



Apprenticeships and traineeships

Information for employers



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The who's who of apprenticeships and traineeships

Department of Education, Training and Employment (DETE or the Department)

The Department oversees and administers the apprenticeship and traineeship system and helps employers and apprentices, trainees or school-based apprentices/trainees (SATs) get the most from their experience. Throughout the apprenticeship or traineeship, the **Apprenticeships Info** service provides information, support, referrals and advice to all parties to the training contract.

Employer

Employers of apprentices and trainees are required to assist and supervise work-based training, pay wages and provide entitlements, provide a safe work environment and release their apprentice or trainee from work to participate in training with the SRTTO.

Apprentice/Trainee

The employer hires an apprentice or trainee. If the apprentice or trainee is under 18, they will require a **parent or guardian** to provide signed consent to the training contract and be involved. If the apprentice or trainee is school-based, their **school** must give approval.

Australian Apprenticeships Centre (AAC)

The employer will contact the AAC who assists the employer and apprentice or trainee (or school-based apprentice or trainee) to complete and sign a training contract form which is a legally binding contract. The AAC can also provide advice on Australian and State incentives.

Supervising Registered Training Organisations (SRTTO)

The SRTTO will assist in developing the training plan, deliver training and provide support throughout the apprenticeship or traineeship to ensure the training stays on track. The SRTTO can also help with assessment issues, recognition of prior learning, literacy and numeracy support and completion of the apprenticeship/traineeship. The SRTTO may also be referred to as the college, RTO or training organisation.

DEPARTMENT OF EDUCATION, TRAINING AND EMPLOYMENT

(also referred to as the Department or DETE)

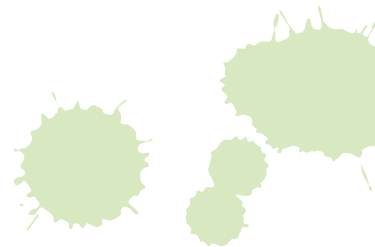
If you need advice or assistance with an apprenticeship or traineeship, officers from Apprenticeships Info and Departmental regional offices can help. They will provide you with assistance over the telephone or a visit to the workplace.

Services include:

- **Administration** - training contracts are lodged by the AAC for registration with the Department. The Department also processes amendments, extensions, cancellations and completions, and issues a completion certificate.
- **Training information** - the Department can provide details of Registered Training Organisations funded by the Queensland Government to deliver training.
- **Advice** - contact the Department to find out about State incentives and allowances, roles and responsibilities of SRTOs and AACs, and the roles and responsibilities of employers, apprentices and trainees.
- **Specialist support** - officers are available to help you work through issues that you or your apprentice or trainee may be having, for example counselling referrals.
- **Special needs** - the Department can help you access support from the SRTO, for apprentices and trainees with a disability or special learning needs.
- **Skills recognition** – if you or your staff have existing skills but do not hold a formal qualification, you may be able to get your skills recognised by a registered training organisation. Visit www.training.qld.gov.au > Recognition of prior learning.

If you have any questions about apprenticeships or traineeships visit

www.apprenticeshipsinfo.qld.gov.au, email apprenticeshipsinfo@qld.gov.au or phone Apprenticeships Info on 1800 210 210.



First things first – the sign up

You have decided to take on an apprentice or trainee. Before going any further, you will need to ask

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How do I choose the right apprentice or trainee to suit my business?

Apprentices and trainees can be employed directly by your business and can be an invaluable addition to your business succession planning. This way your apprentice or trainee is working towards gaining a qualification while learning the skills relevant to your business. There are three modes of employment to consider based on your business needs.

- Full-time
- Part-time
- School-based

Parent or guardian is involved for those under 18 years of age

If your apprentice or trainee is under 18 years of age at the date of signing the training contract, their parent or guardian will need to:

- provide signed consent to the training contract
- ensure that the apprentice or trainee fulfils all of their responsibilities under the apprenticeship or traineeship
- support a schedule¹ of education, training and employment (if they are a school-based apprentice or trainee), showing the impact on the student's school timetable.

Once the apprentice or trainee turns 18, their parent or guardian ceases to be a legal party to the training contract and is no longer responsible for the apprenticeship or traineeship.

Recruiting an apprentice or trainee

Apprentices and trainees can be recruited by:

- Calling Employer line on **13 17 15** or visiting the Job Services Australia website at **www.employment.gov.au** › Employment › Job Services Australia.
- Searching **www.tradeapprentices.com.au** for an out-of-trade apprentice.
- Searching **www.apprenticeshipcentral.com.au** for people looking to start an apprenticeship or traineeship.
- Placing an advertisement in the paper or on a recruitment website.
- Using a private recruitment company or online recruitment service.
- Contacting your local high school to recruit students for a school-based apprenticeship or traineeship or for an introduction to a school leaver.
- Contacting your local training organisation to find students who have finished relevant introductory training.
- Offering apprenticeships or traineeships to current employees.
- Becoming a 'host employer' with a Group Training Organisation (GTO). A list of GTOs can be found by searching **www.gtaqnt.net.au**. (Further information about GTOs is listed on the next page).
- Some Australian Apprenticeship Centres offer a recruitment service. To find an Australian Apprenticeships Centre in your local area, call **13 38 73**.

¹ See Page 7

GROUP TRAINING ORGANISATIONS

(also referred to as a GTO, Group Training Company or Group Scheme)

GTOs are organisations that employ apprentices and trainees and place them with different host employers on a short or long-term basis.

GTOs may:

- screen and recruit apprentices and trainees;
- handle the administrative requirements of the apprenticeship or traineeship;
- pay the apprentice or trainee wages and entitlements;
- charge host employers an hourly rate for the time the apprentice or trainee works based on the cost of wages, WorkCover, superannuation and in some instances, an administrative charge;
- arrange the off-the-job training component of the apprenticeship or traineeship.

Host employer

If you hire an apprentice or trainee through a GTO you will be considered a host employer.

Host employers are employers who work in an industry that has fluctuating demands for staff or who may not wish to commit themselves for the term of an apprenticeship or traineeship.

Host employers are responsible for providing on-the-job training to the apprentice or trainee during their employment. The apprentice or trainee's GTO or SRTTO will support the host employer to provide this training.

To find a group training organisation in your area call **1800 819 747** or visit **www.gtaqnt.net**.

