BUSY At Work
The APPRENTICESHIP Community

AUSTRALIAN APPRENTICESHIP SUPPORT SERVICES
An Australian Government Initiative

Information for **Apprentices & Employers**

Skill-up for your career or grow your business with Australian Apprenticeships and Traineeships

Apprenticeships & Traineeships

with BUSY At Work

The job market is evolving fast. Apprenticeships and Traineeships offer a powerful advantage: gain in-demand skills while earning. Whether you're an individual seeking career growth or a business looking for a skilled workforce, BUSY At Work can help.

BUSY At Work goes beyond just connecting apprentices and employers. We offer a comprehensive range of mentoring and support services to ensure shared success on everyone's apprenticeship journey.

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**

BUSY At Work will:

- Answer any questions you may have about hiring an apprentice or trainee.
- Assist you to choose the right qualification for your business needs.
- 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.
- Provide technical support in accessing and navigating the claiming process through ADMS.

BENEFITS
for Individuals

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

BUSY At Work will:

- Assist with finding the right qualification and training provider.
- Manage and process any government incentives you may be eligible for.
- Offer a range of ongoing mentoring and support services, to keep you on track with your apprenticeship or traineeship.
- Provide technical support in accessing and navigating the claiming process through ADMS.
- Help whenever you need us. We are only a phone call away.

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

A STEP-BY-STEP GUIDE *for Employers*

Throughout the process, BUSY At Work provide support with:

1

ASSESSMENT

An assessment will be completed prior to sign up to determine the readiness of both you and your Apprentice/Trainee and to identify tailored supports that BUSY At Work can provide.

2

NEW EMPLOYEE INDUCTION

BUSY At Work will carry out a full induction for both you and your Apprentice/Trainee.

3

CHOOSING A TRAINING PROVIDER

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

4

GOVERNMENT REGISTRATION

BUSY At Work will finalise the Training Contract and forward to the State Training Authority for registration.

5

ELIGIBLE INCENTIVE CLAIMS

BUSY At Work will assess you and your Apprentice/Trainees' eligibility for incentives and process accordingly.

6

MENTORING AND SUPPORT SERVICES

BUSY At Work will provide mentoring and support services throughout the apprenticeship to both you and your Apprentice/Trainee by one of our industry qualified mentors.

7

COMPLETION OF TRAINING

Your Apprentice/Trainee now gains a formal industry qualification that is nationally recognised.

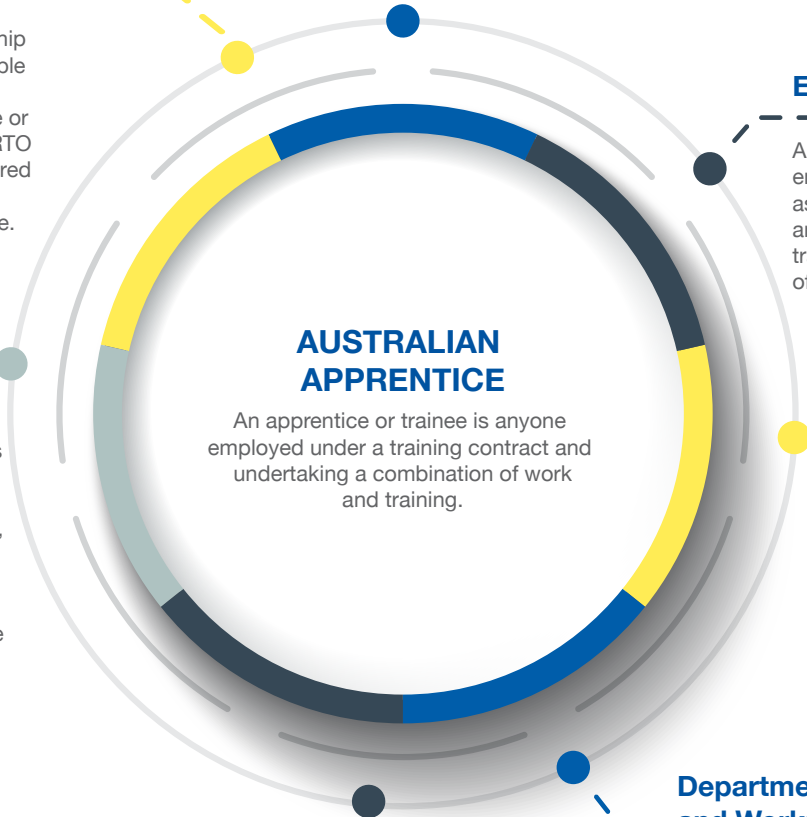
APPRENTICE *Connect*

Apprentice Connect Australia Provider

BUSY At Work is contracted by the Australian Government (DEWR) as an Apprentice Connect Australia Provider. We are your first point of contact to provide information and advice to support employers, apprentices and trainees to better navigate the apprenticeship/traineeship system.

