



Induction Guide for Employers

Increase your productivity and
grow your business with Australian
Apprenticeships and Traineeships



Future-proof for skills and business growth

With Australian Apprenticeships and Traineeships

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

At The Apprenticeship Community, we make the whole process of hiring an apprentice or trainee easy, whether up-skilling 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

I cannot recommend The Apprenticeship Community enough. Their services exceed expectation and the team is incredibly helpful and friendly. There isn't a job too big or small. They have made the process painless. **The Apprenticeship Community is our first choice when it comes to apprenticeship and traineeship support.**

Ivy Arellano,
WesTrac



The Apprenticeship Community:

- 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, The Apprenticeship Community provide support with:

1

NEW EMPLOYEE INDUCTION

The Apprenticeship Community provide 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

The Apprenticeship Community 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

The Apprenticeship Community will process the Training Contract and forward to the Department of Training and Workforce Development (DTWD) for registration.

4

ELIGIBLE INCENTIVE CLAIMS

The Apprenticeship Community will assess you and your apprentice/trainees eligibility for incentives, forward claims when payments are due and process accordingly.

5

EMPLOYEE MENTORING & ASSISTANCE

For the duration of the training, The Apprenticeship Community 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.





The Apprenticeship Community 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 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 and finish times, breaks, leave and other entitlements
- Provide a tour of your workplace and a 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, 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 can 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

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. The Apprenticeship Community can inform you about these incentives.
- 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 fairwork.gov.au.

ADDRESSING ANY ISSUES IN THE WORKPLACE

- In the event your apprentice or trainee is experiencing any harassment, 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 fwc.gov.au.
- If the apprentice or trainee believe they are not receiving the appropriate form of training, they can contact the Department of Training and Workforce Development (DTWD) on (08) 6551 5000.
- The Apprenticeship Community 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.

- More information regarding workplace health and safety can be found at commerce.wa.gov.au/worksafe or phone 1300 678 198.

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 obligation and expectations. A copy of this code will be included in your induction kit provided by The Apprenticeship Community.

PROVIDERS' CODE OF CONDUCT

- As an Australian Apprenticeship Support Network (AASN) Provider, The Apprenticeship Community 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 australianapprenticeships.gov.au.

PRIVACY

- The Apprenticeship Community 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 The Apprenticeship Community on 1300 363 050 or in writing to PO Box 303, Southport, QLD, 4215 or via email busy@busyatwork.com.au
- Contact the Skilling Australia information line in the Department of Employment and Workplace Relations (1800 020 108) to speak with someone about escalating a complaint against an Apprenticeship Network provider if the issue couldn't be resolved through their process.



As the largest GTO in the Great Southern Region, we need a reliable and prompt AASN service to ensure our apprentices and trainees are commenced in an informative and timely manner. **The Apprenticeship Community deliver this and more, and we recommend them to our clients.**

Mark Barrett,
Operations Manager
ATC Work Smart

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 48 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 qualifications.

Q. WHAT QUALIFICATIONS SHOULD MY APPRENTICE OR TRAINEE UNDERTAKE?

A. Choosing the correct qualifications depends on your business needs, the qualifications held by your industry and the prior skills of your prospective apprentice or trainee. The Apprenticeship Community can assist you to make the right choice based on your needs. There are currently over 500 qualifications to

choose from and you can find more information in our A-Z Guide. A helpful online resource can also be found at 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 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 Western Australian 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. The Apprenticeship Community 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?

The Apprenticeship Community 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. The Apprenticeship Community 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 Training and Workforce Development to issue the certificate of completion.

Through The
Apprenticeship
Community,
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

Metro and Regional: 08 6165 3362

Perth - Rivervale
Perth - Osborne Park
Albany
Bunbury
Geraldton
Karratha
Kalgoorlie

Far North: 13 28 79

Broome
Derby
Fitzroy Crossing
Halls Creek
Kununurra

QUEENSLAND

Metro and 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)

Far North Queensland and Torres Strait: (07) 4058 3365

Thursday Island
Bamaga (also servicing outer islands)
Weipa
Cape York Region

Contact Details

1300 363 050

apprenticeshipcommunity.com.au

The Apprenticeship Community is contracted by the Australian Government Department of Employment and Workplace Relations to administer the Australian Apprenticeships Incentive System. The Apprenticeship Community has made every effort to ensure the accuracy of this information at the time of printing. Eligibility criteria applies to all Australian Apprenticeships and Traineeships. For more information please contact The Apprenticeship Community on 13 28 79. The Apprenticeship Community is a trading division of The BUSY Group Ltd (ABN 17 575 363 535 / ACN 168 870 326) © March 2022.

The
APPRENTICESHIP
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A U S T R A L I A N
APPRENTICESHIP
SUPPORT NETWORK
An Australian Government Initiative