Employment options

EMPLOYING AN EXISTING WORKER AS AN APPRENTICE OR TRAINEE*

Existing workers can be employed as an apprentice or trainee. For example, the employee could use an apprenticeship to move from trades assistant to apprentice, to tradesperson.

Apprenticeships and traineeships are competency based, which means the employee may move through the apprenticeship or traineeship as competencies are achieved, and may not necessarily need to serve the full nominal term.

An existing worker is defined as a person who has been employed with a business longer than three months full-time or 12 months part-time or casual, immediately prior to entry into an apprenticeship or traineeship.

This definition is important when determining if the employee is eligible to receive government-funded training or incentives as part of their apprenticeship or traineeship. For further information on incentives or funding relating to an existing worker contact your AAC or contact the Australian Apprenticeships referral line on **13 38 73**.

**Accurate at time of publication*

EMPLOYING A PART-TIME APPRENTICE OR TRAINEE

Under a part-time apprenticeship or traineeship the apprentice or trainee must work an average of not less than 15 hours per week over each 4 week period throughout the duration of the apprenticeship or traineeship. This includes the time spent training at work and with the SRTTO.

A part-time apprentice or trainee must be rostered to work on a regular and continuous basis. Casual or daily hire employees are not eligible to undertake apprenticeships or traineeships as there is no guaranteed pattern of work which is a requirement of the training contract.

EMPLOYING A SCHOOL-BASED APPRENTICE OR TRAINEE (SAT)

School-based apprenticeships and traineeships allow high school students (typically years 10 to 12) to work with you as paid employees, and train towards a recognised qualification while completing their secondary schooling and studying for their Queensland Certificate of Education (senior certificate) and/or Overall Position (OP) score.

School

If you employ a SAT the student's school will need to be involved and agree to the arrangements of the apprenticeship or traineeship while the student is at school.

Your SAT will continue to attend school while they work and train with your business. The school will assist with development of a schedule showing when the employment and/or training components of the school-based apprenticeship or traineeship will occur and how it will impact on the school timetable or curriculum. This document is negotiated by the SRTTO and agreed to by all parties including the principal of the school where the student is enrolled and must be negotiated at the same time the training plan is developed.

The SAT's employment and/or training must impact on their school timetable for the program to be considered school-based. They can also work on weekends, after school or on school holidays.

Work

Your SAT must undertake paid employment for a minimum of 375 hours (50 days) per 12-month period.

If your school-based apprentice is undertaking an electrotechnology apprenticeship, they must work a minimum of 600 hours (80 days) of paid employment for each year of the apprenticeship. The student will require a minimum of pass in Maths, English and Science and will be required to provide evidence to the AAC at the time of signing the training contract.

Students enrolled in years other than 10, 11 and 12 may be considered eligible to enter a school based apprenticeship or traineeship provided that 'exceptional circumstances' exist that would warrant consideration. A business case supporting the SAT arrangement must be submitted and approved by the Department before lodging the training contract application.

A business case needs to include the following evidence to support the application:

- What is considered to be the 'exceptional circumstance/s' that warrant consideration of the application (e.g. limited employment or training opportunities in a remote community; age and maturity of the student).
- The range of other options that have been considered by the school (e.g. work experience) prior to supporting the engagement of the student in a SAT.
- How the school will accommodate the SAT arrangement within the student's school curriculum.
- How well the student is handling school and whether the student has the capacity to take on the study load necessary to achieve the outcome of a SAT.
- Additional learning/support provided by the school and/or SRTTO which will be available to support progress through the qualification.
- The level of support, training and supervision that will be provided in the workplace.
- Any potential exposure to workplace risks (e.g. in the meat industry) associated with the particular employment arrangement.

Training

Your SAT will undertake training with your business and with a SRTTO. Training delivered by the SRTTO can take place in the workplace, on campus or through flexible delivery methods such as using the internet.

The SRTTO will provide you with information about the costs of the training at the commencement of the school-based apprenticeship or traineeship.

Completing the SAT

Students who do not complete their apprenticeship or traineeship while at school are required to convert to a full-time or part-time apprenticeship or traineeship when they finish school.

This is an automatic process carried out by the Department at the end of each school year.

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**I have chosen my apprentice/trainee.
What now?**

After you and the apprentice or trainee agree to enter into an apprenticeship or traineeship, a training contract needs to be completed. An AAC will assist you in completing the training contract.

Choosing an Australian Apprenticeships Centre (AAC)

AACs provide a free service to help your business with the start up and administration of apprenticeships and traineeships.

An AAC will conduct an induction that will:

- help you choose the right apprenticeship or traineeship qualification to suit your business;
- provide general information about apprenticeships and traineeships;
- help you complete and lodge the training contract;
- provide advice about your eligibility, and help you lodge claims for Australian Government incentives.

For the duration of the apprenticeship, they will:

- provide information, advice and assistance to the parties to the training contract;
- make regular contact with you and the apprentice or trainee to check on the progress of the training.

If you do not already have an AAC you can find the one closest to you by calling **13 38 73** or visit **www.australianapprenticeships.gov.au**.

Choosing the right apprenticeship or traineeship qualification

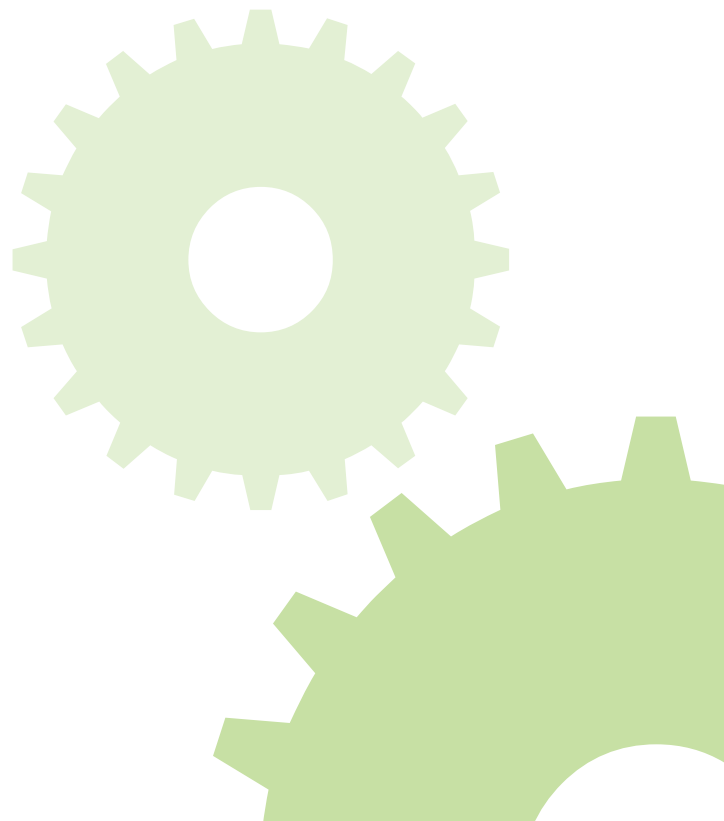
Selecting the right apprenticeship or traineeship for your business means deciding what the job is and identifying the skills required to do the job. Your AAC will assist you in choosing the apprenticeship or traineeship that suits your business.

