



Induction Guide for Apprentices & Trainees

Gain a competitive edge and
build your skills while you earn



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 The Apprenticeship Community 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 an 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 The Apprenticeship Community, I wouldn't have had this opportunity.**

Brock Hodgson,
Apprentice Jeweller



How The Apprenticeship Community can support your career:

- We help you choose a career path that suits your skills and interests
- We assist with finding the right qualifications and training provider and help with lodging any paperwork
- We manage and process any government incentives you may be eligible for
- We offer a range of ongoing support services, to keep you on track with your apprenticeship or traineeship

A STEP-BY-STEP GUIDE

Throughout the process, The Apprenticeship Community provide support with:

1

CHOOSING A CAREER PATH

The Apprenticeship Community 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, The Apprenticeship Community will officially induct you into the program and facilitate the completion of your training contract.

3

FINDING A TRAINING PROVIDER

The Apprenticeship Community will provide you and your employer a list of suitable Registered Training Organisations to choose from to deliver your training.

4

GOVERNMENT REGISTRATION

The Apprenticeship Community will approve your Training Contract and forward to The Department of Training and Workforce Development for registration.

5

ACCESSING INCENTIVE CLAIMS

The Apprenticeship Community will assess you and your employer's eligibility for incentives, forward claims as they are due and assess and pay eligible claims when they are received.

6

MENTORING AND ASSISTANCE

For the duration of your training, The Apprenticeship Community 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 skills level during your apprenticeship period.
- Modern Awards establish the minimum conditions for employers across Australia.
- Further information on wages can be found at 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 The Apprenticeship Community for advice and support.
- As well, you can speak to your training provider or contact the Department of Training and Workforce Development (DTWD) on 6551 5000.
- Most workers, including apprentices and trainees, are covered by national anti-bullying laws. More information regarding this act can be found at fairwork.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.
- More information can be found at safeworkaustralia.gov.au.

AUSTRALIAN APPRENTICESHIP SUPPORT NETWORK PROVIDERS' CODE OF CONDUCT

- As an Australian Apprenticeship Support Network Provider, The Apprenticeship Community 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 EMPLOYERS OBLIGATIONS

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

ONGOING SUPPORT FROM THE APPRENTICESHIP COMMUNITY

- During your apprenticeship or traineeship, The Apprenticeship Community will contact you to see how you are going and offer any required support. You are also welcome to contact us on 1300 363 050.

YOUR PRIVACY

- The Apprenticeship Community 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 The Apprenticeship Community.

AMENDING OR CANCELLING A TRAINING CONTRACT

- If you need to make a change or wish to cancel your Training Contract, contact The Apprenticeship Community on 1300 363 050 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 The Apprenticeship Community, via phone on 1300 363 050 or in writing to PO Box 303, Southport QLD 4215.
- Contact the Skilling Australia information line in the Department of Employment and Workplace Relations (1800 020 108) to speak to someone about escalating a complaint against an Apprenticeship Network provider if the issue couldn't be resolved through their process.

Through an apprenticeship, The Apprenticeship Community made it possible for me to pursue work I had always wanted to do!

Charlee Chaplin,
Apprentice Painter



FREQUENTLY ASKED QUESTIONS

Q. CAN YOU 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 48 months, depending on the apprentice and how quickly they complete the competencies. An apprentice will undertake qualifications from Cert Level III to Level IV. Full-time traineeships will take between 12 and 24 months, undertaking qualifications from Cert Level III to Level IV. 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?

A. 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 52 days per year, usually one day per week). You must be employed on a permanent basis, not casual.

Q. WHAT INCENTIVES ARE AVAILABLE?

A. There are a number of incentives you may be eligible for including Trade Support Loans, Living Away from Home Allowances and Centrelink allowances under Youth Allowance, Austudy and Abstudy. Contact The Apprenticeship Community on 1300 363 050 or more information can be found at australianapprenticeships.gov.au.

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

Q. HOW DO I FIND AN APPRENTICESHIP?

A. 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 The Apprenticeship Community who can assist or you can find opportunities online by visiting apprenticeshipcentral.com.au.



I finally get the chance
to work in a job I know I
will be very happy with!
**The Apprenticeship
Community have
really looked after me.**

Rodhan Rai,
Apprentice Plumber



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
Community™

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