

# Apprentice Trainee Reference Guide

Apprentice



## **Earn and Learn**

### **Australian Apprenticeships + Traineeships**

***This brochure provides all the information you need to know about undertaking your qualification.***

#### ***Why train? What are the benefits?***

##### **With an apprenticeship or traineeship you will:**

- Gain practical hands on training specific to your career choice
- Improve your career prospects in a competitive market
- Gain formal recognition for your skills and experience
- Introduce you to a platform to higher education
- Get paid to work while undertaking structured training
- Choose your training provider and how the training will be delivered with your employer
- Have any skills/experienced recognised through RPL process

# Client contact timeline and frequency

<b>Sarina Russo Apprenticeships</b>	Face-to-face or by phone 3-12 months	Face-to-face or by phone 12-24 months	By phone 24-36 months	On-going support availability to completion of qualification
<b>Registered Training Organisation (RTO)</b>	Enrolment training plan development 0-3 months Supply of training record book	Dependant on negotiated mode of delivery. You can expect contact on a regular basis throughout the duration of the qualification.		
<b>State Training Authority</b>	Letter of registration	On-going support available to completion of qualification.		

## Employee role and responsibilities

### What are my responsibilities as an employee?

#### Wages for apprentices and trainees

- Modern Awards commenced from 1 January 2010 and covers most businesses in the national workplace relations system. Modern Awards established the minimum conditions for employers across Australia.
- SRA recommended you contact Fair Work on 13 13 94 or visit [www.fairwork.gov.au](http://www.fairwork.gov.au) for more information.

#### Experiencing problems in the workplace

- If you experience harassment, bullying, poor feedback, are not receiving appropriate training or have any other issues, inform your supervisor/manager immediately.
- You can contact SRA for support or advice at any time.
- You can contact your State Training Authority (STA) on:

**QLD** 1800 210 210                      **NSW** 13 28 11  
**VIC** 1300 722 603                      **ACT** (02) 6205 8555  
**SA** 1800 673 097                        **TAS** 1800 655 846  
**WA** 13 19 54 (local) or (08) 6551 5499 (interstate)

#### Workplace Health & Safety

- By law, your employer should provide a safe workplace for all workers, free from verbal, physical, sexual and racial abuse.
- You are required to follow any health and safety instructions given to you by your employer.

#### For more information visit:

**QLD** [www.worksafe.qld.gov.au](http://www.worksafe.qld.gov.au)      **WA** [commerce.wa.gov.au/worksafe](http://commerce.wa.gov.au/worksafe)  
**VIC** [www.worksafe.vic.gov.au](http://www.worksafe.vic.gov.au)      **ACT** [www.worksafe.act.gov.au](http://www.worksafe.act.gov.au)  
**SA** [www.safework.sa.gov.au](http://www.safework.sa.gov.au)      **TAS** [www.worksafe.tas.gov.au/laws](http://www.worksafe.tas.gov.au/laws)  
**NSW** [www.workcover.nsw.gov.au](http://www.workcover.nsw.gov.au)

#### Australian Apprenticeship Support Network Code of Conduct

- As an Australian Apprenticeship Support Network Provider, SRA is required to comply with the Australian Apprenticeship Support Network Code of Conduct which sets out acceptable behaviour and standards of service. You can request a copy if required.

#### You and your employer's obligations

- The National Code of Good Practice has been developed to give both Employers and Australian Apprentices/Trainee a clear understanding of each other's obligations and expectations. A copy of this code has been included in your induction kit.

#### Privacy

- SRA is committed to protecting the privacy of your personal information and/or sensitive information as defined under the Privacy Act 1988 and the Privacy Amendment (Enhancing Privacy Protection) Act 2012 ("the Act"). Your Information will be collected, used, disclosed, stored and disposed of in accordance with the Act, your Training Contract Declaration and the SRA Privacy Policy (available at [www.sarinarusso.com](http://www.sarinarusso.com)). Further details regarding the ability to correct and raise concerns regarding the handling of this information are provided in SRA's Privacy Policy.

#### Amendments and cancellations

- Contact SRA if you want to make an amendment or cancel your qualification. e.g.: change of address or contact number.

#### Completions

- Contact your training provider if you are ready to complete your qualification.
- You can complete when you, your employer and training provider agree that required competencies have been reached.