In choosing an apprenticeship or traineeship that suits your business, you must also be able to provide sufficient training and supervision to enable your apprentice or trainee to learn the range of skills relevant to the job.

To obtain a list of all the apprenticeships and traineeships currently available in Queensland visit

www.qtis.training.qld.gov.au

or phone Apprenticeships Info on **1800 210 210**.



Choosing a supervising registered training organisation

You will need to choose a Registered Training Organisation (RTO) that will work with you and your apprentice or trainee throughout the apprenticeship or traineeship. Once you choose a RTO to work with you it becomes your Supervising Registered Training Organisation (SRTO).

To **get the apprenticeship or traineeship started** the SRTO will:

- arrange an induction to clarify your capacity to train an apprentice or trainee by conducting an employer resource assessment;
- ensure you have the range of work and facilities required to train your apprentice or trainee;
- work with you and your apprentice or trainee to develop a training plan, outlining the training to be delivered by the employer and SRTO;
- provide your apprentice or trainee with a training record and any materials essential for their training;
- advise you and the apprentice or trainee of the costs of the training including any student fees to be paid;
- help develop a schedule of education, training and employment for school based apprentices or trainees.

You can expect the SRTO to talk to your apprentice or trainee about recognition of prior learning (RPL). They can advise the evidence required and will adjust the training plan to reflect any RPL² given.

² See Page 22

During the apprenticeship or traineeship the SRTO will:

- ensure the training is delivered to your apprentice according to the training plan;
- arrange additional learning support if required—for example, help with maths, reading or writing. This learning support is for all part-time and full-time contracts. For school-based training contracts the school will assist with any additional learning support;
- issue the nationally recognised qualification or statement of attainment upon completion of the apprenticeship or traineeship.

Some RTOs are approved to receive funding from the Queensland Government to deliver training and assessment services to eligible apprentices and trainees. This is known as User Choice and it is discussed in detail on the next page.

If you select one of these approved providers as your SRTO, and your apprentice or trainee is eligible, the government will provide a funding contribution towards the total cost of training paid direct to the SRTO.

The SRTO must hold authority to deliver your chosen apprenticeship or traineeship qualification prior to selecting them as your SRTO.

Like all service providers, SRTOs offer a variety of options when it comes to training. It is always best to shop around to find the provider who offers the best service and a price to suit your individual needs. Your AAC can assist you in choosing an SRTO.

To help with your decision, you need to discuss:

- what skills or qualification you want your apprentice or trainee to obtain;
- how, when and where the training will be delivered;
- what training you will need to provide in the workplace;
- learning assistance if required - for example help with maths, reading or writing;
- what training methods suit your workplace;
- who will assess your apprentice or trainee;
- what feedback or progress reports you should expect;
- your expectations;
- Any fees and charges that you may incur.

To find a User Choice funded SRTO visit **www.qtis.training.qld.gov.au** or phone Apprenticeships Info on **1800 210 210**.



TRAINING COSTS AND TUITION FEES

A number of SRTOs are approved to receive a public funding contribution from the Government for training delivery in Queensland under the User Choice program. The User Choice program provides a contribution towards the cost of training for eligible apprentices and trainees which can significantly reduce the cost of training to the employer. Your AAC can assist you in identifying which qualifications attract User Choice funding.

You have the option of selecting a SRTO that receives User Choice funding to deliver the training for your apprentice or trainee, or you can choose another SRTO to deliver the training and pay for the total cost of the training yourself.

If you choose a funded SRTO, you are still responsible for paying the difference, if any, between the User Choice funding contribution and the total cost of the training outlined by the SRTO. Any additional charges must be negotiated up-front and disclosed to the employer prior to the participant's enrolment.

If you choose a funded SRTO the SRTO is obligated to charge student tuition fees (unless the student is partially or fully exempt according to the policy rules). If the SRTO is not funded for the delivery of training and assessment services then it is considered fee for service training and student tuition fees may not apply.

Your SRTO must advise your apprentice or trainee of any fees to be paid prior to enrolment. Industrial relations arrangements may require the employer to cover these costs or alternatively, they may be the responsibility of the apprentice or trainee. The Fair Work Ombudsman will be able to assist in identifying which arrangements apply to you - phone **13 13 94**.

SUPERVISED TRAINING DELIVERY

The way your apprentice or trainee receives supervised training (often referred to as "off the job training") will depend on the apprenticeship or traineeship, the learning style of the apprentice or trainee and your business needs. Supervised training (including the assessment of that training) can be undertaken in a number of ways. This may be by block release, day release, workplace delivery, on-line learning, video link or by correspondence.

All modes of training delivery require the apprentice or trainee to be withdrawn from routine work for the purposes of undertaking structured training and assessment. It is also a requirement that you pay your apprentice or trainee the appropriate wages and other entitlements.

For further information regarding wages and conditions contact Fair Work Ombudsman on **13 13 94** or www.fairwork.gov.au.

SUPERVISION

Your apprentice or trainee needs to be supervised in the workplace. This gives you and your apprentice or trainee plenty of opportunity for feedback and proper instruction.

During the development of the training plan your SRTO will assess your capacity to supervise the apprentice or trainee, and determine the recommended ratio of apprentices and trainees to qualified persons, in accordance with the requirements of the specific apprenticeship or traineeship.

The qualified person(s) needs to permanently work in the same workplace and be predominantly employed during the same working hours as the apprentice or trainee.

To determine the best level of supervision think about:

- the level of training to be undertaken;
- the industry you belong to and your workplace;
- the equipment and methods you use for work and training;
- the health and safety regulations for your workplace;
- your duty of care.

Workplace Health and Safety Queensland can be contacted on **1300 369 915** or visit www.justice.qld.gov.au.

