



# Induction Guide for Apprentices & Trainees

GAIN A COMPETITIVE EDGE AND BUILD YOUR SKILLS WHILE YOU EARN



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



# Your future, your way!

An apprenticeship or traineeship can be an exciting career pathway choice! There are literally hundreds of career paths to choose from including construction, business, agriculture, fashion, design, animal care - and many more!

The team at BUSY At Work can help you to embark on a career path that's right for you, helping you to assess your interests, current skills and aspirations - we'll find the career direction that you're most passionate about.

With on-the-job training, you can earn while you learn and gain a qualification on completion. There is also potential financial support and wage incentives to assist you (eligibility criteria applies).

So, what are you waiting for? Create your future, your way!

# Gain a competitive edge and learn while you earn

With an apprenticeship or traineeship you will:



Get practical hands-on training in an industry of your choice



Create a stepping stone opportunity to higher education



Gain a nationally-recognised qualification



Get paid to work, while learning relevant on-the-job skills



Have the opportunity to fast-track your training



Get access to ongoing support services and mentoring

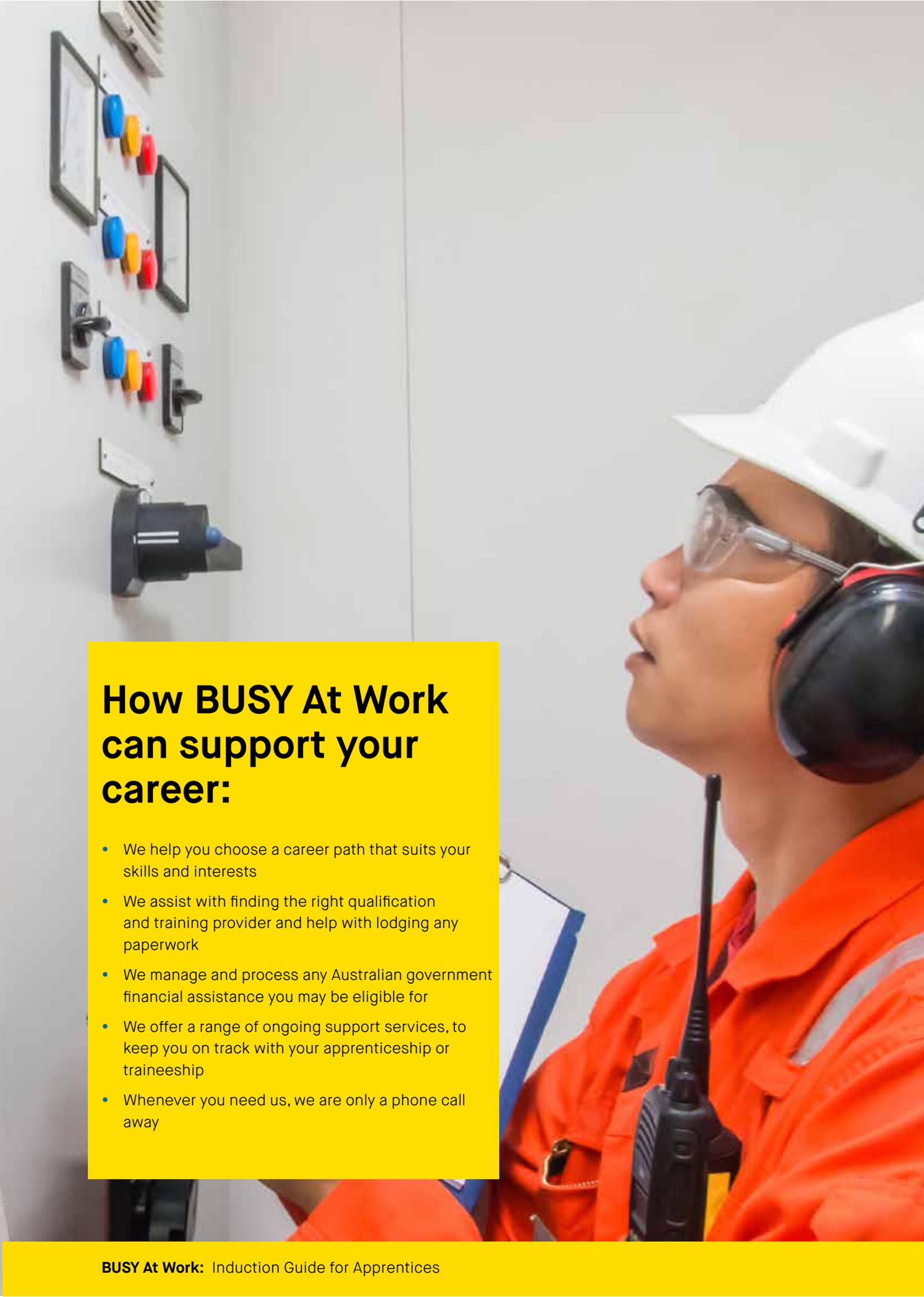
“

My favourite part of the job is seeing a concept sketch turn into a finished product. Without support from BUSY At Work, I wouldn't have had this opportunity.”



**BROCK HODGSON**

Apprentice Jeweller



## How BUSY At Work can support your career:

- We help you choose a career path that suits your skills and interests
- We assist with finding the right qualification and training provider and help with lodging any paperwork
- We manage and process any Australian government financial assistance you may be eligible for
- We offer a range of ongoing support services, to keep you on track with your apprenticeship or traineeship
- Whenever you need us, we are only a phone call away

# A step-by-step guide...

Throughout the process, BUSY At Work provide support with:

1

## CHOOSING A CAREER PATH

BUSY At Work listen to you, your interests and career aspirations and with our career guidance tools, we assist you to make the right qualification choice.



2

## COMMENCING YOUR APPRENTICESHIP OR TRAINEESHIP

When you are successful in obtaining an apprenticeship or traineeship, BUSY At Work will officially induct you into the program and facilitate the completion of your training contract.



3

## FINDING A TRAINING PROVIDER

BUSY At Work will provide you and your employer a list of suitable Registered Training Organisations to choose from to deliver your training.



