



Get ready!



Get set!



Let's go!



**Staying on
track**

Employer

Career Hub

MEGT Handbook Guide

Incentive Payment Summary

Australian School-based Apprenticeships

Fair Work Ombudsman Apprenticeship Guide



Career Hub

The support you need to find the right fit for the job

Need a new apprentice or trainee? Register on our **FREE** Career Hub today to post unlimited job ads and receive applications straight to your Career Hub employer dashboard. Plus, you'll also gain access to all the tools and assistance you need to find the right fit for your team, including:

Career Hub Team

When you register for Career Hub, you'll get access to a team of experts who are on hand to help you write and post job ads, give you tips on how to screen and interview candidates, and guide you through the next steps once you've found the right fit.

Skills assessments

When a job seeker completes a skills assessment through Career Hub, their results will automatically be included with their job application. This means you'll be able to get a better idea of your candidates' strengths, areas for improvement and suitability for your role.

Employer Toolkit

Our comprehensive Employer Toolkit contains tips and guidance to help you:



Write an effective and appealing job ad and position description



Screen and shortlist candidates



Develop interview questions



Conduct interviews



Sign up, onboard and induct your new apprentice or trainee

Sign-up and ongoing support

We're not just here to help with hiring. Once you've decided on the successful candidate, your local apprenticeship expert at MEGT will make sure you're getting the most out of the Australian Apprenticeships programme by:

1

Signing up your new apprentice or trainee and registering their Training Contract with the relevant State Training Authority

2

Helping you choose the right Registered Training Organisation (RTO) to deliver formal training

3

Providing ongoing contact, mentoring and support every step of the way

4

Assisting with checking your eligibility and claiming Government incentives that may be available throughout the apprenticeship or traineeship

Ready to get started?

Visit Career Hub online to register now – www.megt.com.au/about-us/services/career-hub-employers.

Contact our Career Hub team on **1300 562 482** or email careerhub@megt.com.au

MEGT – your local apprenticeship experts



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

Australian Apprenticeships

Guide for Australian Apprentices and employers





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Who we are

MEGT (Australia) Ltd (MEGT) is an Australian not-for-profit organisation that has been supporting employers, apprentices, trainees, job seekers and students for over 30 years. Our experienced local consultants work across every state in Australia.

We are one of 7 Apprenticeship Network Providers contracted by the Australian Government, through the Department of Education, Skills and Employment to provide Australian Apprenticeship Support Network (AASN) services.

As the largest and only national Apprenticeship Network Provider (ANP), we are your local apprenticeship experts.

We offer a FREE service, acting as the facilitator between the:

- Apprentice or trainee
- Employer
- State Training Authority
- Registered Training Organisation
- Department of Education, Skills and Employment

This means less stress for you and more time to focus on your future, or the future of your business.

Our history



2020's

2020 We retain our status as the largest and only national Apprenticeship Network Provider after we were awarded the latest Australian Apprenticeship Support Network contract.



2010's

2015 The Australian Government awards us another contract to offer what are now known as Australian Apprenticeship Support Network (AASN) services. This contract covers 2015-2020 and allows us to continue as the largest and only national Apprenticeship Network Provider (ANP) in Australia.

2012 Our fifth apprenticeship services contract is awarded for the period 2012-2015.



2000's

2009 Our Indigenous Apprenticeship and Traineeship Network is established.

2006 Our fourth apprenticeship services contract is awarded to cover the period 2006-2012.

2003 We are awarded our third contract allowing us to offer apprenticeship services until 2006.

2001 Melbourne East Group Training becomes MEGT (Australia) Ltd.



1990's

1999 Our first interstate offices are opened in NSW. We are awarded our second contract allowing us to offer apprenticeship services until 2003.

1998 OEGT becomes Melbourne East Group Training. New apprenticeship arrangements are introduced by the Australian Government and we are awarded our first apprenticeship services contract.



1980's

1989 OEGAS becomes Outer Eastern Group Training (OEGT) and now incorporates traineeships as well as apprenticeships.

1982 We commence operations as Outer Eastern Group Apprenticeships Scheme (OEGAS).

The MEGT difference

We support you through the entire Australian Apprenticeship process, from recruitment and advice to sign-up, registration and mentoring. Apprentices, trainees and employers can all benefit from the MEGT difference.

Dedicated local presence

Our local consultants have the regional knowledge and industry expertise to provide flexible and personalised assistance to apprentices, trainees and their employers face-to-face, by email or over the phone.