TRAINING PLAN

You, your apprentice or trainee and the SRT0 need to develop a training plan. The training plan will outline what, where and how training will be delivered and who will deliver the training (SRT0 and/or employer) to the apprentice or trainee throughout the apprenticeship or traineeship.

The SRT0 must take all reasonable steps to ensure the initial training plan for an apprentice/trainee is signed:

- within three months for the initial training plan
- within 28 days of the replacement date, where the training organisation has been replaced
- within 28 days of the transfer date, where the training contract has been permanently, temporarily or statutorily transferred to another employer.

Where the training plan is for a SAT, the student's school is not a party to the training plan. However, the school principal is required to be involved in negotiating the impact of the employment and/or training arrangements of the apprenticeship or traineeship on the student's school timetable.

Credit for previous service

When commencing or re-commencing an apprenticeship or traineeship, an employee may be able to apply for credit for previous service as an apprentice or trainee.

If your apprentice or trainee is given credit for previous service, this may reduce the nominal term.

Recognition of Prior Learning (RPL) may also be applicable for relevant work experience achieved by the apprentice or trainee prior to commencing the apprenticeship or traineeship.

Any RPL or cross credits will also be identified in the training plan.

TRAINING RECORD

Within 14 days of the training plan being developed and signed, your SRT0 will provide your apprentice or trainee with a training record. The training record provides evidence of all competencies required for the chosen qualification. The training record may be kept in any format (book or electronic) that the SRT0 considers appropriate. This should be used to record the achievement of competencies outlined in the training record which correspond to the agreed competencies in the training plan.

Your apprentice or trainee is responsible for looking after the training record. As each new skill is learnt your apprentice should update the relevant section. You must also inspect and sign off the training record. This should be done at reasonable intervals of not more than three months.

This record belongs to your apprentice or trainee and can be used to:

- demonstrate what training has been completed;
- determine achievement of competency;
- confirm completion of the training program;
- assess skill levels.

The Department regularly checks training plans and training records to ensure that apprentices and trainees are receiving high quality training and that their records are up-to-date.




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What is the training contract?

Signing and registering the contract

A training contract legally binds you and your apprentice or trainee. It is signed by you and your apprentice or trainee, and their parent or guardian if they are aged under 18.

Your AAC will assist you with the signup of the training contract.

Once the contract is completed, your AAC will lodge it with the Department for registration.

The training contract must be fully completed and signed by all parties within 14 days of the commencement of the apprenticeship or traineeship and given to the AAC within 28 days of the commencement of the apprenticeship or traineeship.

When the training contract is registered, you will receive a letter from the Department notifying you that the contract has been registered. This letter will contain information pertaining to the contract such as the registration number, commencement date, nominal completion date, probationary period, qualification details and outlining the parties to the contract. You and your apprentice or trainee will also receive a letter from your AAC explaining what Australian Government incentives are payable. They will send all relevant claim forms at the appropriate times.

Remember, the training contract is legally binding for the parties who have signed it.

When you sign the training contract you are bound by the provisions contained in the Further Education and Training Act 2014 and the contract. It is therefore important that the contract does not contain any false or misleading information.

Make sure you understand and check the information on the training contract before you sign it.

Probationary period

Each apprenticeship and traineeship has a set probationary period under the training contract. This gives you and your apprentice or trainee time to work together and decide whether to continue with the apprenticeship or traineeship. It is important that you use this probationary period wisely, and assess your apprentice or trainee's work ethic, reliability and potential to succeed in the chosen apprenticeship or traineeship.

The probationary period is included as part of the total nominal term of the training contract and applies from the start date of the apprenticeship or traineeship.

As a general rule, the probationary period for apprentices is 90 days, and 30-60 days for trainees. These periods are regardless of whether the apprenticeship or traineeship is full-time, part-time or school-based.

The probationary period of the training contract may differ from the employment probationary period contained in an award or industrial agreement.

To confirm the probationary period is for your apprenticeship or traineeship, you can visit **www.qtis.training.qld.gov.au**, email **apprenticeshipsinfo@qld.gov.au** or phone Apprenticeships Info on **1800 210 210**.

EXTENDING THE PROBATIONARY PERIOD

In some circumstances, you or your apprentice or trainee may apply to extend the probationary period.

The application must be received by the Department at least 14 days before the end of the probationary period. You may wish to download the Extension of probationary period form from

www.apprenticeshipsinfo.qld.gov.au, or alternatively email **apprenticeshipsinfo@qld.gov.au** or phone Apprenticeships Info on **1800 210 210** to arrange to have the form sent to you.



TERMINATING THE APPRENTICESHIP OR TRAINEESHIP DURING THE PROBATIONARY PERIOD

You or your apprentice or trainee may choose to terminate the apprenticeship or traineeship during the probationary period by giving written notice to the other party. This notice must state the date the apprenticeship or traineeship is to end, which can be no later than the end of the probationary period. You will need to notify the Department within seven days after the apprenticeship or traineeship has ended.

COMPLETING THE PROBATIONARY PERIOD

Before the end of the probationary period, you both must decide whether you want to continue with the apprenticeship or traineeship. Once the probationary period has ended you and your apprentice or trainee are contracted to each other until the end of the training contract. If either of you subsequently wish to cancel the training contract, this can not be done without the correct process being followed. You will need to phone Apprenticeships Info on **1800 210 210** for further advice.

CHANGING THE TERM OF THE CONTRACT

All traineeships have only a nominal completion date. All apprenticeships have a nominal completion date and an expected duration. The expected duration may be shorter or equal to the nominal term. If the qualification suited to your workplace has a shorter expected duration than the

nominal duration, your SRT0 will reflect this in the training plan and arrange to have all training completed by the expected duration.

Competency based training means the time required to achieve skills and knowledge is flexible, allowing your apprentice or trainee to finish their apprenticeship or traineeship when they achieve competency in the areas outlined in the training plan.

Sometimes an apprentice or trainee will not be able to complete their training before the nominal completion date. If this is the case, and all parties to the contract agree, you may apply in writing to the Department to extend the contract.

To apply to extend the nominal term, complete the Extension of nominal term form, and forward it to your local Departmental office **prior to the end of the nominal term**. The form is available from **www.apprenticeshipsinfo.qld.gov.au**, or by emailing **apprenticeshipsinfo@qld.gov.au** or by phoning **1800 210 210**.



