprenticeships Info](#) website.


To find an employer for your apprenticeship or traineeship, please click [here](#).

Contact us

Contact [Apprenticeships info](#) on **1800 210 210**



TRAINEESHIPS

To see a list of traineeships available in Queensland, click here. 

Browse

- [Apprenticeships](#)
- **[Traineeships](#)**
- [Training packages](#)
- [Restricted callings](#)
- [Training information updates/news](#)

Home > [Queensland Training Information Service \(QTIS\)](#) > Traineeships currently available in Queensland

Traineeships currently available in Queensland

For further information, please call Apprenticeships Info on **1800 210 210**.

ABCDEFGHIKLMOPQRSTUV

WY

A

- [Account Processing \(Woolworths Supermarkets\) Level II](#)
- [Account Processing \(Woolworths Supermarkets\) Level III](#)
- [Account Processing \(Woolworths Supermarkets\) Level IV](#)
- [Accounts and Payroll Clerk](#)
- [Accounts Clerk](#)
- [Accounts Manager](#)
- [Advanced Stablehand](#)
- [Aeroskills Engineer - Mechanical](#)
- [Aeroskills Engineer \(Avionics\)](#)
- [Aeroskills Engineer \(Mechanical\)](#)
- [Aged Care Worker](#)
- [Agribusiness](#)
- [Agricultural Poultry Production Level 3](#)
- [Agriculture Advanced Wool Handling Level 3](#)
- [Agriculture Beef Production Level 2](#)
- [Agriculture Beef Production Level 3](#)
- [Agriculture Beef Production Level 4](#)
- [Agriculture Level 2](#)
- [Agriculture Level 3](#)
- [Agriculture Pig Production Level 3](#)
- [Agriculture Production Horticulture Level 2](#)
- [Agriculture Shearing Level 3](#)
- [Aircraft Line Maintenance](#)
- [Aircraft Maintenance Engineer - Level II](#)
- [Aircraft Maintenance Engineering Level II](#)
- [Alcohol and Other Drugs Worker](#)

More information

Visit [Training information updates/news](#) for related news including information on newly available apprenticeships and traineeships.


For more information on becoming an apprentice/trainee, employing an apprentice/trainee, or general apprenticeship and traineeship enquiries, please visit [Apprenticeships Info](#) website.

To find an employer for your apprenticeship or traineeship, please click [here](#).

Contact us

Contact [Apprenticeships info](#) on **1800 210 210**

TRAINING PACKAGES

To see a list of training packages containing qualifications that are available in Queensland, click here. 

Browse

- [Apprenticeships](#)
- [Traineeships](#)
- **[Training packages](#)**
- [Restricted callings](#)
- [Training information updates/news](#)

Home > [Queensland Training Information Service \(QTIS\)](#) > Training packages in Queensland

Training packages in Queensland

Training packages are sets of nationally-endorsed competency standards, qualifications, and assessment guidelines for specific industries, industry sectors or enterprises. However, not all qualifications within a training package are available as traineeships or apprenticeships.

Click on the relevant training package link below to see which traineeships and apprenticeships have been declared in Queensland.

ABCEFGHILMOPRSTVW

A

- [Aeroskills Training Package - MEA07](#)
- [Aeroskills Training Package - MEA11](#)
- [Agriculture, Horticulture and Conservation and Land Management Training Package - AHC10](#)
- [Amenity Horticulture Training Package - RTF03](#)
- [Animal Care and Management Training Package - ACM10](#)
- [Asset Maintenance Training Package - PRM04](#)
- [Australian Meat Industry Training Package - MTM07](#)
- [Australian Meat Industry Training Package - MTM11](#)
- [Automotive Industry Retail, Service & Repair Training Package - AUR05](#)
- [Automotive Industry Retail, Service and Repair Training Package - AUR12](#)
- [Automotive Manufacturing Training Package - AUM](#)
- [Automotive Manufacturing Training Package - AUM08](#)
- [Automotive Manufacturing Training Package - AUM12](#)
- [Aviation Training Package - AVI08](#)

[\[top of page\]](#)

B

- [Beauty Training Package - SIB10](#)
- [Business Services Training Package - BSB07](#)

More information

Visit [Training information updates/news](#) for related news including information on newly available apprenticeships and traineeships.

For more information on becoming an apprentice/trainee, employing an apprentice/trainee, or general apprenticeship and traineeship enquiries, please visit [Apprenticeships Info](#) website.

To find an employer for your apprenticeship or traineeship, please click [here](#).

Contact us

Contact [Apprenticeships info](#) on **1800 210 210**

RESTRICTED CALLINGS

To see a list of restricted callings in Queensland, click here.