Backed by service you can rely on

Our local administration teams process Training Contracts, Trade Support Loans, personal benefits and Government incentive claim forms accurately and efficiently, continuously exceeding Government benchmarks for quality and compliance.

This means apprentices and trainees can start training sooner and employers spend less time chasing forms and payments and have more time to focus on business.

Information on demand

We provide apprentices, trainees, their employers and Registered Training Organisations with a free, secure online portal called MAACO to assist with the management of their Australian Apprenticeship or apprentice and trainee records.

MAACO offers quick and easy access to the information you need when you need it, helping you track progress and keep on top of incentive payments.

Experience and expertise

We provide expertise in the Vocational Education and Training (VET) sector and recruitment, mentoring and AASN services that are backed by over 30 years of experience and know-how.

The best bit?

We are contracted (paid) by the Australian Government to provide AASN services **at no cost** to apprentices, trainees and their employers.



Our services

At MEGT, we recognise that every apprentice, trainee and employer is different.

We deliver the following with a tailored, flexible approach that allows you to access our full range of services or just the ones that are right for you.

Recruit

Our free online job board – Career Hub – was created to bring the right apprentices/trainees and employers together.

Manage

Our dedicated local account managers are available face-to-face, by phone or by email to offer assistance throughout the apprenticeship or traineeship.

Develop

Our personalised and confidential mentoring program offers expert support to keep you or your team on the path to success.



Kaitlyn's floristry career is blooming

MEGT apprentice florist Kaitlyn Schiltz impressed judges at the 2016 Melbourne International Flower and Garden Show, winning first prize in the advanced category.

A second-year apprentice at Jenny Burke Florist in Ballarat, she used a variety of flowers and succulents to represent her coral-themed design.

Kaitlyn also won the intermediate category at the 2015 show and is already planning for the 2017 competition where she hopes to be involved in creating some of the major designs.

She has strong ambitions for her career in floristry, saying **"I would love to work with well-known and highly regarded florists."**

Australian Apprenticeship Support Network services

AASN services are personalised support services provided at no cost to apprentices, trainees and their employers throughout the apprenticeship or traineeship and include:

Universal services

- Administrative assistance
- Processing Government incentive claim forms, personal benefits and Trade Support Loans
- Regular contact

Targeted services

- Online job board – Career Hub
- Mentoring Services – mentoring and additional support where required

How we deliver universal services

We take care of the following:

- Information and advice to help you decide whether an Australian Apprenticeship is the right choice for you or your business
- Sign-up and registration of Australian Apprentices with the relevant State Training Authority
- Ongoing contact to support Australian Apprentices and employers every step of the way
- Assistance with Government incentives, personal benefits and Trade Support Loans that may be available
- Easy access to apprentice and trainee records via our free, secure web portal (MAACO)

How we deliver targeted services

Online job board – Career Hub

Our free online job board (Career Hub) was created to bring the right Australian Apprentices and employers together.

Job seekers can apply for apprentice and trainee vacancies, complete Skills Assessments and take the MEGT Career Quiz to find suitable career options.

Employers can post job vacancies and review applicants based on experience and Skills Assessments results.

Mentoring Services – mentoring and additional support

Our mentors provide a personalised, confidential service to give apprentices and trainees the best chance at remaining in employment and completing their training, including:

- Development of an apprenticeship maintenance plan for an Australian Apprentice who may be at risk of not completing their training
- Regular site visits or phone calls to discuss challenges that may be impacting performance
- Connection to professional support services

This service is available to apprentices, trainees and their employers.

Australian Apprenticeships

Becoming an apprentice or trainee is the best way to combine paid work with structured training and gain a nationally recognised qualification.

For employers, hiring a new apprentice or trainee means you gain a new worker who will learn your business your way as they grow with your business.

An apprenticeship or traineeship is also a great way to upskill your existing staff. Providing accredited training to your staff is not only a smart investment in the future of your business, but one of the most valuable ways to keep your team engaged and focused.

So what's the difference between an apprenticeship and a traineeship?

Apprenticeships

How long does an apprenticeship take?

Between 36 to 48 months depending on the qualification.

Which industries offer apprenticeships?

Trade areas (including building and construction), commercial cookery, automotive, engineering, manufacturing and more.

Traineeships

How long does a traineeship take?

Between 12 and 24 months depending on the qualification.