COMPLETING THE CONTRACT

Each apprenticeship or traineeship has a nominal completion date which is the date when the term of the contract has been completed. However, the apprenticeship or traineeship is completed once you, your apprentice or trainee and the SRTTO agree that all the requirements of the training plan have been fulfilled and the apprentice or trainee is competent.

Competency is determined through the collection of evidence which is assessed as meeting all requirements set by the relevant industry. The time required to complete competency based training is flexible which means that your apprentice or trainee may complete the apprenticeship or traineeship prior to the expected or nominal duration.

To complete the training contract the following must take place:

1. Upon agreeing that all competencies have been completed, you and your apprentice or trainee must sign the Completion agreement form. The form can be found by visiting www.apprenticeshipinfo.qld.gov.au or phoning **1800 210 210**.
2. Within a timely manner, the SRTTO should be provided with a copy of this notice or completion agreement form.
3. The SRTTO will confirm (by signing the completion agreement) that all training has been completed. The SRTTO will issue a qualification and list of competencies achieved.
4. Within 10 days of signing the completion agreement, the SRTTO must send it to the Department to issue the completion certificate. You will be advised in writing of the decision.

It is very important to arrange for the formal completion of the training contract or to apply for an extension to the contract if all of the required training has not been completed by the nominal completion date. Otherwise the contract will expire on the nominal completion date.

Having invested time and money in developing your apprentice or trainee you can now offer ongoing employment.

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What else do I need to know?

Induction in the workplace

You and your apprentice or trainee should complete a thorough induction at the start of the apprenticeship or traineeship to set you in the right direction.

As part of the workplace induction you should:

- outline what the job is and the specific duties of the apprentice or trainee;
- outline what the business does and how the job fits into the overall picture;
- discuss starting and finishing times, when the apprentice or trainee can take breaks and how they will record the time they have worked;
- outline what, when and how the apprentice or trainee will be paid;
- discuss leave and other employment conditions and arrange superannuation contributions;
- take the apprentice or trainee on a tour of the workplace, introduce them to their work colleagues and show them lunch, toilet and other facilities;
- provide the apprentice or trainee with access to uniforms or discuss dress standards;
- provide workplace health and safety information ³

Your SRTTO and your AAC will also provide you with induction information during the probationary period of the apprenticeship or traineeship. These inductions will cover information relating to your obligations as well as your training requirements.

³ See Page 16

Roles and responsibilities

For apprentice or trainee

At **work** your apprentice or trainee must:

- observe the conditions of the relevant employment agreement or award;
- attend and perform work as directed by you;
- behave in a courteous and professional manner;
- obey all lawful instructions;
- not waste, damage or injure the property, goods or business of the employer.

As part of their training your apprentice or trainee must:

- work toward achieving the competencies of the training plan;
- undertake training and assessment as required under the training plan;
- keep the training record and produce this when required.

Specific requirements may apply to certain apprenticeships and traineeships. You should ask your SRTTO if there are any specific requirements which affect you.

For employer

What you as the employer must do:

- ensure a training contract is signed by the parties within 14 days of commencement and given to the AAC within 28 days of commencement;
- negotiate a training plan;
- deliver training and provide the facilities, range of work and supervision;
- provide entitlements as specified in the relevant industrial relations instrument;
- discharge all lawful obligations of an employer, including those relating to workplace health and safety;
- check the training record has been updated at least every three months.

If you have any questions about you or your apprentice or trainee's responsibilities within the apprenticeship or traineeship, contact Apprenticeships Info on **apprenticeshipsinfo@qld.gov.au** or phone **1800 210 210**.

TRAINING TIPS FOR EMPLOYERS

Below are a few tips to help you and your apprentice or trainee get the most out of the apprenticeship or traineeship.

- Assign a workplace coach or mentor to your apprentice or trainee. A good workplace coach will:
 - communicate well;
 - provide feedback;
 - write progress reports;
 - be a good role model.
- Make it clear to your apprentice or trainee what they need to learn. You can give clear instructions by:
 - assuming no prior knowledge;
 - explaining why the job or the task is done a certain way;
 - using clear and simple language (write the instructions down if necessary);
 - including safe work practices in your instructions;
 - asking questions to check for understanding;
 - ensuring there are no distractions.
- Take the time to show your apprentice or trainee how to do things the correct way.
- Give your apprentice or trainee time to practice the skills they learn.
- Provide your apprentice or trainee with regular feedback, both positive and negative.
- Make sure your apprentice or trainee is aware of the usefulness and importance of the skills learnt.
- Ask your apprentice or trainee for feedback about the training they are receiving.
- Identify and resolve problems before they affect work performance and working relationships. Seek assistance if you can't resolve the problems on your own.
- Make sure that you and the SRTTO follow the training plan and fill in the training record.
- Review the training plan at regular intervals to make sure it is relevant.
- Review the training record at regular intervals.
- Where possible, provide a variety of work tasks relevant to the apprenticeship or traineeship.
- Give your apprentice or trainee recognition for their achievements. This might include giving your apprentice or trainee a special mention for his or her achievements at a staff meeting, an article in the company newsletter or nominating them for an award, such as the Queensland Training Awards. For information on the Queensland Training Awards visit **www.qta.qld.gov.au** or phoning **1800 660 207**.



SAFETY AT WORK

As an employer, you are responsible for the health and safety of your apprentice or trainee whilst in the workplace in the same way as your other employees. You are obliged to provide your apprentice or trainee with:

- an introduction to the workplace which covers hazard identification and risk prevention;
- training in safe work procedures;
- initial and ongoing supervision;
- personal and protective equipment including instructions on how to properly use and wear equipment.

You must also:

- guard hazardous plant and machinery;
- prevent or minimise the risk of exposure to hazardous substances and manual handling injuries.

Under workplace health and safety legislation, your apprentice or trainee also has responsibilities, including:

- complying with your health and safety instructions;
- using the personal protective equipment you provide;
- not wilfully or recklessly interfere with or misuse health and safety provisions;
- not wilfully place at risk the health and safety of others;
- not wilfully injure himself or herself.

FAIR TREATMENT

Apprentices and trainees should be treated the same as any other employee. Just like other employees, apprentices and trainees can take action if they feel they have been bullied, harassed, discriminated against or their safety has been jeopardised.

What is bullying?

Workplace bullying is ‘the repeated less favourable treatment of a person by another or others in the workplace, which may be considered unreasonable and inappropriate workplace practice’. In other words bullying is behaviour that intimidates, offends, degrades or humiliates a worker, possibly in front of co-workers, clients or customers. Bullying behaviour including initiation ceremonies is not appropriate if the behaviour offends, upsets or harms an employee.

