Training Downloads

User Guide

Contents

THE DOWNLOADS EXPLAINED

The various download services

There are three distinct download services available in Training Downloads:

1. **Training Contracts:**

   - **Approved Training Contracts**

     These downloads contain information relating to training contracts with registered Queensland apprentices/trainees. This information is intended for organisations that are a service provider for registered contracts.

   - **Refused Training Contracts**

     These downloads contain information relating to individuals who sought registration as a Queensland apprentice/trainee but did not obtain registration approval. This information may be available to organisations listed as a service provider to the contract.

2. **RTO Registrations:**

   - **Qualifications/Courses**

     These downloads contain information relating to registration of Registered Training Organisations (RTOs) for delivery of qualifications and/or accredited courses in Queensland.

   - **Units of Competency/Modules**

     These downloads contain information relating to registration of RTOs for delivery of units of competency and/or modules in Queensland.

3. **User Choice/Other Contracts:**

   - **User Choice/Other Contracts**

     These downloads contain information relating to contracts between RTOs and the department for delivery of training and/or related services.

Changes versus snapshots

For each of the available download services outlined in [The various download services](#), there are two sets of reports:

1. Changes:

- These reports provide details about the changes made to an organisation's available records in the last three months.
- These reports are intended to provide users with the most recent changes to their organisation's available information in the department's business systems.
- These reports allow the user to select the date from which to include changes, up to a maximum of three months ago. This defaults to the day after the download was last made by the organisation, unless the last download was more than three months ago.

2. Snapshots:

- These reports include all records that qualify as active for the organisation. Users can also choose to access records that have been removed from the active list within the previous three months due to their status becoming inactive (for example, withdrawn or cancelled training contracts).
- These reports are intended to provide users with their organisation's available information from the department's databases.

Information in the changes and snapshot reports is updated at the end of each working day.

UNDERSTANDING YOUR ACCESS RIGHTS

What type of Partner Portal user are you?

It is important to know what type of Partner Portal user you are, as your access rights within Partner Portal are dependent upon this.

There are two types of Partner Portal users:

1. Partner Portal Administrators

These users:

- Are able to create and manage the access for other Partner Portal users in their organisation.
- Have access to all services available within Partner Portal.
- Gained access to Partner Portal either as part of their organisation's Partner Portal registration process, or by being granted administrator access by another administrator in their organisation.

2. Partner Portal general users

These users:

- Were provided with Partner Portal access by an administrator within their organisation.
- Are not able to create or manage other Partner Portal users in their organisation, and their access to services within Partner Portal is managed by administrator/s within their organisation.

If you are general user and have questions in relation to your Partner Portal access you should contact an administrator in your organisation.

Who controls access to Training Downloads?

Partner Portal administrators control the Training Downloads access for other users in your organisation, via the *User Management* tab in Partner Portal. They set whether users in their organisation are administrators or general users, and which services can be accessed by the general users – including Training Downloads.

If you are a Partner Portal administrator:

- Your access to Training Downloads is automatic, and it appears as an individual 'portlet' when you log into Partner Portal.

- It is your responsibility to enable access to Training Downloads for general users within your organisation if required (access to Training Downloads is not automatic for Partner Portal general users).

If you are a Partner Portal general user:

- The services that are made available to you by a Partner Portal administrator in your organisation will appear as individual 'portlets' when you log into Partner Portal.

- **To request access to Training Downloads**, contact a Partner Portal administrator in your organisation.

Who controls what can be downloaded?

There are two things that affect what you can access within Training Downloads:

1. Your organisations role/s

- These are assigned by the department as part of the initial Partner Portal registration process for your organisation. Your organisation may have one or more of the following roles:

  - Australian Apprenticeships Centre

  - Registered Training Organisation

  - Group Training Organisation

  - School Association

  - Local Government Association

  - Racing Agency

- The organisation roles determine the available downloads for your organisation, as well as the information contained within each download. For further information on organisation roles in Training Downloads, refer to Accessing downloads and Administering user access.

2. Your individual Training Downloads access rights

These are assigned to you within Training Downloads. For further information on who controls your individual Training Downloads access rights refer to Who controls access within Training Downloads?

Who controls access within Training Downloads?

Partner Portal administrators control the access of users in their organisation, including their own access. All Training Downloads users are assigned one of three possible access levels:

1. Administrators:

- These users have access within Training Downloads to administer access rights for Training Downloads users in their organisation (including their own access). For further information, refer to Administering user access.

- Every organisation has at least one user with this level of access.

- Partner Portal administrators initially receive this access level by default, though this may be changed.

- These users have access to all downloads available by default to their organisation.

2. General users:

- The downloads that are available to these users is controlled by Partner portal administrator/s in their organisation.

- Partner Portal general users don't receive this access by default, it is chosen by the administrator in their organisation when they approve access.

- These users cannot administer the access rights for Training Downloads users in their organisation.