Which industries offer traineeships?

Service industries such as business, retail, community health, childcare, hair and beauty, financial services, and more.



The term Australian Apprenticeship is used to cover both apprenticeships and traineeships. An Australian Apprentice can refer to either an apprentice or trainee.

Who is involved

A number of parties are involved in an apprenticeship or traineeship, with all of them playing an equally important role in the process.

Apprenticeship Network Provider (ANP)

An organisation (such as MEGT) that is contracted by the Australian Government to provide a free service to apprentices, trainees and their employers to assist with the sign-up, administration and management of an apprenticeship or traineeship.

In our case, we also provide further tailored support where required to assist our apprentices and trainees to successfully complete their training.

Apprentice or trainee (Australian Apprentice)

An apprentice or trainee can be a new employee entering the industry or an existing worker wanting to develop or formalise their skills. There is no age limit.

Employer

The sole trader, business or organisation that employs the apprentice or trainee and gives them valuable on-the-job experience as they work towards their qualification.

Parent/guardian (if the apprentice or trainee is under 18 years of age)

If the apprentice or trainee is under 18 years of age, a parent or guardian must also sign the Training Contract.

Registered Training Organisation (RTO)

The RTO delivers formal training throughout the apprenticeship or traineeship, conducting assessments and issuing the nationally accredited qualification upon completion.

Training may be undertaken on-the-job, off-the-job or a combination of both, depending on the RTO, the qualification, and the employer's requirements.

State Training Authority (STA – State Government)

Each State has a Government department responsible for Vocational Education and Training (VET), including Australian Apprenticeships.

STAs are responsible for approving, registering, amending, monitoring and regulating Training Contracts. The STA can be contacted if you are having issues with an apprenticeship or traineeship and require assistance beyond the services we are authorised to provide.

Department of Education, Skills and Employment

Department of Education, Skills and Employment is the Federal Government department responsible for apprenticeship and traineeship policies and funding throughout Australia, including administering Trade Support Loans, apprentice or trainee personal benefits and employer incentive payments.

Is an apprenticeship or traineeship right for you? (for apprentices and trainees)

If you want to give your career a kick start, an apprenticeship or traineeship is a great way to get ahead.

As an apprentice or trainee, you get the benefit of structured and relevant competency-based training that teaches you skills you can use straight away.

You'll also be working which means you're getting paid while you complete your training, as well as gaining valuable on-the-job experience.

Once you've completed your apprenticeship or traineeship, you'll have the expertise, experience and qualification you need to take the next step in your career or further your education.

Benefits of becoming an apprentice or trainee

- Earn while you learn
- Gain fundamental workplace skills leading to increased job opportunities and earning potential in the future
- Choose from a wide range of nationally recognised apprenticeship and traineeship qualifications across all industries
- Get the flexibility to train either on-the-job or off-the-job (or a combination of both)
- Access potential Government financial support and personal benefits
- Undertake competency-based training which means you may be able to complete your qualification faster

Is an apprentice or trainee right for your business?

(for employers)

Staying ahead of the competition is easy when you have the right team with the right skills.

Providing training and development is one of the most valuable ways to ensure your workers are motivated and engaged, with the skills and confidence they need to tackle any challenge and grow with your business.

As well as increasing staff performance and job satisfaction, there are also a range of financial incentives available from the Australian Government when you employ an eligible Australian Apprentice.

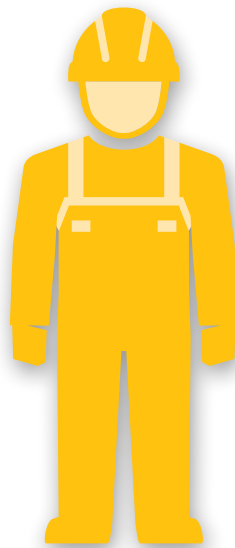
Benefits of hiring an apprentice or trainee

- Gain an employee who will learn your business your way
- Increase productivity and skills in the workplace
- Improve staff satisfaction, engagement and retention – a significant cost saving
- Improve employee motivation and performance which in turn leads to an increase in customer satisfaction
- Access potential Government financial incentives

How an Australian Apprenticeship works (for apprentices and trainees)

Getting started

- 1** Use our Career Hub to build your job seeker profile and use our free online job board to find the job that's right for you and start your apprenticeship or traineeship.
- 2** We will meet with you and your employer to sign your Training Contract, as well as your parent or guardian if you are under 18. At this stage, we can help you choose the Registered Training Organisation (RTO) that will deliver your training.
- 3** We will register your Training Contract with the relevant State Training Authority (STA). The STA will send you a confirmation letter once you are registered as an Australian Apprentice.
- 4** Once you have received confirmation from the STA, you and your employer must ensure you are enrolled with your chosen RTO so your training can commence.