Registered Training Organisation (RTO)

An RTO delivers the training component of an apprenticeship or traineeship and is responsible for assessing the skills and competence of the apprentice or trainee as they progress. An RTO may also be called the registered training organisation (RTO), training organisation or college.



Employer

An employer provides employment and training to assist an individual to complete an apprenticeship or traineeship under the guidance of a training organisation.

AUSTRALIAN APPRENTICE

An apprentice or trainee is anyone employed under a training contract and undertaking a combination of work and training.

School

School-based apprenticeships and traineeships (SATs) allow high school students, generally in Years 10, 11 or 12, to work for an employer and train towards a recognised qualification, while completing their secondary schooling. The school will be notified prior to the sign-up occurring to gain support and approval to proceed.

Parent/Guardian

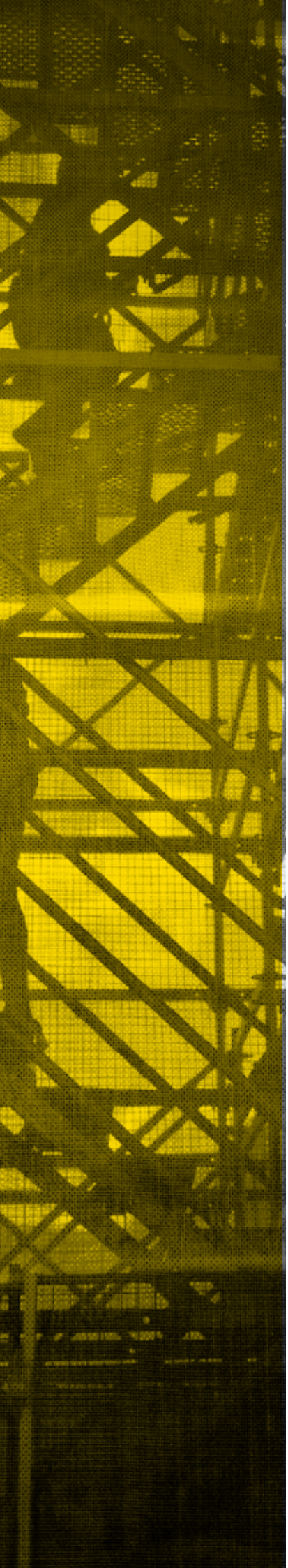
For individuals who are under 18 years of age, the parent/guardian is required to consent to the signing of the training contract and be made aware of the responsibilities under the contract.

State Government

The State Training Authority (STA) regulates apprenticeships and traineeships in their relevant state and facilitate access and participation in vocational education and training pathways.

Department of Employment and Workplace Relations (DEWR) (Federal Government)

The Department of Employment and Workplace Relations enables access to quality skills, training and employment to support Australians find secure work in fair, productive and safe workplaces - supporting individuals, businesses and our nation to prosper.



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. BUSY At Work 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 WORK-PLACE

- 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 believes they are not receiving the appropriate form of training, they can contact the relevant State Government authority.
- 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.
- More information regarding workplace health and safety can be found by contacting your state body.

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 sign-up kit provided by BUSY At Work.

PRIVACY

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

COMPLAINTS

- Contact BUSY At Work on 13 BUSY (13 28 79) or in writing to PO Box 303, Southport QLD 4215, or via email busy@busyatwork.com.au
- Contact the National Customer Service Line in the Department of Employment and Workplace Relations (1800 020 108) to speak with someone about escalating a complaint against an Apprentice Connect Australia Provider, if the issue couldn't be resolved.

HELPFUL INFORMATION
for Apprentices & Trainees

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 BUSY At Work for advice and support.
- As well, you can speak to your training provider or contact the relevant State Government authority.
- 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 13 13 94.

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.

APPRENTICE CONNECT AUSTRALIA PROVIDER CODE OF CONDUCT

- As an Apprentice Connect Australia Provider, BUSY At Work is required to comply with the Apprentice Connect Australia Provider's 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 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 sign-up 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.

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, via phone on 13 28 79 or email busy@busyatwork.com.au.
- Contact the National Customer Service Line in the Department of Employment and Workplace Relations (1800 020 108) to speak with someone about escalating a complaint against an Apprentice Connect Australia Provider, if the issue couldn't be resolved.

"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. 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 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 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 **yourcareer.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 INCENTIVES AVAILABLE?

A. Certain incentives are available through the Australian Government (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 relevant State Government authority.

"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

Contact Details

13 (BUSY) 28 79

busyatwork.com.au

BUSY At Work is contracted by the Australian Government Department of Employment and Workplace Relations to administer the Australian Apprenticeships Incentive System. BUSY At Work 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 BUSY At Work on 13 28 79. BUSY At Work is a trading division of The BUSY Group Ltd (ABN 17 575 363 535 / ACN 168 870 326) © June 2024.

BUSY At Work
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The BUSY National Coverage

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