4

## GOVERNMENT REGISTRATION

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



5

## ACCESSING INCENTIVE CLAIMS

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



6

## MENTORING & ASSISTANCE

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



7

## COMPLETION OF TRAINING

Congratulations - you have now gained a formal industry qualification that is nationally recognised!



# Helpful Information

## WAGES FOR AN APPRENTICE OR TRAINEE

- An employee can only be paid apprentice/ trainee pay rates if they have a formal training contract in place with their employer.
- Pay rates vary depending on the industry and increase at different periods or skill levels during your apprenticeship period.
- Modern Awards establish the minimum conditions for employers across Australia.
- Further information on wages can be found at [www.fairwork.gov.au/pay](http://www.fairwork.gov.au/pay)

## IF YOU'RE EXPERIENCING PROBLEMS

- If you feel you are not receiving the appropriate support for your training, are experiencing harassment or bullying in the workplace or have any other issues, inform your supervisor/ manager immediately.
- You can also contact BUSY At Work for advice and support.
- As well, you can speak to your training provider or contact the Department of Employment, Small Business and Training on 13 74 68.
- Most workers, including apprentices and trainees, are covered by national anti-bullying laws. More information regarding this act can be found at [www.fwc.gov.au](http://www.fwc.gov.au) or you can contact the Fair Work Commission on 1300 799 675

## YOUR HEALTH & SAFETY IN THE WORKPLACE

- While employed, you must follow all health and safety instructions given to you by your employer.
- By law, your employer should provide a safe workplace for all workers, free from verbal, physical, sexual and racial abuse.
- Your employer is obligated by law to provide a safe workplace, ensuring you are free from harm, including physically and mentally.
- 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/](http://www.busyatwork.com.au/policies/)
- More information can be found at [www.safeworkaustralia.gov.au](http://www.safeworkaustralia.gov.au)

## AUSTRALIAN APPRENTICESHIP SUPPORT NETWORK PROVIDERS' CODE OF CONDUCT

- As an Australian Apprenticeship Support Network Provider, BUSY At Work is required to comply with the Australian Apprenticeship Support Network Providers' 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 and trainees a clear understanding

# 60,000

We have helped over 60,000 job seekers per year find their ideal job

of each other's obligations and expectations. A copy of this code has been included in your induction kit.