If you have questions in relation to your Training Downloads access rights
Contact a Partner Portal administrator in your organisation. DESBT cannot manage your access.

Administering user access

Pre-requisite:

You should be logged in to the Partner Portal (www.portal.desbt.qld.gov.au) as the Administrator for the Organisation.

1. Go to **User Management** under the **Administration** menu in the header.
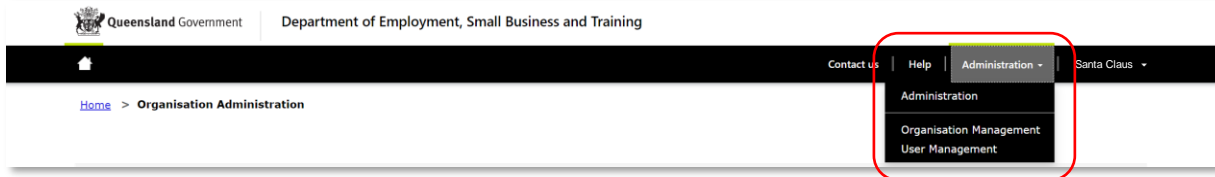
Select the relevant user's list or you can use the filters to locate the user you want to manage.
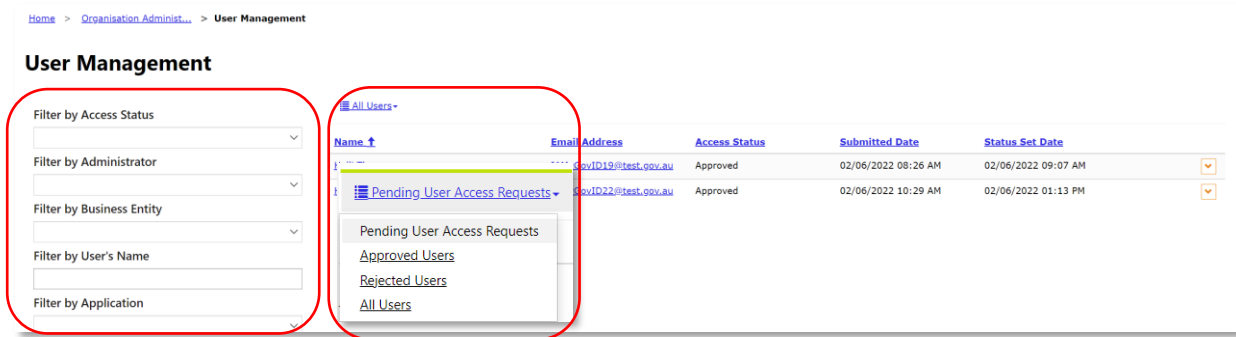
Click on the orange V of the user to see the edit option.
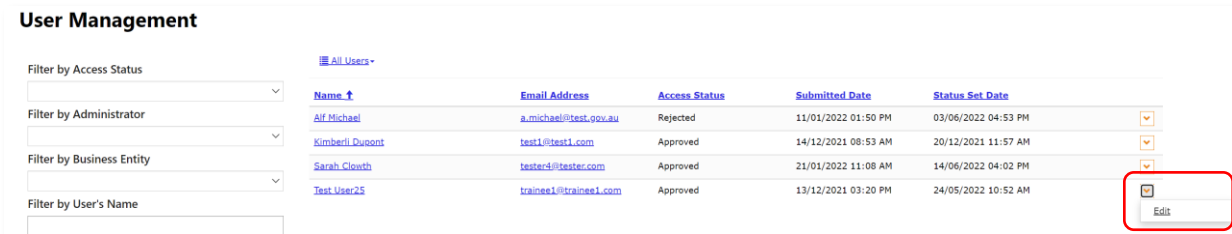
In the Manage user screen select/deselect Training Download Reports as required and click **Save**