#### Complaints

- Contact SRA on 1300 178 776 or in writing to -  
**National Service Delivery Manager**  
 PO Box 53, Fitzroy, 3065
- If you have not gained a satisfactory response to a complaint you have had with a Group Training Organisation, Registered Training Organisation or a government department, then you can call the **Australian Apprenticeships Referral Line** on 13 38 73 or email [skilling@education.gov.au](mailto:skilling@education.gov.au)

# Organisations involved in the process

Group Training Organisations (GTO's)	Secondary Schools	Sarina Russo Apprenticeships	Registered Training Organisations (RTO)
<ul style="list-style-type: none"> <li>Employ &amp; mentor Australian Apprentices and place them with host employers</li> </ul> <p>1800 819 747 grouptraining.com.au</p>	<ul style="list-style-type: none"> <li>VET Co-ordinators/ Guidance Counsellors</li> <li>Regular liaison with all parties</li> <li>To monitor &amp; communicate progress of qualification</li> </ul>	<ul style="list-style-type: none"> <li>Provide you with current, accurate information about Australian Apprenticeships</li> <li>Streamline our support from registration to successful completion</li> <li>Process applications + claims for incentives + allowances</li> <li>Provide advice on variations, cancellations &amp; completions</li> <li>Support apprentice/trainee throughout duration of qualification via phone or face-to-face</li> </ul>	<ul style="list-style-type: none"> <li>Develop training plans, delivery of training, assess achievement and issue qualification: <a href="http://www.training.gov.au">www.training.gov.au</a></li> </ul> <p>QLD: Department of Employment and Training - 1800 210 210, <a href="http://www.training.qld.gov.au">www.training.qld.gov.au</a>            NSW: Department of Industry - 13 28 11, <a href="http://www.training.nsw.gov.au">www.training.nsw.gov.au</a>            ACT: ACT Government - Education and Training Directorate - (02) 6205 8555, <a href="http://www.det.act.gov.au/training">www.det.act.gov.au/training</a>            VIC: Victorian Registration and Qualification Authority - 1300 722 603, <a href="http://www.education.vic.gov.au/training/learners/apprentices">www.education.vic.gov.au/training/learners/apprentices</a>            TAS: Skills Tasmania - 1800 655 846, <a href="http://www.skills.tas.gov.au">www.skills.tas.gov.au</a>            SA: Department of State Development - 1800 673 097, <a href="http://www.skills.sa.gov.au/apprenticeships-traineeships">www.skills.sa.gov.au/apprenticeships-traineeships</a>            WA: Apprenticeship Office - 13 19 54 (local) or (08) 6551 5499 (interstate) - <a href="http://www.dtwd.wa.gov.au/employeesandstudents/apprenticentre/Pages/default.aspx">www.dtwd.wa.gov.au/employeesandstudents/apprenticentre/Pages/default.aspx</a></p>

## Employer and Australian Apprentice

Department of Employment and Training	State Training Authority (STA) Administer, monitor and approve Australian Apprenticeships	jobactive
<p>Contract Australian Apprenticeship Support Network Provider to deliver Australian Apprenticeships 13 38 73 <a href="http://australianapprenticeships.gov.au">australianapprenticeships.gov.au</a></p>	<p>QLD: Department of Employment and Training - 1800 210 210, <a href="http://www.apprenticeshipsinfo.qld.gov.au">www.apprenticeshipsinfo.qld.gov.au</a>            NSW: State Training Services - 13 28 11, <a href="http://www.training.nsw.gov.au">www.training.nsw.gov.au</a>            ACT: ACT Government - Education and Training Directorate - 02 - 6205 8555, <a href="http://www.det.act.gov.au/training">www.det.act.gov.au/training</a>            VIC: Victorian Registration and Qualification Authority - 1300 722 603, <a href="http://www.education.vic.gov.au/training/learners/apprentices">www.education.vic.gov.au/training/learners/apprentices</a>            TAS: Skills Tasmania - 1800 655 846, <a href="http://skills.tas.gov.au">skills.tas.gov.au</a>            SA: Department of State Development - 1800 673 097, <a href="http://www.skills.sa.gov.au/apprenticeships-traineeships">www.skills.sa.gov.au/apprenticeships-traineeships</a>            WA: Apprenticeship Office - 13 19 54 (local) or (08) 6551 5499 (interstate) - <a href="http://www.dtwd.wa.gov.au/employeesandstudents/apprenticentre/Pages/default.aspx">www.dtwd.wa.gov.au/employeesandstudents/apprenticentre/Pages/default.aspx</a></p>	<p>Pathway to recruit Australian Apprentices 13 62 68 <a href="http://www.employment.gov.au">www.employment.gov.au</a>            Sarina Russo Job Access 13 15 59 <a href="http://sarinarusso.com">sarinarusso.com</a></p>