What is harassment?

Harassment can include workplace bullying, sexual, racial or religious harassment; ridicule (for example, name calling, racist jokes), physical and emotional intimidation (for example, physical threats or abuse, display of threatening or offensive slogans) or restricted access to services and facilities.

All types of harassment are unacceptable in the workplace

As an employer you are responsible for ensuring a safe workplace free from harassment. You can even be liable for the actions of your staff. Employers who fail to take preventative action leave themselves open to a range of investigations, fines or even legal proceedings. Workplace Health and Safety Queensland can assist you with constructing a prevention policy for your workplace. Workplace Health and Safety Queensland can be contacted on **1300 369 915** or visit **www.justice.qld.gov.au**.

Business environment changes

If there has been a significant change in your business which affects your ability to train your apprentice or trainee, you need to notify your local Departmental office. This change could be that your business no longer performs a large percentage of the work in which your apprentice or trainee was to receive training.

IF BUSINESS IS SLOW

There are a range of options available to you should you be unable to provide the range of work required to train your apprentice or trainee:

- If you are employing your apprentice or trainee through a GTO, contact them to arrange placement of your apprentice or trainee with another host employer.
- Temporary transfer of your apprentice or trainee to another employer. The apprentice or trainee can be temporarily transferred to another employer for period of not more than one year and must end before the nominal term of the training contract. If the employer intends to transfer all obligations of the training contract to another employer, all parties must agree in writing and notify the Department and SRT0 within seven days after the transfer takes effect.
- You may be able to negotiate for your apprentice or trainee to take annual leave to cover the slow period.
- The SRT0 may be able to deliver additional training to your apprentice during your quiet period.
- Determine if other duties can be offered to the apprentice or trainee until things pick up.
- Permanent transfer of your apprentice or trainee to another employer. Applications must be submitted and approved by the Department prior to the transfer.

It is recommended that you contact Apprenticeships Info on 1800 210 210 to discuss the available options in more detail.

THE BUSINESS HAS SOLD

Your apprentice or trainee is contracted to you as the owner of your business. If you sell your business, the new owner can agree to continue to train your apprentice or trainee under the registered training contract. If this happens, the contract is taken to have been assigned to the new owner on the day agreed between you and the new owner.

Within 14 days of the sale of business, the original employer and new owner must advise the Department, in writing, of the sale of business and the new owner's agreement to continue the training contract.

If the new owner does not agree to continue the training contract, they must provide written notification to the Department **before** the sale of business takes effect.

The Notification of change of ownership/statutory transfer form is available for use as the written notification in both instances and can be found on the Apprenticeships Info website www.apprenticeshipsinfo.qld.gov.au, by emailing apprenticeshipsinfo@qld.gov.au or by phoning Apprenticeships Info on **1800 210 210**.

You will also need to contact your AAC so they can make changes to their internal records.



THE BUSINESS PARTNERSHIP HAS DISSOLVED

Your apprentice or trainee is contracted to you and your partner(s) as owners of the business. If the partnership is dissolved and you or your partner(s) continue the business, the training contract is assigned to the remaining owner(s) of the business. The continuing employer should provide written confirmation of the changes to the Department within 14 days of the event happening.

The Notification of change of ownership/statutory transfer form is available for use as the written notification and can be found on the Apprenticeships Info website www.apprenticeshipsinfo.qld.gov.au, by emailing apprenticeshipsinfo@qld.gov.au or by phoning Apprenticeships Info on **1800 210 210**.

You will also need to contact your AAC so they can amend their records.

If the business is not continued, the Department should be advised within 14 days so that the training contract can be cancelled.

SUSPENDING THE TRAINING CONTRACT

During the term of a training contract, you and/or your apprentice or trainee may need to suspend the training contract for such circumstances as, but not limited to:

- seasonal employment
- a gap or study year outside of the apprenticeship or traineeship
- long term illness /injury
- maternity/paternity leave.

This allows for the employer and apprentice or trainee to temporarily suspend the responsibilities associated with the training contract. The maximum period of suspension is 12 months and the commencement of the suspension cannot be less than seven days from the date the application is received by the Department.

Parties must agree and apply to the Department using the Suspension of a registered training contract form found on the Apprenticeships Info website

www.apprenticeshipsinfo.qld.gov.au, or by emailing apprenticeshipsinfo@qld.gov.au or phoning **1800 210 210**.

An application for suspension allows for a period of seven days (of the application being received by the Department) where any party can withdraw their consent.

Changing your supervising registered training organisation

You and your apprentice or trainee can change the SRTO during the apprenticeship or traineeship, providing the parties to the training contract agree.

As the employer you must:

- Write to the SRTO advising them that they are to be replaced. Include the date for the replacement which can be no sooner than 14 days after the day written notice is given. The SRTO you are replacing must provide your apprentice or trainee with a Statement of Attainment to confirm the training that has been completed. This must be provided on or before the replacement date.
- Advise the Department by completing the Change of SRTO form. This form can be found by visiting www.apprenticeshipsinfo.qld.gov.au, emailing apprenticeshipsinfo@qld.gov.au or by phoning Apprenticeships Info on **1800 210 210**.

Your new SRTO will need to develop a new training plan with you and your apprentice or trainee within 28 days of the replacement date. In addition if the contract is school-based a new schedule showing the impact of employment and/or training on the student's timetable will need to be developed.

Support and assistance

Support services

Officers from the Department may assist you or refer you to specialist services, to address any issues you and your apprentice or trainee may be having including:

- communication problems or disagreements in the workplace;
- absences or behavioural issues;
- support for apprentices and trainees who are not making reasonable progress.

SRT0 support:

- support for apprentices and trainees with learning difficulties or experiencing problems with reading, writing or maths;
- support for apprentices and trainees with a disability.

For more information, contact Apprenticeships Info on **1800 210 210**.

Seek assistance early. The earlier you deal with a problem, the more likely it will be worked out. Then you can get on with the training.

Hints for resolving problems

Step 1: Identify what the problem is—be specific and identify particular behaviours which need to change.

Step 2: Identify who the problem affects, why it is a problem, what the consequence may be and who is contributing to the problem.

Step 3: If applicable, discuss the problem with the SRT0 to determine if the behaviour is occurring across all areas of the apprenticeship or traineeship.