Staying on track

- 5** Your MEGT consultant will contact you to make sure everything is going well. This will either be a phone call, SMS, email or a visit to your workplace. We will also keep you informed every step of the way, providing you with up to date information about AASN services including any changes to personal benefits or funding.
- 6** You may be required to complete claim forms throughout your training if you are eligible to receive personal benefits or Trade Support Loan payments or if your employer is eligible for Government incentives. Claim forms are electronic SmartForms. You will be emailed a link to access the SmartForm when the claim is due.
- 7** As you continue working and training, we will maintain contact with you if required, depending on the level and type of qualification you are completing.



8 Taking the next step

Upon successful completion of your apprenticeship or traineeship, you will be awarded your qualification/certificate from your RTO and be ready to take the next step in your career.

How an Australian Apprenticeship works (for employers)

Getting started

- 1** Post your vacancy on our free online jobs board to find the right person for your job and commence your new Australian Apprentice.
- 2** We will meet with you and your new apprentice or trainee (as well as their parent or guardian if they are under 18) to sign the Training Contract. At this stage, we can help you choose the Registered Training Organisation (RTO) that will deliver the training.
- 3** We will register the Training Contract with the relevant State Training Authority (STA). The STA will send a confirmation letter once your Australian Apprentice is registered.
- 4** Once confirmation has been received from the STA, you and your apprentice or trainee must ensure they are enrolled with the chosen RTO so training can commence.



Staying on track

- 5** Your MEGT consultant will contact you to make sure everything is going well. This will either be a phone call, SMS, email or a visit to your workplace. We will also keep you informed every step of the way, providing you with up to date information about AASN services including any changes to incentives or funding.
- 6** If you are eligible for Government incentives, you and your apprentice or trainee will be required to complete and sign claim forms for you to receive these payments. Claim forms are electronic SmartForms. You will be emailed a link to access your SmartForm when your claim is due.
- 7** As work and training continue, we will maintain contact with you and your apprentice or trainee if required, depending on the level and type of qualification they are completing



8 Taking the next step

Upon successful completion, your apprentice or trainee will be awarded their qualification/certificate from their RTO and be ready to take the next step in their career. You will be able to claim any eligible Government completion incentives, and you can use our online jobs board to find your next apprentice or trainee.

Australian Apprentice and employer responsibilities

When you enter into a Training Contract, we'll provide you with the National Code of Good Practice for Australian Apprenticeships. This document will give you a detailed and clear understanding of your obligations and expectations.

In summary, these include:

Australian Apprentice

- Be aware of and make a commitment to fulfil work responsibilities
- Be aware of and make a commitment to fulfil training responsibilities

Employer

- Meet all legal obligations
- Provide a safe working environment
- Support structured training
- Provide supervision and support
- Advise Australian Apprentices of their rights and responsibilities

Training

The training undertaken as part of an Australian Apprenticeship will normally attract a fee. Determining who is responsible for paying this fee is between the Australian Apprentice, the employer and the RTO delivering training. This may depend on the Award or Agreement the Australian Apprentice is paid under, which can be confirmed by contacting the Fair Work Ombudsman (see 'Who to contact' page for details).

Completion

Australian Apprenticeships are competency-based, which means completion can occur at any stage as long as all parties agree that the required skills (competencies) have been achieved.

When the time comes to complete the Australian Apprenticeship, your local MEGT Apprenticeships Field Consultant will be able to assist with this process.



Australian Government incentives may be available to assist with the cost of training. Your local MEGT Apprenticeships Field Consultant can help determine eligibility for financial assistance.

MEGT's responsibilities

We are entering into this Training Contract with you, which means we also have obligations and expectations.

Guarantee of service

As your ANP, we also have a guarantee of service that we will always:

- Keep up-to-date with federal and state requirements
- Be prompt in our response to client enquiries and needs
- Actively support and promote the opportunities provided through the AASN programme

Privacy and confidentiality

As well as adhering to the National Code of Good Practice, we are also required to meet all legal obligations regarding the privacy and confidentiality of your personal information. These are outlined in the Privacy Act 1988 (Privacy Act) and the Australian Privacy Principles (APPs).

