



Induction Guide for Employers

INCREASE YOUR PRODUCTIVITY AND GROW YOUR BUSINESS WITH
AUSTRALIAN APPRENTICESHIPS AND TRAINEESHIPS



A U S T R A L I A N
A P P R E N T I C E S H I P
S U P P O R T N E T W O R K
An Australian Government Initiative



Future-proof for skills and business growth

WITH AUSTRALIAN APPRENTICESHIPS & TRAINEESHIPS

There are many ways an apprentice can benefit your business, strengthen your industry and make your working life easier.

At BUSY At Work we make the whole process of hiring an apprentice or trainee easy, whether upskilling an existing employee or hiring a new employee for your business.

Benefits to your business

Hiring an apprentice or trainee is smart for your business in many ways:



Gain an extra pair of hands and increase your productivity



Ensure new talent is skilled for your industry and business



Subsidised wages with available government incentives (eligibility criteria applies)



Receive relevant and practical industry training for your employees and business



Your employees receive formal and recognised industry qualifications



Mentor and develop loyal and motivated workers

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Currently I have five trainees doing tourism, four in hospitality, one in landscaping, one in retail. It's great to give them an opportunity for a qualification and to get a start in their career.



JULIE WORTH

Manager, Kandanga Country Club



BUSY At Work :

- Answer any questions you may have about hiring an apprentice or trainee
- Assist you to choose the right qualification for your business needs
- Assist in finding you the right candidate
- Complete the Training Contract with you and your new apprentice or trainee
- Process claims for eligible government incentives
- Offer ongoing support including mentoring for your new employee

A step-by-step guide ...

Throughout the process, BUSY At Work provide support with:

1

NEW EMPLOYEE INDUCTION

BUSY At Work provides a program induction for you and your new apprentice or trainee and facilitates the completion and signing of the training contract



2

CHOOSING A TRAINING PROVIDER

BUSY At Work will provide you and your apprentice or trainee a list of suitable Registered Training Organisations to choose from to deliver the training



3

GOVERNMENT REGISTRATION

BUSY At Work will approve the Training Contract and forward to the Department of Employment, Small Business and Training (DESBT) for registration.



4

ELIGIBLE INCENTIVE CLAIMS

BUSY At Work will assess you and your apprentice or trainee's eligibility for incentives, forward claims as they are due and assess and pay eligible claims when they are received



5

EMPLOYEE MENTORING & ASSISTANCE

For the duration of the training, BUSY At Work offer access to mentoring and other support services as required



6

COMPLETION OF TRAINING

Your apprentice or trainee now gains a formal industry qualification that is nationally recognised



Your checklist to get started...

WELCOME YOUR NEW APPRENTICE OR TRAINEE:

- Ensure they are aware of your expectations and their responsibilities
- Provide them with workplace health and safety training for your workplace
- Inform them about employment conditions including wages, working hours, start & finish times, breaks, leave and other entitlements
- Provide a tour of your workplace, meet and greet with your team
- Explain how their role contributes to your business
- Provide all the necessary equipment for the job

NOMINATE A SUPERVISOR TO:

- Supervise, mentor, encourage and provide feedback on their work
- Communicate in a clear and concise manner and be supportive and helpful at all times
- Ensure your apprentice or trainee is making reasonable progress on the job and through the completion of their training competencies

ON-THE-JOB TRAINING:

- Provide the facilities and range of work as per the training plan
- Add on-the-job examples to each training competency so they understand relevance and importance
- Allocate regular time for your apprentice or trainee to work on their formal training competencies
- Keep them interested with a variety of skills training
- Regularly check in with your apprentice or trainee to evaluate their training progression



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BUSY At Work signed me up as an apprentice back in 2005 and I had no hesitation in giving them a call when we needed a new apprentice to help grow our business.



BRAEDON ALLAN,
HEAD CHEF, DRIFT CAFE

Your responsibilities as an employer

PAYMENT AND ENTITLEMENTS FOR YOUR APPRENTICE OR TRAINEE

- As an employer, your responsibilities to your apprentice or trainee are the same as to your current staff. This includes eligibility for general employment entitlements such as sick leave, annual leave, superannuation etc*. Depending on your Award, you may also need to supply tools, uniforms and workers compensation cover. Government incentives are available for eligible apprentices and trainees to subsidise some of these costs. BUSY At Work can inform you about these incentives.