Step 4: Identify possible solutions—what would you and your apprentice or trainee prefer to happen and how can you both make this happen.

Step 5: Communicate the specific behaviours you both expect and reach an agreement on exactly what the solution is and how to measure it. It is recommended to put this in writing.

Step 6: Review the solution and give positive feedback.

MISCONDUCT AND DISCIPLINE

Disciplinary action can be taken against an employer and/or apprentice/trainee if they engage in misconduct, as defined under the Further Education and Training Act 2014.

If you believe your apprentice or trainee has engaged in misconduct or has contravened the Act, phone the Department on **1800 210 210** to discuss further. Examples of misconduct:

- fails to carry out a reasonable and lawful instruction, consistent with the training contract obligations;
- is absent from work without approval;
- fails to attend training required under the training plan;
- does not participate in training provided under the training plan;
- does not keep a training record or fails to produce it on request;
- fails to make reasonable progress in their training because of their deliberate neglect or default.

Depending on the situation, a range of actions may be taken by the Department including:

- reprimand;
- a fine.

CANCELLING THE CONTRACT

Cancellation of a training contract should only be considered as a last resort after all efforts have been made to resolve the issues that threaten the continuation of the training contract. Therefore, if you are considering cancelling the training contract, you should seek assistance from the Department. Officers will be available to help you work through any issues you and your apprentice or trainee may have.

When you both agree to cancel

You and your apprentice or trainee (and guardian if they are under 18) can agree to cancel the training contract at any time (once the probationary period has finished). All parties will need to sign and send to the Department, the Cancel a registered training contract (by all parties) form, to confirm the agreement to cancel and nominate an effective date of cancellation. This form is available from www.apprenticeshipinfo.qld.gov.au, by emailing apprenticeshipinfo@qld.gov.au or phoning **1800 210 210**.

An application for cancellation by all parties allows for a period of seven days (of the notification being received by the Department) where any party can withdraw their consent. If consent is withdrawn, the training contract will remain in force.

Cancellation by the Department

The Department may propose to cancel a training contract if advised of any of the following:

- the training contract is found to have false and/or misleading information;
- the training contract was registered in error;
- there has been a substantial change in the employer or apprentice/trainee's circumstances that make it unlikely that the contract will be completed;
- the employment of the apprentice or trainee has ceased;
- the employer has ceased business;
- the employer has ceased operating the business in which the apprentice or trainee is employed;
- the employer has moved the business to a place where it is impractical or unreasonable for the apprentice or trainee to travel;
- the SRTO withdraws from training the apprentice or trainee and there is no replacement SRTO;
- the employer has been declared a prohibited employer;
- the employer is failing, or have failed, to comply with the obligations of the training contract;
- the apprentice or trainee is a school student and the school has withdrawn their support for the student's participation in training.

If the Department receives notification of any of the above events, a written notice including reasons for the proposed cancellation will be sent to each party, allowing them 14 days to respond. The Department will then make a decision on whether to cancel the training contract based on responses received.

Until a decision is made, the training contract is still binding and both you and your apprentice or trainee must continue to honour your obligations. This includes continuation of employment, training and payment of wages.

REVIEWS, COMPLAINTS AND APPEALS

If you disagree with a decision made by the Department on any apprenticeship or traineeship matter, one of the following may be an option for you:

- lodge a complaint with the Department
- lodge an appeal to the Queensland Industrial Relations Commission.

Complaints relating to a training contract

An employer, apprentice or trainee, parent/guardian and other persons with sufficient interest may lodge a complaint with the Department regarding:

- training delivered to the apprentice or trainee under the training contract
- adequacy of the facilities, range of work and supervision provided by the employer
- circumstances in which the contract was signed or amended or cancelled
- the handling of a matter by the regional office
- general apprenticeship and traineeship arrangements
- the behaviours of training organisations contracted by the Department to deliver training to apprentices/trainees under the User Choice program.

The Department can not deal with a matter if it is before the Queensland Industrial Relations Commission.

To lodge a complaint, visit

www.apprenticeshipinfo.qld.gov.au › About us ›

Complaints relating to a training contract,

email **apprenticeshipinfo@qld.gov.au**

or phone **1800 210 210**.

Queensland Industrial Relations Commission

You may lodge an appeal with the Commission (within 21 days of being given information of the decision by the Department) if you disagree with a decision relating to:

- order for discipline;
- cancellation of a training contract by the Department, but only when the contract has been cancelled due to a substantial change in a party's circumstances affecting a party's capacity to perform their obligations under the training contract; or the training contract contained false or misleading information; or the employer's failure to comply with their obligations under the Further Education and Training Act 2014;
- cancellation of a completion certificate;
- declaration of a prohibited employer;

The Queensland Industrial Relations Commission can be contacted on **(07) 3227 8060** or at **qirc.registry@deir.qld.gov.au**.

Queensland Civil and Administrative Tribunal

You may apply to the Tribunal for a review of decisions made by the Department in relation to:

- not recognising, or cancellation of the recognition of, a group training organisation
- not recognising, or cancellation of the recognition of, a principal employer organisation
- not recognising, or withdrawal of the recognition of, a non-departmental employment skills development program
- a decision to seize, or forfeit, a thing as determined under the Further Education and Training Act 2014.

QCAT can be contacted on **1300 753 228** or visit **www.qcat.qld.gov.au**.



Financial assistance and incentives

The Queensland Government and Australian Government offer a range of incentives and support to employers to help them meet the costs of employing and training an apprentice or trainee.

Contact Apprenticeships Info on **1800 210 210** to find out about any Queensland Government incentives.

To find out about Australian Government incentives, contact your AAC or the general AAC referral line on **13 38 73** or visit **www.australianapprenticeships.gov.au**.

Wages, entitlements and industrial relations

Wages and entitlements

For all queries regarding wages; wage progression; hours of work; meal breaks; overtime and penalty rates; allowances; superannuation and leave entitlements contact Fair Work Ombudsman on **13 13 94** or visit **www.fairwork.gov.au**.

Tools

To find out your apprentice's tool entitlement, contact Fair Work Ombudsman **13 13 94** or visit **www.fairwork.gov.au**.

Workers' compensation

Apprentices and trainees are entitled to workers' compensation in the same way as other employees. For information contact WorkCover Queensland on **1300 362 128** or visit **www.workcover.qld.com.au**.