HOW TO USE TRAINING DOWNLOADS

Accessing downloads

1. Log into Partner Portal http://www.portal.desbt.qld.gov.au

2. Select **Training Downloads**
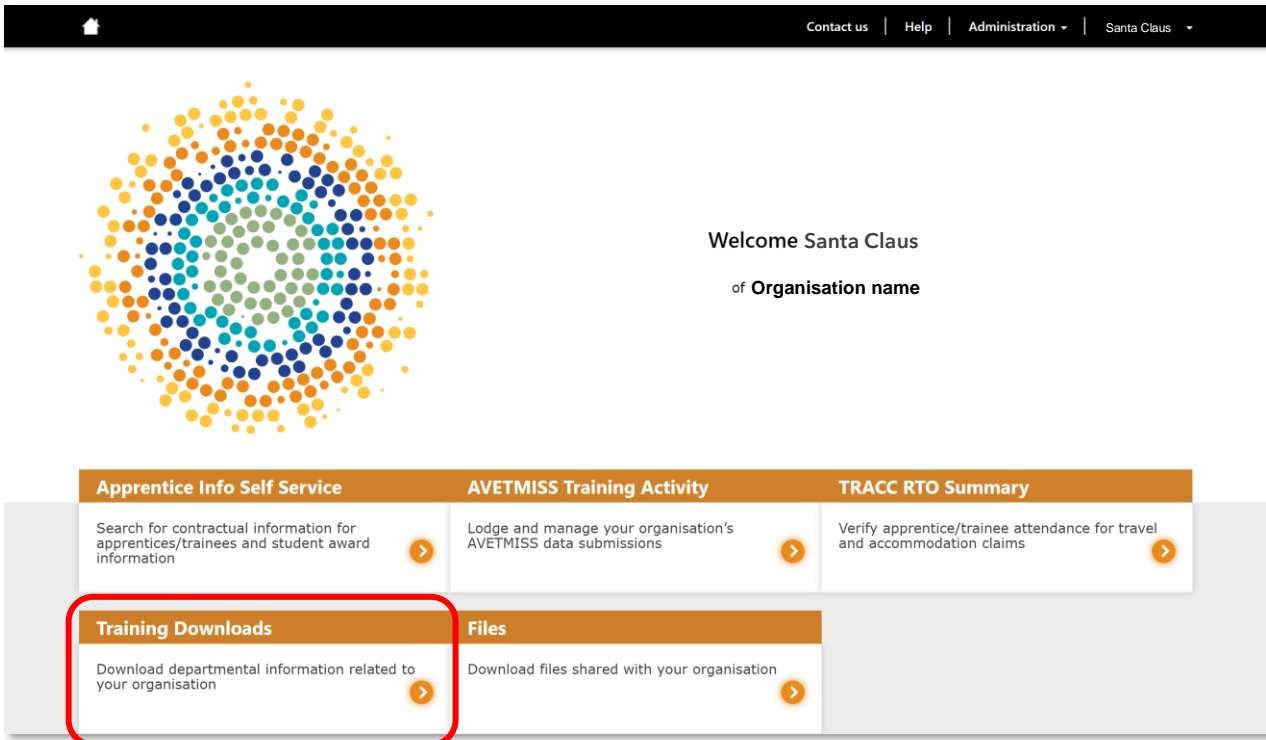
3. Click on **Business Role** if your organisation has more than one, and select the Training Downloads required by clicking on the Hyperlinked name
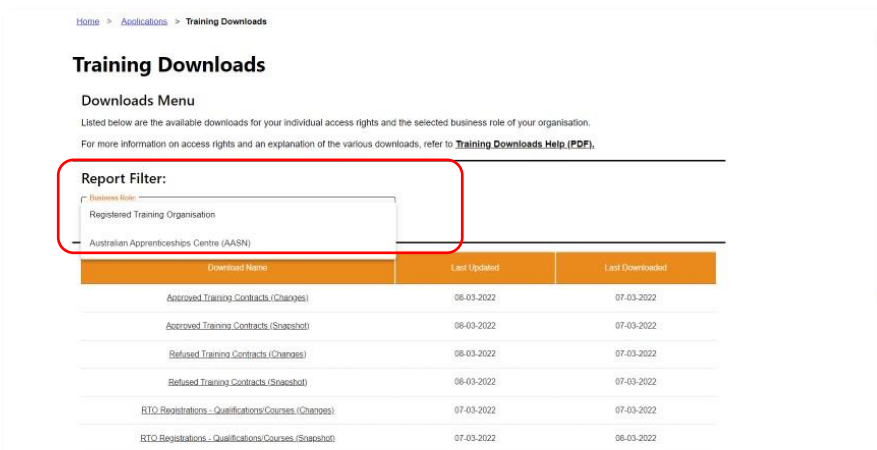
4. You will come to the Download Report page, with the defaults for the download

Note:

From Date, is only available for changes downloads. For **_changes_** downloads you can select the date from which to include changes (changes are available for the last three months). This defaults to the day after the download was last made by your organisation, unless the last download was more than three months ago. Refer to Changes versus snapshots.

a. To enter a different **_from date_**, select the calendar.

b. Select your preferred file type.

Available formats	Description
Microsoft Excel	Worksheet data in Microsoft Excel format; ready for use in Microsoft Excel
Comma separated values (CSV)	Text data with values separated by commas; easily imported into Microsoft Excel or another database
Tab separated values	Text data with values separated by tabs; easily imported into Microsoft Excel or another database

c. Select whether **File Compression** is enabled. If file compression is enabled, the report will be downloaded as a compressed (zipped) file, thereby reducing the file size and download time. If you are using an operating system other than Windows XP/Vista, the file may require decompression with a tool such as WinZip.

5. Click on **Edit Download Options**, adjust any parameters, as required,

6. Click on **Save Download Options** to save the Parameters for future use, click **Close** to return to Downloads Report page

7. Click on **Download File** to download the report, Click close on the message. You will see your file pop up in the browser (if you miss that, go to your file explorer and look in downloads for the file)