## ONGOING SUPPORT FROM BUSY AT WORK

- During your apprenticeship or traineeship BUSY At Work will contact you to see how you are going and offer any required support. You are also welcome to contact us on 13 28 79.
- You can also access the Department of Employment, Small Business & Training (DESBT) [myApprenticeship](#) tool which has helpful resources and information to assist you.

## YOUR PRIVACY

- BUSY At Work is obligated to and adheres to the Australian Privacy Principles. If you have any concerns relating to the handling of your personal information, please contact BUSY At Work.

## AMENDING OR CANCELLING A TRAINING CONTRACT

- If you need to make a change or wish to cancel your Training Contract, contact BUSY At Work on 13 28 79 at any time.

## COMPLETING YOUR QUALIFICATION

- If you are ready to complete your qualification discuss with your employer to ensure they are satisfied you have completed all your on-the-job competencies then contact your training provider to facilitate the process
- Before receiving your qualification, you, your employer and your training provider must agree that all required competencies, both on and off the job, have been achieved.

## HAVE A COMPLAINT?

- Contact BUSY At Work on 13 28 79 or in writing to PO Box 303, Southport QLD 4215
- If you do not gain a satisfactory response to a complaint, you can call the Australian Apprenticeships Referral Line on 13 38 73.

“

Through an apprenticeship, BUSY At Work made it possible for me to pursue work I had always wanted to do!



**CHARLEE CHAPLIN**

Apprentice Painter

# Frequently Asked Questions



## **Q: EXPLAIN THE DIFFERENCE BETWEEN AN APPRENTICESHIP AND A TRAINEESHIP?**

A: An apprenticeship usually relates to a trade, eg electrician, hairdresser, chef, plumber or carpenter. A traineeship generally relates to industries that don't need a trade certificate, eg business, retail, hospitality and more.

## **Q: HOW LONG WILL IT TAKE?**

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 Level VI. Full time traineeships will take between 12 and 24 months, undertaking qualifications from Cert Level II to Level VI. Recognition of prior learning, on the job learning and formal or informal experience can all contribute towards competency and completion of the qualification.

## **Q: IS THERE A PROBATIONARY PERIOD?**

A: Yes, usually the probationary period for a full-time apprenticeship is 90 days while a traineeship is 30-60 days.

## **Q: IS THERE ELIGIBILITY CRITERIA TO BECOME AN APPRENTICE OR TRAINEE?**

A: Apprenticeships or traineeships are available to anyone of working age who are Australian Citizens or Permanent Residents, a NZ Passport holder or the holder of a visa type which allows you to work in Australia. You don't need a secondary school certificate or other qualification to be able to do an apprenticeship or traineeship.

You can do an apprenticeship or traineeship if you're a school leaver, re-entering the workforce or as an adult worker simply wishing to change careers or gain new skills. You can even begin your apprenticeship or traineeship while you're still at school finishing Years 11 and 12. You will need to be an Australian citizen or hold a New Zealand passport or a visa that allows you to engage in work in Australia.

#### **Q: DO I NEED TO BE EMPLOYED FULL TIME?**

As an apprentice or trainee you can combine time at work with training and can be either employed as full-time, part-time (minimum of 15 hours per week) or school-based (you will need to work a minimum of 50 days per year, usually one day per week). You must be employed on a permanent basis, not casual.

#### **Q: WHAT FINANCIAL ASSISTANCE IS AVAILABLE?**

There is financial assistance available that you may be eligible for including Trade Support Loans, Living Away from Home Allowances and Centrelink allowances under Youth Allowance, Austudy and Abstudy. Contact BUSY At Work on 13 28 79 or more information can be found at [www.australianapprenticeships.gov.au](http://www.australianapprenticeships.gov.au)

Depending on your circumstances, you may also be eligible for other government support services when commencing your apprenticeship or traineeship.

#### **Q: HOW DO I FIND AN APPRENTICESHIP?**

There are hundreds of employers seeking apprentices or trainees for their workplace and in a wide range of industries. You can approach employers directly, talk to BUSY At Work who can assist or you can find opportunities online by visiting [www.apprenticeshipcentral.com.au](http://www.apprenticeshipcentral.com.au)

“

I finally get the chance to work in a job I know I will be very happy with! BUSY At Work have really looked after me.



**RODHAN RAI**

Apprentice Plumber

# 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 - BALCATTA  
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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