Information held by MEGT about you could include your name, current and previous addresses, telephone numbers, email addresses, as well as details of transactions (claims) we have processed for you.

We will only disclose information about you to others as per our Privacy Policy or where required by law. These people or organisations may include:

- Your authorised representative or legal advisors
- Government and statutory authorities, where required by law – for example: the reporting of Government Incentives for a registered trainee
- Third parties, such as MEGT agencies including but not limited to research, data, digital and other marketing and mail houses

We will take all reasonable steps to ensure the information we hold, use, and where appropriate disclose to others about you is correct and current.

The accuracy of this information depends largely upon you providing us with current details and ensuring you let us know if there are any changes we need to make to your personal information.

You have the right to access any information we may hold about you, subject to some restrictions listed in Federal Government Legislation. If you have any questions relating to privacy or the storage of information, please contact us (*see 'Who to contact' page for details*).

Success stories



Liz gets the gold at WorldSkills national competition

We are proud to congratulate third-year apprentice Elizabeth Lilburn, who was awarded the **gold medal in floristry** after her performance at the 2016 WorldSkills Australia National Competition.

Over 500 apprentices and trainees from around Australia represented their state and their trade at the national skills competition where 159 gold, silver and bronze medals were awarded to competitors across every trade – from cabinet making and jewellery design to baking and welding.

Currently completing SFL30115 Certificate III in Floristry with Marjorie Milner College and running her own florist, Forget-me-not Floret, Liz's win means big things for her small business.

“This win will help me get my name out there and promote my business and show I have real skills in the practice of floristry” said Liz.

Liz was thrilled to be a part of the national competition where she met and networked with people relevant to the floristry industry.

As a WorldSkills gold medallist, Liz has now been offered the opportunity to become a WorldSkills Ambassador, which she has proudly accepted. She is now also considering applying for a scholarship to England.

Local apprentice makes a world of difference

After completing his CPC30211 Certificate III in Carpentry, Steven Jeffery jumped at the chance to work with his dad at Jeffery Homes Quality Builders in Ringwood, Victoria. It was during this time that Steven was named **Victorian Apprentice of the Year** at the 2016 State Training Awards.

But there's more than meets the eye when it comes to this 23-year old apprentice. Steven has dyslexia but rather than letting this hold him back, he believes it's an opportunity for him to push past his limitations. And push past them he has!

Not only has he completed his apprenticeship qualification, but he has also gone on to complete CPC40110 Certificate IV in Building and Construction and will commence CPC50210 Diploma in Building and Construction (Building).

His achievements don't stop there - in 2014, during two overseas trips as a volunteer, Steven raised \$25,000 towards building materials for an arts centre in Kampot, Cambodia.

Steven is a fantastic ambassador for the building and construction industry as well as for Vocational Education and Training and we know his achievements will inspire others.



Success for Cowboys at Regional Training Awards

Cowboys Leagues Club (CLC), Townsville is passionate about giving their staff the best opportunity to extend their careers in hospitality and see apprenticeships and traineeships as the best way to make this happen.

Their dedication to training has paid off as they were named North Queensland **Medium Employer of the Year** at the 2016 Regional Training Awards.

Emma Brakels, Training and Development Coordinator at CLC oversees the progression of the company's trainees and apprentices. Emma is thrilled that CLC's training program has contributed to this award, and knows the rest of the CLC team is too.

“It is a great feeling for the team knowing that all team members have had a part in the training and in turn the success we are having,” she said.



Elmore Bakery (L-R: Linette Moore – Apprentice of the Year, Maree Laux – Employee of the Year.)

Elmore Bakery rises to the top

Award-winning pies and vanilla slices put The Elmore Bakery on the map. Now the bakery, located in North-East Victoria, can add award-winning staff to its list of achievements thanks to the 2016 Bendigo Business Excellence Awards.

Long-serving employee Maree Laux was named **Employee of the Year** and second-year MEGT apprentice Linette Moore was awarded **Apprentice of the Year**. The Elmore Bakery co-owner Nathan Bowes was thrilled by their success.

“It is good for two of our staff to get a mention because without good staff we don’t actually have a business. They both put in a tremendous amount of work to make the bakery what it is.”