** check with Fair Work Australia for entitlements for School-based apprentices and trainees.*

- From 1 January 2010, Modern Award rates were introduced to establish the minimum conditions for employers across Australia.
- You can find out more by contacting Fair Work on 13 13 94 or visit www.fairwork.gov.au.

ADDRESSING ANY ISSUES IN THE WORKPLACE

- In the event your apprentice or trainee is experiencing any harassment or bullying or believe they are not receiving appropriate training, they need to immediately contact their assigned supervisor in your workplace. They can also contact the Fair Work Commission on www.fwc.gov.au

If the apprentice or trainee believe they are not receiving the appropriate form of training, they can contact the Department of

Employment, Small Business and Training on 13 74 68.

- BUSY At Work can offer further support if needed and you, your apprentice or trainee are also encouraged to contact us if any questions or issues arise.

WORKPLACE HEALTH AND SAFETY

- Under the Australian Workplace Health and Safety law, your workplace is required to be a safe place for all workers and free from verbal, physical, sexual and racial abuse.
- Instructions regarding workplace health and safety must be given to your trainee or apprentice and they are required to follow these instructions.
- The BUSY Group is an organisation that puts the best interests of children and young people first by adhering to the Child Safety Organisation National Principles. A copy of our Child Safety and Wellbeing policy can be found at www.busyatwork.com.au/policies/
- More information regarding workplace health and safety can be found at www.worksafe.qld.gov.au or phone 1300 362 128.

NATIONAL CODE OF GOOD PRACTICE

- The National Code of Good Practice has been developed to give both employers and Australian Apprentices and Trainees a clear understanding of each other's obligations and expectations. A copy of this code will be included in your induction kit provided by BUSY At Work.

PROVIDERS' CODE OF CONDUCT

- As an Australian Apprenticeship Support Network (AASN) Provider, BUSY At Work is required to comply with the AASN Providers' Code of Conduct. The Code outlines acceptable behaviour and standards of service for providers. This can be found at www.australianapprenticeships.gov.au

PRIVACY

- BUSY At Work adheres to the Australian Privacy Principles. If you have any concerns relating to the handling of your personal information, please contact us on 1300 363 050 or email busy@busyatwork.com.au

COMPLAINTS

- Contact BUSY At Work on 1300 363 050 or in writing to PO Box 303, Southport, QLD, 4215 or via email busy@busyatwork.com.au
- If we have not provided you with a satisfactory response to a complaint, you can call the Australian Apprenticeship's Referral Line on 13 38 73.

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Right from day one they made the sign up process very easy for us. I am delighted to work with BUSY At Work and wouldn't consider going anywhere else!



JEREMY SCANLAN

Golding Homes

Frequently Asked Questions

Q: CAN YOU EXPLAIN THE DIFFERENCE BETWEEN AN APPRENTICESHIP AND A TRAINEESHIP?

A: In most cases, an apprenticeship relates to a trade industry qualification, for example carpentry, electrical, plumbing, cooking, hairdressing, automotive or engineering. Traineeships generally cover non-trade certificate qualifications for example retail, hospitality, business, IT, tourism and much more. There are hundreds of options to choose from and you can check these out in our A-Z Guide.

Q: CAN A CASUAL OR A SUB-CONTRACTOR BECOME AN APPRENTICE OR TRAINEE?

A: No, while engaged as a sub-contractor or casual employee, a person cannot be signed up as an apprentice or trainee. Your business will need to employ all apprentices or trainees under the required PAYG tax withholding, super and fringe benefits tax obligations.

Q: HOW LONG DOES AN APPRENTICESHIP OR TRAINEESHIP TAKE TO COMPLETE?

A: Full time apprenticeships will take between 36 to 60 months, depending on the apprentice and how quickly they complete the competencies. An apprentice will undertake qualifications from Cert Level III to Advanced Diploma. Full time traineeships will usually take between 12 and 24 months, undertaking qualifications from Cert Level II to Advanced Diploma. Recognition of prior learning, on the job learning and formal or informal experience can all contribute towards competency and completion of the qualification.