Browse

- Apprenticeships
- Traineeships
- Training packages
- **Restricted callings**
- Training information updates/news

Home > Queensland Training Information Service (QTIS) > Restricted callings in Queensland

Restricted callings in Queensland

Restrictions apply to the rights of employers to appoint staff under the age of 18 to certain jobs, or "callings". Employers may not employ a person under the age of 18 to jobs which appear on the list of restricted callings (below), unless

- the prospective employee has completed an appropriate qualification or statement of attainment relevant to the calling, or
- he or she is employed as an apprentice or trainee in the calling, under a registered training contract

The jobs, or callings, to which this restriction applies, are declared in accordance with Section 64(1) of the [Further Education and Training Act 2014](#). For further information, please call Apprenticeships Info on 1800 210 210.

A B C D E F G H I J L M O P R S T U W

A

- [Aircraft Maintenance Engineer - Avionics](#)
- [Aircraft Maintenance Engineer - Mechanical](#)
- [Aircraft Maintenance Engineer - Structures](#)
- [Aircraft Surface Finisher](#)
- [Appliance Servicing](#)
- [Automotive Electrician](#)
- [Automotive Mechanic](#)
- [Automotive Mechanic \(Agricultural Mechanical\)](#)
- [Automotive Mechanic \(Heavy Vehicle Mobile Equipment\)](#)
- [Automotive Mechanic \(Heavy Vehicle Mobile Plant\)](#)
- [Automotive Mechanic \(Heavy Vehicle Road Transport\)](#)
- [Automotive Mechanic \(Light Vehicle\)](#)
- [Automotive Mechanic \(Motorcycle\)](#)
- [Automotive Mechanical \(Heavy Vehicle Road Transport\)](#)
- [Automotive Salesperson \(Parts Interpreting\)](#)
- [Automotive Specialist](#)
- [Automotive Specialist \(Brakes\)](#)
- [Automotive Specialist \(Diesel Fitting\)](#)
- [Automotive Specialist \(Diesel Fuel\)](#)

More information

Visit [Training information updates/news](#) for related news including information on newly available apprenticeships and traineeships.

For more information on becoming an apprentice/trainee, employing an apprentice/trainee, or general apprenticeship and traineeship enquiries, please visit [Apprenticeships Info](#) website.

To find an employer for your apprenticeship or traineeship, please click [here](#).

Contact us

Contact [Apprenticeships info](#) on **1800 210 210**

TRAINING INFORMATION UPDATES/NEWS

For QTIS updates and news, click here.

Browse

- Apprenticeships
- Traineeships
- Training packages
- Restricted callings
- **Training information updates/news**

Home > Queensland Training Information Service (QTIS) > Training information updates/news

Training information updates/news

2013

Sep 27, 2013
DECLARATION OF TRAINEESHIP FROM THE RESOURCES AND INFRASTRUCTURE INDUSTRY TRAINING PACKAGE - RII09
 Skills Queensland approved the following traineeship from the Resources and Infrastructure Industry Training Package on 13 September 2013, with an implementation date of 30 September 2013.

- + Civil Construction Worker - RII20109 Certificate II in Resources and Infrastructure Work Preparation

Sep 27, 2013
DECLARATION OF TRAINEESHIP FROM THE CONSTRUCTION, PLUMBING AND SERVICES TRAINING PACKAGE - CPC08
 Skills Queensland approved the following traineeship from the Construction, Plumbing and Services Training Package on 17 September 2013, with an implementation date of 30 September 2013.

- + Roof Tiler - CPC30812 Certificate III in Roof Tiling

Sep 20, 2013
DECLARATION OF APPRENTICESHIPS FROM THE CONSTRUCTION, PLUMBING AND SERVICES TRAINING PACKAGE - CPC08
 Skills Queensland approved the following apprenticeships from the Construction, Plumbing and Services Training Package on 12 September 2013, with an implementation date of 23 September 2013.

- + Shopfitter - CPC31812 Certificate III in Shopfitting

More information

Visit [Training information updates/news](#) for related news including information on newly available apprenticeships and traineeships.

For more information on becoming an apprentice/trainee, employing an apprentice/trainee, or general apprenticeship and traineeship enquiries, please visit [Apprenticeships Info](#) website.

To find an employer for your apprenticeship or traineeship, please click [here](#).

Contact us

Contact [Apprenticeships info](#) on **1800 210 210**

What is the difference between an apprentice and a trainee?

An apprentice is trained in a skilled trade and upon successful completion will become a qualified tradesperson. Trades such as electrical, plumbing, cabinet-making and automotive are just a few that are a part of the apprenticeship scheme. Training takes place both at the workplace and with a training organisation.

A trainee is someone who is being trained in a vocational area. These vocational areas include tourism, office administration and information technology.

Traineeships vary in length from 12 months to three years. Apprenticeships are generally four years in length. The term of a part-time apprenticeship or traineeship is generally double that of the full-time term.

However, as the training is competency-based, completion is dependent upon when the apprentice or trainees has successfully gained all knowledge, skills and competencies required.

What is the difference between full-time, part-time and school-based training arrangements?

Full-time apprentices and trainees work and train full-time, usually an average of 38 hours a week.

Part-time apprentices and trainees work and train no less than 15 hours each week, averaged over a four week cycle.

School-based apprentices and trainees undertake an apprenticeship or traineeship as part of their high school studies.

