

# Employer Apprenticeship Reference Guide

## Build your Future

### Train to Retain - Upskill your Staff

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

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

**With an apprentice or trainee in your business you will:**

- Increase productivity and sustainability in the market place
- Get the competitive edge to grow your business
- Receive financial assistance and incentives from the Government\*
- Get practical hands on training for your employees specific to your industry
- Gain formal recognition for your apprentice or trainee's skills and experience
- Up-skill your staff with structured training
- Complement future workforce planning
- Training = Improved OH&S procedures
- Training = Reduced WorkCover & Common Law claims
- Training is customised to company requirements e.g. Use of Standard Operating Procedures (SOP's)
- Free up Managers
- SRA will assist with Administration
- Excess funding could fund a position to manage training & administration
- Company seen to value their staff
- Viewed within wider community as an "Employer of Choice"
- Builds on or develops a positive Company Culture
- Payroll Tax Exemption\*\*

\*Eligibility criteria apply      \*\*Where applicable

# 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 availability to completion of qualification.		

## Employer role and responsibilities

### Suggestions for you and your Apprentice/Trainee to make the most of their training experience:

#### Make sure the employee:

- Understands your expectations and their responsibilities
- Has been informed about wages, employment conditions, hours of work, start/finish times, lunch and rest breaks, leave and entitlements
- Understands their role in relation to your business success
- Has the necessary equipment to do their job

#### Assign a supervisor who will:

- Impart their knowledge and expertise
- Provide ongoing mentoring, encouragement, support, feedback and supervision
- Communicate clearly and effectively
- Work closely with the training provider ensuring all competencies are met

#### Provide on-the-job training ensuring:

- Relevant training to meet skills required to work in your business
- Time is allocated for training sessions (for example on a weekly basis)
- There is variety in the training regime
- You regularly review and evaluate how the training is progressing

#### Wages and entitlements for apprentices and trainees\*

Your responsibilities to your apprentice or trainee are no different to your responsibilities to your current staff. Your trainee or apprentice will be eligible for general employment entitlements including sick leave, annual leave, long service leave, super etc. You may also be required to supply tools, uniforms, workers compensation and depending on your organisation other entitlements may apply.

\*May not apply to some school based apprentices or trainees.

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

### SRA EMPLOYER PORTAL - Save time online

The employer portal is designed to be a simple, electronic system to assist employers.

Manage and Monitor it all:

- Print Incentive claim forms
- Review apprentice/trainee registration details
- Run reports on claims due and claims paid
- View incentive claim projections

For further information please discuss with your Industry Consultant.

#### Experiencing problems in the workplace

- SRA will make contact with you and your apprentice prior to 12 months and, depending on the length of the qualification at 24 and 36 month points to check on progress of the qualification and to gauge employer/employee satisfaction.
- If your apprentice or trainee experiences harassment, bullying, is not receiving appropriate training, receives poor feedback or has any other issues they must inform their supervisor immediately.
- 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

#### Workplace Health & Safety

- By law, you should provide a safe workplace for all workers, free from verbal, physical, sexual and racial abuse.
- Your trainee or apprentice is required to follow any health and safety instructions you give.

#### 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 AASN Code of Conduct which sets out acceptable behaviour and standards of service. You can request a copy if required.

#### 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 [sarinarusso.com](http://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.

#### Code of good Practice

- 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.

#### 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

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

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 Australian Apprentice have access to any information that relates to you or your Australian Apprentice 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 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 Department of Education and Training (DET), SRA is required to provide Department of Education and Training (DET) with all client records, including sensitive personal information. The documents will not be used by 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 I have my apprentice or trainee for?**

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

**Q: How do I choose a qualification that suits my business?**

**A:** There's over 600 qualifications to choose from. SRA can assist you in choosing the right qualification, if you're not sure what the right apprenticeship or traineeship is for your business.

**Q: How do I pay my apprentice or trainee?**

**A:** This is a negotiation between employer and employee, based on your industry and your business. There is a minimum condition for employers and employees across Australia. You can view these at [www.fairwork.gov.au](http://www.fairwork.gov.au) or call Fair Work 13 13 94.

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

**A:** There is a range of government incentives both federal and state. Your SRA consultant will work with you to manage training benefits available.

**Q: When should I contact SRA?**

**A:** Contact SRA if you want to amend or cancel your employee's qualification or update personal or business details.

**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 your employee with their qualification when completed. It's important that you and your employee choose the right one for you both. 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 offering your qualification.

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

**Make sure you and your Apprentice or Trainee think about the following things when choosing a training provider:**

- How much input will you and your employee 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?

**Q: What happens when my apprentice or trainee is ready to complete?**

**A:** Contact your training provider if your apprentice/trainee is ready to complete their qualification.

Your apprentice or trainee can complete when you, the apprentice and the training provider all agree that required competencies have been reached.

**1300 178 776 | [sarinarusso.com](http://sarinarusso.com)**