Nathan said winning Apprentice of the Year was also a great confidence boost for Linette, who has dyslexia. He also noted that the awards were a win for the Elmore community, attracting visitors to the bakery and to the town.

Congratulations to Maree, Linette and all the team at Elmore Bakery and here’s to many more future wins!

Culinary scholarship gives Samantha a taste of things to come

Apprentice chef Samantha Fenech was awarded a **culinary scholarship** in 2016 as part of employer Keppel Bay Sailing Club’s annual staff awards.

The prize included four amazing culinary tours and Chef Master Classes that allowed Samantha to work alongside professional chefs to hone her skills and gain new culinary knowledge and techniques.

“I feel so inspired, the whole trip was an eye opener, from cooking techniques and plating to the differences in restaurant theming,” she said.

During her trip, Samantha also got an insight into the way restaurant décor can impact atmosphere and the guests’ overall dining experience. Samantha now has big plans to one day put this new expertise to work in her own establishment.

James has his eye on the prize

James Schifferle always had an interest in how things work so it was no surprise to his family and friends when he decided to take on ICA30111 Certificate III in Information, Digital Media & Technology while he was still in Year 10 at Swan Hill College.

In Year 11, James was offered a School-based Apprenticeship by the school and began working for Swan Hill College while he studied. His hard work paid off and he was named **Victorian School-based Apprentice of the Year** at the 2016 State Training Awards.

James says winning this award has given him the confidence he needs to aim high, and that’s exactly what he’s doing – his long-term goal is to gain employment in a large business, potentially in the cyber-security field. He also believes his apprenticeship has taught him valuable lessons he will take with him into the workplace.

“The biggest thing I have learnt through my apprenticeship is the importance of teamwork in the workplace. Almost every day you find yourself looking for a peer’s perspective and insight on an issue, trying to find a different or more efficient solution,” he said.

After completing both year 12 and his apprenticeship in 2016, James plans to commence a Bachelor of Information Technology at university in 2017.



Who to contact

Contact your local MEGT office for Australian Apprenticeship sign-ups, information and advice.

13 MEGT (13 6348)

www.megt.com.au

If we are unable to assist with your query, we may direct you to contact one of the following.

State Training Authority

Each State has a Government department responsible for Vocational Education and Training (VET), including Australian Apprenticeships.

NSW

Department of Industry Training Services
13 28 11 or (02) 9266 8450
www.training.nsw.gov.au

QLD

Department of Employment,
Small Business and Training
1800 210 210
www.training.qld.gov.au

SA

Department of Innovation and Skills
1800 673 097
www.skills.sa.gov.au/apprenticeships-traineeships

TAS

Skills Tasmania
(03) 6165 6075 or free call 1800 655 846
www.skills.tas.gov.au

VIC

Victorian Registration and Qualifications Authority (VRQA)
1300 722 603
www.vrqa.vic.gov.au

WA

Department of Training and Workforce Development
13 19 54 (local) or (08) 6551 5499 (interstate)
www.dtwd.wa.gov.au/apprenticeshipoffice

Fair Work Ombudsman

Information about workplace rights and obligations including wages and penalty rates.

13 13 94

www.fairwork.gov.au





Visit our website for office locations

megt.com.au

13 MEGT (13 6348)



MEGT acknowledges the traditional owners and custodians of the land we work on as the first people of this country.