Recognition of prior learning (RPL)

RPL is where a person receives credit towards a qualification for the knowledge and skills they have gained through education, training, work and life experience.

As part of the RPL process, knowledge and skills are assessed against the competencies (learning outcomes) of the qualification to be achieved. RPL can give a person an entire qualification or they may get a statement of attainment for the parts of the qualification that they have been assessed as being able to do.

To gain RPL, a person must be able to show that their skills are current and meet industry standards. These skills may be gained as a result of

- work skills or knowledge;
- paid or unpaid work experience;
- life experience;
- community work experience.

If you have an employee other than your apprentice or trainee, who does not hold a formal qualification but has a minimum of four to six years experience in the trade area, and wishes to obtain a formal qualification, they may be eligible to obtain their qualification under the RPL process.

The Department has developed an online self-evaluation tool to assist people in the process of gaining a formal qualification. Visit **www.training.qld.gov.au** › Recognition of prior learning.

Common terms you need to know

The language of apprenticeships and traineeships can sometimes be a bit confusing. Below are explanations of some common terms you may encounter.

Australian Qualifications Framework (AQF)—is the policy framework that defines all qualifications that are recognised nationally in post-secondary education.

Apprenticeship—a training arrangement between an employer and an apprentice that combines structured training with paid employment. Apprenticeships usually take between three and five years to complete with training taking place at the workplace and with a SRTTO.

Australian Apprenticeships Centres (AAC)—are contracted by the Australian Government to promote Australian Apprenticeships and administer Australian Government funding. They work closely with State Training Authorities (STAs) for example, the Department of Education, Training and Employment, to ensure training contracts are completed correctly and lodged for approval. AACs arrange for Australian incentive funding to be paid to employers, and apprentices and trainees where applicable. They can also provide general advice about apprenticeship and traineeship matters to any interested party.

Competency—is a statement outlining a key function of a job (for example, work effectively in a business environment). To successfully complete a qualification, students must be able to demonstrate that they can perform all the competencies that make up that qualification.

Competency based training (CBT)—places primary emphasis on what a person can do as a result of their training and experience. Competency based training allows for a person to complete an apprenticeship or traineeship before the nominal completion date if they are competent.

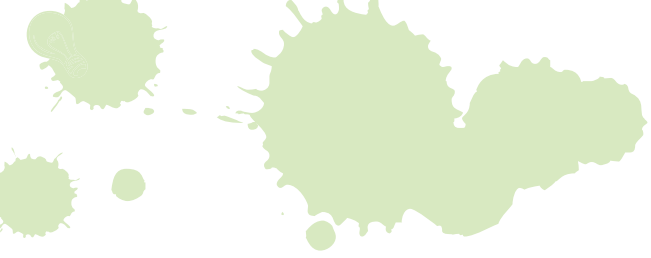
Group Training Organisations (GTO)—employs apprentices and trainees and place them with a host employer. The GTO is the legal employer in this arrangement.

Off-the-job training—the training delivered by the SRTTO to an apprentice or trainee when they are away from work or removed from routine work duties. This training can take place either in the workplace, at a training venue or a combination of both. Following are examples of training delivery:

- Flexible delivery – the provision of learning and assessment in modes which serve to increase the students control over when, where, how and at what pace they learn
- Online delivery – the training and assessment is delivered on-line
- Workplace delivery – the training and assessment is delivered at the workplace.
- Day release— the apprentice or trainee attends the SRTTO to undertake training on scheduled days (for example, one day a week over six months).
- Block release— the apprentice or trainee attends the SRTTO to undertake training for a block of time (for example, full-time for three weeks).

On-the-job training—training delivered by the employer or employer representative to an apprentice or trainee while they are in the workplace.

Part-time apprenticeship or traineeship—is when an apprentice or trainee is employed on a permanent employment arrangement for less than the normal weekly hours of work provided for in an award or other industrial instrument. A part-time apprentice or trainee is required to work an average of not less than 15 hours per week over each 4 week period throughout the duration of the apprenticeship or traineeship. This includes the time spent training at work as well as with the SRTTO.



Probation—a period of time at the start of an apprenticeship or traineeship which allows the employer and the apprentice or trainee to make sure they have made the right decision about entering into the apprenticeship or traineeship. Generally this is a 30 - 60 day period for a traineeship and a 90 day period for an apprenticeship. The probationary period of the training contract may differ from the employment probationary period contained in an award or industrial agreement.

School-based apprenticeship or traineeship (SAT) — is a contract of training and paid employment that impacts on a secondary school student's school timetable. The student may be awarded points towards achieving a Queensland Certificate of Education (senior certificate) whilst working to complete an apprenticeship or traineeship.

Traineeship—a structured training and paid employment arrangement which involves a contract between the employer and the trainee. Traineeships vary in length from 12 months to three years.

Supervising Registered Training Organisations (SRTO) — is a Registered Training Organisation, who when they agree to deliver training as part of an apprenticeship or traineeship, becomes that apprentice or trainee's SRTO. The SRTO will assist in developing the training plan, deliver training and provide support throughout the apprenticeship or traineeship to ensure training stays on track.

Training contract—is a legally binding written agreement documenting the roles and responsibilities of both the employer and apprentice or trainee. If the apprentice or trainee is under 18 at the time of signing the contract, a parent or guardian must also sign the contract.

Training plan—outlines the training and assessment to be undertaken to ensure your apprentice or trainee learns and can demonstrate all the skills required to complete your qualification.

Training record—records the progress and achievement of competencies by the apprentice or trainee as outlined in the training plan. The apprentice or trainee is responsible for looking after the training record which is to be regularly updated.

User Choice program—provides a public funding contribution towards the cost of training for eligible apprentices and trainees.



Want to know more?

For more information about apprenticeships and traineeships:

- visit **www.apprenticeshipsinfo.qld.gov.au**
- email **apprenticeshipsinfo@qld.gov.au**
- call Apprenticeships Info on **1800 210 210**

Those with a hearing or speech impairment can contact us through the National Relay Service:

- TTY users can phone **1800 555 677** then ask for **1800 210 210**
- Speak and Listen (speech to speech relay) users can phone **1800 555 727** then ask for 1800 210 210
- Internet Relay users can connect to **www.relayservice.com.au** then request 1800 210 210

Those from a non-English speaking background can contact Apprenticeships Info through the Translating and Interpreting Service (TIS) National on **13 14 50**.

Please note Apprenticeships Info operating hours are 8:30am to 4:45pm Monday to Friday.