



ACT
Government

ACT GROUP TRAINING ORGANISATIONS REGISTRATION GUIDE

Skills Canberra

**Chief Minister, Treasury and
Economic Development Directorate**

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Skills Canberra

Chief Minister, Treasury and Economic Development Directorate

220 London Circuit, Canberra ACT 2601

GPO Box 158, Canberra ACT 2601

Phone: 02 6205 8555

Email: skills@act.gov.au

Web: <http://www.act.gov.au/skills>

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LIST OF RESOURCES

FORMS

[ACT Group Training Application Form](#)

[ACT GTO Compliance Assessment Report](#)

[NSW Group Training Organisation Application Form](#)

[NSW GTO Compliance Assessment Report](#)

RESOURCES

[National Standards for Group Training Organisations](#)

[Evidence Guide for GTOs to Support the National Standards](#)

[GTO National Register](#)

[ACT Labour Hire Licensing](#)

ABOUT THIS DOCUMENT

This Guide provides important information about how group training organisations (GTOs) apply to become an ACT registered GTO. The Guidelines include:

- > an overview of group training arrangements
- > an overview of the GTO registration application process
- > how the registration process occurs
- > length of registration
- > cost of registration

INTRODUCTION

GTOs support the Australian Apprenticeships system by providing employment for Australian Apprentices. GTOs employ apprentices and trainees under a National Training Contract (Training Contract) and place them with host employers.

The GTO, as the employer is responsible for the quality and continuity of the apprentices' and trainees' employment and training. It also manages the additional care and support necessary to achieve successful completion of the training contract.

NATIONAL STANDARDS FOR GROUP TRAINING ORGANISATIONS

The [National Standards for Group Training Organisations](#) (the Standards) provides a formal framework that promotes national consistency and quality for group training. The Standards cover three primary areas:

- > Recruitment, employment and induction
- > Monitoring and supporting apprentices and trainees to completion, and
- > GTO Governance and Administration.

OVERVIEW OF GTO REGISTRATION

To become registered, GTOs must demonstrate compliance with the Standards, which then allows the GTO to be listed on the [GTO National Register](#).

Registered GTOs can:

- > promote themselves as a quality GTO
- > use the national GTO logo
- > access Commonwealth and State and Territory government programs and incentives only available to registered GTOs.

GTO registration and compliance monitoring is managed by each state or territory. Registration is managed via an application process.

All employers that seek to identify as a GTO employer on an ACT Training Contract are required to be an ACT registered GTO.

REGISTRATION APPLICATION PROCESS

To become an ACT registered GTO, the organisation must:

1. hold an ACT Labour Hire Licence
2. conduct a self-assessment against the Standards
3. prepare and submit a Group Training Organisation Application Form, Compliance Assessment Report and other support materials
4. participate in a compliance audit conducted by an appointed independent auditor.

Each of these steps are described in the sections below.

ACT Labour Hire Licence

GTOs must hold an ACT Labour Hire Licence to supply labour hire services in the ACT under the [Labour Hire Licensing Act 2020](#).

WorkSafe ACT is responsible for administering the ACT Labour Hire Licence scheme. For information on how to apply for this licence, please visit the [WorkSafe ACT website](#).

Self-Assessment

GTOs should review their organisation's systems, processes and services against the Standards. The self-assessment will assist the GTO to identify areas of non-compliance or any deficiencies in its operations that need to be rectified prior to completing the Compliance Assessment Report.

Compliance Assessment Report

Once the self-assessment has been completed, and any necessary remedial action taken, the GTO must prepare a Compliance Assessment Report. The Compliance Assessment Report allows a GTO to identify and record evidence that demonstrates compliance against each of the Standards. Supporting documents, including any employee, host, and/or apprentice/trainee handbooks, should be attached to the Compliance Assessment Report as supporting evidence.

The [Evidence Guide for GTOs to Support the National Standards](#) (Evidence Guide) provides practical examples of evidence that may assist GTOs show compliance.

Application Form

Once a GTO has completed the Compliance Assessment Report, they must also complete a Group Training Organisation Registration Application Form. The registration application lodgement processes are described in the next section (refer to [Application Lodgement](#)).

Compliance Audit

The purpose of the compliance audit is to validate the GTO's claim that their operational systems and processes meet each of the Standards. The GTO will be given reasonable opportunity to demonstrate compliance and will receive an audit report containing the audit findings.

Information on the audit process and outcomes is described further in this document (refer to [Application Assessment](#)).

APPLICATION LODGEMENT

The registration application and assessment process will vary depending on the location of the GTO. Please ensure you read this section carefully to identify the application lodgement process that must be used.