ABN 85 006 266 280 | MEGT (Australia) Ltd. | 8753_Guide_0120



Incentive Payment Summary

Effective 1 July 2019

Standard employer incentives				
		Paid at (waiting periods apply)		
	Description	Commencement	Recommencement	Completion
New workers as Australian Apprentices				
Certificate II	In a nominated equity group ¹	\$1,250	nil	nil
Certificate III/IV	All eligible occupations ² (full-time and AS-bA placements)	\$1,500	\$750	\$2,500
	Australian Apprenticeships in an NSNL ³ occupation (full-time, part-time and AS-bA placements)	\$1,500	\$750	\$2,500
	Part-time apprenticeships ⁴	nil	nil	\$1,500
	In Aged Care, Child Care, Disability Care Workers or Enrolled Nurses sectors (full-time and AS-bA placements)	\$1,500	\$750	\$2,500
	In Aged Care, Child Care, Disability Care Workers or Enrolled Nurses sectors (part-time placements)	nil	nil	\$1,500
Diploma/Advanced Diploma	In Aged Care, Child Care, Disability Care Workers or Enrolled Nurses sectors (full-time, part-time and AS-bA placements)	\$1,500	\$750	\$2,500
Existing workers				
Certificate III/IV	In an NSNL ³ occupation (full-time, part-time and AS-bA placements)	\$1,500	\$750	\$2,500
	In Aged Care, Child Care, Disability Care Workers or Enrolled Nurses sectors (full-time and AS-bA placements)	nil	nil	\$3,000
	In Aged Care, Child Care, Disability Care Workers or Enrolled Nurses sectors (part-time placements)	nil	nil	\$1,500
Diploma/Advanced Diploma	In Aged Care, Child Care, Disability Care Workers or Enrolled Nurses sectors (full-time, part-time and AS-bA placements)	nil	nil	\$3,000
Special and additional incentives				
		Paid at (waiting periods apply)		
	Description	Commencement	Recommencement	Completion
GTO Completion Certificate II	Paid to Group Training Organisations for nominated equity groups only ¹	nil	nil	\$1,000
Declared Drought Areas Certificate II	Paid to employers ⁵ in Declared Drought Areas for nominated equity groups only ¹	\$1,500	nil	\$1,500
Mature Age Wage Subsidy All AQF levels	Paid to employers of Mature Aged Workers (aged 45 or over)	\$750	nil	\$750
Australian School-based Apprenticeships (AS-bA) All AQF levels	Paid to employers	\$750	nil	\$750 (as retention payment, not completion)

Further special and additional incentives and personal benefits			
		Amount	Paid at
Assistance for Australian Apprentices with Disability	Paid to the employer	\$104.30	Per week – Wage Support ⁶
	Paid to Registered Training Organisation. Paid for off-the-job tutorial, Mentor and Interpreter Assistance	\$38.50	Per hour (up to \$5,500 per year)
Living Away From Home Allowance	Paid to the Australian Apprentice	\$77.17	Per week 1st year rate
		\$38.59	Per week 2nd year rate
		\$25.00	Per week 3rd year rate

Special and additional incentives where the Australian Apprentice is undertaking a Certificate III or IV level qualification leading to an occupation listed on the NSNL ³			
		Amount	Paid at
Support for Adult Australian Apprentices (aged 21 or over)	Paid to the employer when an eligible apprentice is being paid above the national minimum wage	\$4,000	One-off payment payable at 12 months
Rural and Regional Skills Shortage	Paid to the employer	\$1,000	Paid at commencement (waiting periods apply)

Special and additional incentives where the Australian Apprentice is a new worker undertaking a Certificate III or IV level qualification leading to an occupation on the AISS list ⁷			
		Paid at (waiting periods apply)	
		Commencement	Completion
Additional Identified Skills Shortage (AISS)	Paid to the employer	\$2,000	\$2,000
	Paid to the Australian Apprentice	\$1,000	\$1,000

Other support for the Australian Apprentice			
		Amount	Paid at
Trade Support Loans (subject to approved application)	Paid to the Australian Apprentice undertaking Cert III or IV qualification that leads to an occupation listed on the Trade Support Loans Priority List or Cert II–IV agricultural qualification or Cert II–IV horticulture qualification in rural or regional Australia.	Up to \$21,078 (lifetime limit)	Paid monthly in arrears over the term of the Australian Apprenticeship
		\$702.62	Per month in the first year
		\$526.96	Per month in the second year
		\$351.31	Per month in the third year
		\$175.65	Per month in the fourth year (and beyond)

Key

¹ Nominated equity groups

- Indigenous Australians
- Australian Apprentices with a disability
- Australian School-based Apprentices
- Mature aged Australian Apprentices (45+)
- Australian Apprentices working in a rural or remote area
- Job seekers with severe barriers to employment (jobactive Stream C clients).

² Eligible occupations are determined subject to meeting Australian Apprenticeships Incentives Programme (AAIP) Guidelines.

³ NSNL is an occupation on the National Skills Needs List.

⁴ Where the Australian Apprentice does not meet the part-time eligibility criteria listed in the other completion incentive rates.

⁵ Available to primary producers who hold a current Exceptional Circumstances Certificate.

⁶ Part-time paid at a proportion of the full-time rate.

⁷ AISS is an occupation on the Additional Identified Skills Shortage Payment list.

Employers and Australian Apprentices entering into a Training Contract may be eligible for a range of Australian Government employer incentives and personal benefits. Payments available are payable in respect of an Australian Apprentice whose employment and training arrangements are formally approved by the State Training Authority and the criteria for the payment is met.