Q: WHAT QUALIFICATION SHOULD MY APPRENTICE OR TRAINEE UNDERTAKE?

A: Choosing the correct qualification depends on your business needs, the qualifications held by your industry and the prior skills of your prospective apprentice or trainee. BUSY At Work can assist you to make the right choice based on your needs. There are currently over 600 qualifications to choose from and you can find more information in our A-Z Guide. A helpful online resource can also be found at www.myfuture.gov.au

Q: WHAT IS THE PAY RATE FOR AN APPRENTICE OR TRAINEE?

A: Pay rates for apprentices and trainees vary depending on industry, the qualification they are undertaking and the Award that your business employs staff under. You can find pay rates at www.fairwork.gov.au or call 13 13 94.

Q: WHAT IS THE COST TO ME AND ARE THERE SUBSIDIES AVAILABLE?

A: Certain subsidies are available through the Queensland Government, and the Australian Government also offers a range of financial incentives - eligibility criteria applies. These may assist you to cover wages and training related costs. BUSY At Work can provide further information and assist with subsidy claims for your business.

Q: WHICH TRAINING PROVIDER?

A: Choosing a suitable training provider is important and one of our consultants can assist by providing a list of suitable Registered Training Organisations for you and your apprentice or trainee to choose from.

The training provider develops the training plan, provides the formal training and assesses your apprentice or trainee for the duration of the training.

TAFE is a public provider but there are many private Registered Training Organisations as well, offering a range of industry qualifications. These are offered either as a fee-for-service basis or are government funded.

Some important considerations when choosing a training provider:

- How much training input will my business need to provide to my apprentice or trainee during the course?
- When will the training occur and how will it be assessed?
- How often does the training provider visit and will they provide feedback?
- What assistance and other services can they provide?
- Is the qualification I have chosen funded? If not, what cost is involved?

BUSY At Work understands which qualifications and Registered Training Organisations are government funded, and can put you in touch with suitable RTO's to discuss further details and specific costs.

Q: CAN I AMEND OR CANCEL THE TRAINING CONTRACT?

A: BUSY At Work can assist you if you would like to amend or cancel your apprentice's or trainee's contract information.

Q: ON COMPLETION OF THE TRAINING, WHAT HAPPENS NEXT?

A: Once all required competencies have been completed, you will need to contact your training provider so that you (as the employer), the apprentice/trainee and your training provider can sign a completion agreement, stating that all training and assessment required under the training plan has been completed. The training provider then submits the signed agreement to the Department of Employment, Small Business and Training to issue the certificate of completion.

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Through BUSY At Work we've had a number of current and completed apprentices. Support is excellent and we'll continue to partner with them to meet our employment needs.



**DANNY BAKOS,
JWB Construction**

Find The Apprenticeship Community at an office near you:

WESTERN AUSTRALIA

FAR NORTH COMMUNITY SERVICES
FAR NORTH: 08 9193 5207

BROOME
DERBY
FITZROY CROSSING
HALLS CREEK
KUNUNURRA

CoAct

METRO AND REGIONAL: 08 6165 3362

PERTH – RIVERVALE
PERTH – BALCATT
ALBANY
BUNBURY
GERALDTON
KARRATHA
KALGOORLIE

QUEENSLAND

BUSY AT WORK
METRO & REGIONAL: 13 28 79

BUNDABERG
CAIRNS
GLADSTONE
GYMPIE
HERVEY BAY
IPSWICH
LOGAN
MACKAY
NOOSAVILLE
NORTH LAKES
ROCKHAMPTON
SOUTHPORT
TOOWOOMBA
TOWNSVILLE
WARWICK
(AND SERVICING ALL OTHER QLD
REGIONS BY APPOINTMENT)

MY PATHWAY
**FAR NORTH QUEENSLAND &
TORRES STRAIT: (07) 4058 3365**

THURSDAY ISLAND
BAMAGA (ALSO SERVICING OUTER ISLANDS)
WEIPA
CAPE YORK REGION

**Join the
community:**

 **1300 363 050**

 **theapprenticeshipcommunity.com.au**



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