1. If you are:

- > a GTO registered in the ACT only, or
- > not currently registered as a GTO and seeking to register to operate in the ACT, or
- > a GTO not registered in either ACT or NSW but registered in another state or territory,

submit your [ACT Group Training Organisation Application Form](#), completed [ACT GTO Compliance Assessment Report](#) and other support materials to the ACT (Skills Canberra) using one of the following methods:

Email to: skills@act.gov.au

or

Mail to (*): Skills Canberra
Chief Minister, Treasury and Economic Development Directorate
GPO Box 158
Canberra ACT 2601

(*) For applications lodged by mail, GTOs must also include a USB with an accessible electronic version of all documents.

2. If you are:

- > a GTO that is registered in both ACT and NSW, or
- > not currently registered as a GTO and seeking to register to operate in both ACT and NSW

the ACT has a Joint Memorandum of Understanding (MoU) with the NSW Government establishing a joint registration process for GTOs operating in both jurisdictions. Effectively, the MoU will facilitate a simplified registration process for GTOs operating in both NSW and ACT, allowing the registration process to be administered by one jurisdiction, rather than by both.

A separate Group Training Organisation Application Form must be submitted for NSW ([NSW Group Training Organisation Application Form](#)) and ACT ([ACT Group Training Organisation Application Form](#)) to establish registration in both locations. However, only the [NSW GTO Compliance Assessment Report](#) is required.

Please submit both application forms, the completed NSW GTO Compliance Assessment Report and other support materials to NSW (Training Services NSW) using one of the following methods:

Email to: group.training@industry.nsw.gov.au

or

Mail to (*): Apprenticeship & Traineeship Unit
Department of Industry
PO Box 960
Darlinghurst NSW 1300

(*) For applications lodged by mail, GTOs must also include a USB with an accessible electronic version of all documents.

A \$1500.00 deposit is required to be paid upon application lodgement and must be received prior to the commencement of the application assessment. For details about payment methods please contact the office where your application will be lodged.

The cost associated with GTO registration is described further in this document (refer to [Cost of GTO Registration](#)).

3. If you are a GTO that is currently registered in NSW and are seeking to register to operate in the ACT

the NSW-ACT Joint Memorandum of Understanding (MoU) establishes a process for the ACT to mutually recognise a GTO's NSW registration.

Please submit the [ACT Group Training Organisation Application Form](#) to the ACT (Skills Canberra) using one of the methods identified under point 1.

Skills Canberra will seek confirmation of NSW GTO registration from Training Services NSW and request evidence of the GTO's ACT Labour Hire Licence prior to approving ACT GTO registration. The Application Assessment section in this document will not apply.

APPLICATION ASSESSMENT

Once the Group Training Application Form, completed Compliance Assessment Report and supporting evidence, and the initial deposit payment has been received, an external auditor will be assigned to conduct the compliance audit.

The audit comprises three stages:

1. Desk Audit
2. Interviews with a sample of trainees/apprentices and host employers
3. Site audit

The compliance audit will initially be conducted in the same State or Territory where the application form is lodged.

Compliance Audit Process

Desk audit

In the first instance, the auditor will review the Group Training Application Form, Compliance Assessment Report and supporting evidence and determine whether any additional information is required before they commence the audit. Once all necessary information is received, the auditor will conduct a desk audit, documenting the initial findings against each of the standards in the Compliance Assessment Report. The auditor may require/request further evidence after reviewing the report.

Interviews with trainees/apprentices and host employers

Prior to the site audit, a sample of the GTO's trainees/apprentices and host employers will be interviewed by telephone, where applicable. The GTO may be asked to assist with this process by providing up to date contact details.

Information from the interviews will contribute to the audit findings and may also be used to inform the scope of the audit.

Site audit

Once the auditor is satisfied with the desk audit, a site audit at the GTO's premises will be conducted to validate the GTO's compliance. The date of the proposed site audit will be confirmed in writing. The name of the auditor and audit participants will also be confirmed at this time (refer [Audit Participants](#)).

The auditor will ask to see specific evidence of the GTO's processes. The audit team may interview management and staff of the GTO and inspect the premises. The length of the site audit will depend on the size of the GTO but is likely to take between 1-2 days. If the GTO has a multi-site operation, the auditor may choose to inspect a sample of sites.

At the conclusion of the site audit the auditor will provide a verbal summary of the findings and will indicate when the audit report will be issued.

Where the site audit occurs in NSW but the interviews held with ACT apprentices, trainees and host employers identify issues or concerns, a further site audit of the ACT operations may be scheduled. Where this occurs, it will be managed and invoiced separately by the ACT (refer [Cost of GTO Registration](#)).

Audit Participants

The external auditor is contracted to either NSW or the ACT governments to conduct the audits and will be accompanied by a staff member from either ACT (Skills Canberra) or NSW (Training Services NSW), depending on the location of the audit.