What is the difference between the training status of 'current' and 'phasing out' on QTIS?

'Current' means that the apprenticeship or traineeship is currently available for registration in Queensland. 'Phasing out' means that the apprenticeship or traineeship may have been superseded and is no longer available for new registrations.

How do I become an apprentice or trainee?

There are a number of things you will need to do before getting started in an apprenticeship or traineeship. You will need to find an employer, choose a training provider and complete the necessary paperwork. For more information on how to get started visit, <https://training.qld.gov.au/apprenticeshipsinfo/apprentices/become>.



Why is a qualification not displaying on QTIS but is appearing on the national website for qualifications and training packages (www.training.gov.au)?

QTIS only displays information for those apprenticeships and traineeships that have been approved for delivery in Queensland. If an apprenticeship or traineeship does not appear on QTIS, it means that it has not been approved as an apprenticeship or traineeship in Queensland.

Where can I get information on apprenticeship or traineeship wages?

Industrial relations details

Since 1 January 2010, all private sector employers and employees in Queensland, including apprentices and trainees, have their wages and conditions of employment covered by the Fair Work Act 2009 and modern awards. This legislation is administered by the Commonwealth Government Fair Work Ombudsman's office. <https://www.fairwork.gov.au/pay/minimum-wages/apprentice-and-trainee-pay-rates>.

Apprentices and trainees are considered employees and may receive entitlements the same as other employees such as: annual leave, sick leave, public holidays, superannuation, workers compensation and allowances. Apprentices and trainees must also receive a pay slip to cover full details of the pay for each pay period. Pay slips have to be given to an employee (including apprentices and trainees) within 1 working day of pay day and be either in electronic form or paper hard copy.

Parties should make enquiries with the Fair Work Ombudsman on Ph: 13 13 94 or at <http://www.fairwork.gov.au> to determine the correct industrial instrument and entitlements.

When employment is ceasing the employer or the employee (apprentice/trainee) must provide the appropriate notice periods as per the relevant award or registered workplace agreement. A notice period is the length of time that an employer or employee (apprentice/trainee) has to give to end employment. Additional information about notice periods can be found at: <http://www.fairwork.gov.au/ending-employment/notice-and-final-pay>.

Unfair dismissal is when an employee (apprentice/trainee) is dismissed from their job in a harsh, unjust or unreasonable manner. Additional information about unfair dismissal can be found at: <http://www.fairwork.gov.au/ending-employment/unfair-dismissal>.

Public sector and local government workers in Queensland remain under the state industrial relations system. Additional information about wages and conditions of employment for employees (apprentices/trainees employed by state or local government) can be found at: <http://www.justice.qld.gov.au/corporate/business-areas/industrial-relations>.



What is a 'restricted calling'?

Restrictions apply to the rights of employers to appoint staff under the age of 18 to certain jobs, or "callings". Employers may not employ a person under the age of 18 to jobs which appear on the list of restricted callings unless:

- the prospective employee has completed an appropriate qualification or statement of attainment relevant to the calling, or
- he or she is employed as an apprentice or trainee in the calling, under a registered training contract.

The jobs, or callings, to which this restriction applies, are declared in accordance with Section 64(1) of the [Further Education and Training Act 2014](#). A list of apprenticeships and traineeships declared as restricted callings can be found on the Queensland Training Information Service (QTIS) website (*see Restricted Callings link on the left side of the QTIS main page*).

What is User Choice?

The User Choice 2016-2017 program provides a public funding contribution towards the cost of training and assessment services for eligible Queensland apprentices and trainees.

The program aims to provide funding aligned to the skill needs of industry and respond to changing government priorities.

The program provides the flexibility for apprentices, trainees and their employers to select a preferred registered training organisation (RTO) from a list of pre-qualified suppliers for the delivery of nationally recognised, accredited training to meet their specific needs.

For more information, please visit: <https://training.qld.gov.au/providers/funded/userchoice>.

Who can I contact if I have any questions about apprenticeships or traineeships in Queensland?

The **Apprenticeships Info** telephone and email service is available to all Queenslanders for advice, support and referrals relating to apprenticeships, traineeships and training options.

Telephone: 1800 210 210 (Monday to Friday from 8:30am – 4:45pm)

Email: apprenticeshipsinfo@qld.gov.au

Website: <https://training.qld.gov.au/apprenticeshipsinfo>

More contact information is available at:

<https://training.qld.gov.au/apprenticeshipsinfo/about-us/contact-us>.



Is there a 'Frequently Asked Questions' page for apprentices, trainees and employers?

Please visit the Frequently Asked Questions page for commonly asked questions and answers:

FAQs for apprentices and trainees:

<https://training.qld.gov.au/apprenticeshipsinfo/information-resources/faqs/apprentices-trainees>

FAQs for school-based apprenticeships and traineeships:

<https://training.qld.gov.au/apprenticeshipsinfo/information-resources/faqs/school-based>

FAQs for employers:

<https://training.qld.gov.au/apprenticeshipsinfo/information-resources/faqs/employers>