## Steps to completing an Australian Apprenticeship

### Employer And Employee Commence Australian Apprenticeship/Traineeship

<b>1</b>	IMPORTANT: Contact SRA at this point. We answer your questions and arrange the paperwork in one visit.	<b>1</b>	Employer/ employee select and enrol with a suitable RTO.
<b>2</b>	Apprentice/trainee induction. Sign Training Contract.		
<b>3</b>	SRA will contact your Registered Training Organisation.		
<b>4</b>	Training contract registered by relevant STA.	<b>2</b>	RTO to negotiate a training plan and delivery strategy, signed by all parties, and commence training.
<b>5</b>	SRA assesses and advises you of your eligibility to receive Australian Government Employer incentives.		
<b>6</b>	An incentive claim form will be sent, where applicable - employer, employee to sign.		
<b>7</b>	SRA will contact you and your Australian Apprentice prior to 12 months, and for some Australian Apprentices also at 24 and 36 month points, administer incentives and monitor the progress of the Australian Apprenticeship.	<b>3</b>	Training continues over set duration until qualification has been completed.

The successful completion of both on and off-the-job training sees Certificate awarded and the Australian Apprenticeship completed.



Claim for a completion incentive may be applied for where applicable.

# Record Rules

You and your employer have access to any information that relates to you or your employer in regards to the Australian Apprenticeship.

Example of such information include:

- Documents signed or provided by the Australian Apprentice such as Training Contracts, application and claim forms, certificates, letters or other statements.

Before providing access to any of this information, SRA is required to see proof of your identity, which will be recorded.

Any other information that you require, which does not come under the categories listed above, can be requested by way of an application under the Freedom of Information Act 1982. SRA can help you with this process and will forward the application to the Department of Education and Training (DET) for consideration.

SRA reserves the right to charge for any costs involved in the retrieval of information requested. You will be responsible for any costs incurred in making an application under the Freedom of Information Act 1982.

At the end of the Australian Apprenticeship or if so advised by the Department of Education and Training (DET), SRA is required to provide the Department of Education and Training (DET) with all client records, including sensitive personal information. The documents will not be used by the Department of Education and Training (DET) without the written consent of the Australian Apprentice.

If you believe there has been a breach of privacy, please follow the Complaints Handling Process, listed previously.

# Frequently Asked Questions

**Q: What is the difference between an apprenticeship and a traineeship?**

**A:** Usually an apprenticeship is for a trade based industry such as electrical, building and construction, cooking, automotive, hairdressing and engineering. Traineeships cover industries that don't require a trade certificate like business, retail, hospitality, IT, Tourism and many more.

**Q: How long will it take?**

**A:** A full time Apprenticeship/Traineeship can take anywhere from 12-60 months and include qualifications from Cert II to Adv. Diploma.

All qualifications are competency based. You can use real life additional experience to reduce the certification time. Experience gained via formal and/or informal training, work experience, prior learning and/or on-the-job skills credit toward your certificate.

**Q: How long is my probation period?**

**A:** As a general rule the probationary period for a full-time apprenticeship is 90 days while a traineeship is 30 days.

**Q: Am I eligible to enter into an apprenticeship or traineeship?**

**A:** Yes, if you are employed permanently for a minimum of 15 hours per week (QLD), 13 hours per week (VIC), 25 hours per week (SA), 21 hours per week (NSW), 21 hours per week (ACT), 15 hours per week (WA), and 15 hours per week (TAS). You will not be eligible if you are a casual employee. For school-based, there is no maximum age limit; however in many cases there is a minimum age to begin an apprenticeship or traineeship. For further information, speak with your Sarina Russo Apprenticeships representative.

**Q: How much will the training cost me?**

**A:** Generally, the cost of training is your responsibility however your employer may cover these costs. This may have to be negotiated between you and your employer. The State Government may also subsidise some of the costs if you are a new employee and meet the Government's Key Priority Areas. Depending on the level of your qualification, this is your responsibility; however you may be required to pay a nominal tuition or college fee to your training provider. You may receive a reduction in your fees if you have a Centrelink Health Care Card. Speak to your training provider.

**Q: How do I choose a training provider?**

**A:** Your training provider is responsible for developing your training plan, delivering the training, assessing achievements and issuing you with your qualification when completed. It's important that you and your employer choose the right Training Provider for you.

The provider can either be a public provider (TAFE) or private organisation with accreditation. SRA consultants can provide you with a list of registered training organisations delivering your qualification.

Some providers are funded by the government which means they can provide subsidised training. If you and your employer chose from a wider selection of unfunded providers, your training will be delivered on a fee-for-service basis.

**Make sure you and your employer consider the following when choosing a training provider:**

- How much input will you and your employer have into the course?
- Ask how and when the training will take place and when will it be assessed?
- How often will your provider visit you both at work and provide feedback?
- What other assistance can they provide?
- How are they funded?

**1300 178 776 | sarinarusso.com**