For audits conducted in NSW, NSW may ask permission for a non-Departmental observer to also attend a site audit. This may include a new auditor for training purposes, an industry observer or other interested party. The GTO may decline this request.

An external person or organisation engaged by a GTO to assist with the GTO registration process may be available on-site to provide advice to the GTO during the site audit. However, they may not be present at any of the audit interviews or discussions between the audit team and the GTO's management or staff and may not communicate directly on behalf of the GTO to any member of the audit team.

Audit Outcomes

The compliance audit may have the following outcomes:

- > The auditor finds the GTO **fully compliant** and recommends the GTO be approved for registration
- > The auditor may identify **non-compliance** for the GTO and recommends further evidence be provided for the GTO to comply fully with the Standards. GTOs will be given up to **30 days** from issue of the audit report to address non compliances. A follow-up audit may be necessary
- > The auditor finds the GTO **not compliant** and does not recommend the GTO's registration.

The GTO must meet the Standards fully for the auditor to recommend registration. No interim registration will be considered.

REGISTRATION

Once the auditor is satisfied that the GTO is fully compliant with the Standards, they will forward their invoice for the total cost of the compliance audit along with their recommendation to either ACT (Skills Canberra) or NSW (Training Services NSW), depending on the location of the audit (refer [Cost of Registration](#)).

The balance of the audit cost (total audit cost minus \$1500 deposit) will be invoiced to the GTO once the audit has been completed.

Auditor Recommendation

- > Where the auditor recommends that registration is granted and the GTO has provided evidence of holding an ACT Labour Hire Licence, a GTO Registration Certificate will be prepared and issued to the GTO once the registration status has been updated on the GTO National Register. The GTO Registration Certificate will also include the period of registration that has been granted.

Where a GTO is seeking registration for the first time, they will be provided with the national logo for group training for use in their marketing materials.

- > Where the auditor finds the GTO is not compliant and recommends that registration is not granted, the GTO will be notified in writing. GTOs may seek a review of the decision upon request in writing to skills@act.gov.au.

Where the audit outcome differs between NSW and ACT, each jurisdiction may make the decision to register, or not, independent of the other jurisdiction's decision.

Cost of GTO Registration

Registration costs comprise solely of external auditor fees, payable by an initial \$1500 deposit upon lodgement of the application with the balance of the audit payable upon finalisation of the GTO compliance audit and auditor recommendation.

Where a site audit is conducted in both ACT and NSW the audit costs will be invoiced separately.

All costs for the independent auditor are to be met by the applicant GTO.

Registration Term

Registration length varies depending on the characteristics of the GTO.

Characteristics of the GTO	Registration Period
Organisation not previously registered	1 year
Registered GTOs seeking re-registration with less than 10 Australian Apprentices in the last 12 months across both jurisdictions.	1 year
Registered GTOs seeking re-registration with 10 or more Australian Apprentices in the last 12 months	3 years

Where the GTO is operating in NSW, the registration term granted in the ACT will be based on the number of apprentices/trainees in NSW.

COMPLIANCE MONITORING

Compliance monitoring may be undertaken at any time during the GTO's registration term and can include either a monitoring visit or a compliance audit.

Information may also be passed onto the audit team through employer and/or apprentice/trainee visits or enquiries, where concerns are identified which may warrant further investigation.

An audit may be initiated at any time during a GTO's period of registration, either to monitor ongoing compliance with the Standards or because of a complaint about the organisation. Depending on the type of audit it may be conducted by an external auditor or Skills Canberra staff. Where an external auditor is engaged the GTO will be advised before audit commencement whether the cost will need to be met by the GTO.

DE-REGISTRATION

If, because of a compliance monitoring audit a GTO cannot demonstrate that it fully complies with the Standards, and it fails to demonstrate compliance required by the auditor within the specified timeframe, the auditor may recommend that the GTO's registration be suspended or cancelled.

If a recommendation for cancellation is made, a GTO will be given **30 days** from the date of notification to lodge an appeal prior to the decision being made. The appeal must be lodged in writing to skills@act.gov.au.

The GTO will be notified in writing of the final decision.

RE-REGISTRATION

Registered GTOs will receive a reminder letter prior to the expiry of their registration. The GTO will be required to submit the relevant application form for re-registration three months before their registration is due to expire to allow sufficient time for a compliance audit to be scheduled and conducted (refer [Application Lodgement](#)).

The GTO's registration will expire if the application form is not received by the expiry date. Where the application form has been submitted and the re-registration audit and auditor's recommendation has not been finalised before the expiry, an extension to the current registration term may be considered whilst the audit process is being finalised.

FURTHER INFORMATION

For any further assistance or enquiries about the GTO registration process, email skills@act.gov.au or call (02) 6205 8555.



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