Criteria apply for all incentives. Information current as at 1 July 2019.

*Conditions apply.



Australian School-based Apprenticeships

Start your career while you're still at school

Why wait until you've left school to get a head start on your future? With an Australian School-based Apprenticeship (AS-bA) you can combine paid part-time work with formal industry-based training while you complete secondary school.

What's in it for you?

As an Australian School-based Apprentice you'll get valuable workplace experience, while working towards a nationally accredited qualification and your Senior Secondary Certificate.

How does it work?

1

Discover your career path

Have a think about what you are good at or what interests you – even ask family and friends to tell you what they think would suit you. Sometimes other people know us better than we know ourselves!

2

Try before you decide

Talk to your VET Coordinator or Careers Advisor about work experience. You'll not only get an idea of what it's like to work in the industry you've chosen, but your employer may later take you on as a trainee or apprentice.

3

Find a job to suit your goals

Find out what skills are needed for the role you want and use this to get your resumé up to date. Approach employers directly, ask family or friends for referrals and check out MEGT's Career Hub for career advice and job vacancies.

4

Get started!

Once you've found a job, your employer can contact MEGT. We'll sign you up as an apprentice or trainee, register your Training Contract with the relevant State Training Authority and get your future underway!

If you complete your qualification while you're still at school and decide you want to go to uni, you may be able to gain recognition for your prior study and cut down the time it takes you to get your degree. If you haven't completed your AS-bA before you finish school, you can continue with your employer or a new employer until you're qualified.

What's in it for your employer?

Your employer may be eligible for Government incentives when they take you on as an Australian School-based Apprentice. All the info they need is on the back of this flyer or they can contact us directly if they have any other questions.

Entry requirements

To be considered 'school-based', traineeships or apprenticeships must have some impact on the school timetable with regular time taken for the apprenticeship or traineeship, either for work or 'off-the-job' training. The student must also be:

- 15 years of age or over at commencement of their apprenticeship or traineeship; **and**
- undertaking a Certificate I, II, III or IV, Diploma or Advanced Diploma level Australian Apprenticeship which has been endorsed by the School Principal, or equivalent for non-secondary school education providers, as an integral part of the school programme; **and**
- an Australian citizen, foreign national with permanent residency status or a New Zealand passport holder resident in Australia for at least six months; **and**
- attending on-the-job training as per state-specific requirements (see below).

ACT	Minimum 11 hours per week, maximum 20 hours per week.
NEW SOUTH WALES	While at school, the school-based apprentice must complete a specified number of days of paid employment. For many trades the minimum requirement is 100 days for the duration of the school-based apprenticeship, but for some trades (e.g. electrical and electronics trades) it may be as high as 180 days.
QUEENSLAND	At least 50 days per year (80 days for electrotechnology).
SOUTH AUSTRALIA	Minimum 7.5 hours per week. Hours of employment and training may be averaged over three months.
TASMANIA	Minimum 7.5 hours per week, maximum 15 hours per week. At least 390 hours per year up to a maximum of 900 hours for qualifications with a nominal duration up to and including 24 months. At least 600 hours per year up to a maximum of 900 hours for qualifications with a nominal duration greater than 24 months.
VICTORIA	Minimum 13 hours per week, averaged over three periods of four months in each year of the programme and undertaking at least seven hours of employment (including a minimum of one hour per week release for structured training) and six hours training per week via the training provider.
WESTERN AUSTRALIA	A minimum of one equivalent full-time working day per week, where employment is integrated with their school program during the term of the Training Contract; with averaging of this time over three month periods to accommodate study, leave and holidays in accordance with award requirements. Where the award is silent on the length of a full-time day, 7.5 hours will be applied.

Eligibility for AS-bA Commencement Incentive

An employer who commences an apprentice or trainee in an Australian School-based Apprenticeship (AS-bA) may be eligible for the AS-bA Commencement Incentive of \$750 provided the student meets all primary eligibility criteria **and**:

- is enrolled as a secondary student under the relevant State or Territory Education Act; **and**
- is undertaking an AS-bA at the Certificate II, III, IV, Diploma or Advanced Diploma level that has been endorsed by the School Principal, or equivalent for non-secondary school education providers, as an integral part of the school programme; **and**
- has completed the full first three months of the endorsed AS-bA; **and**
- is employed by the employer as an Australian Apprentice at the incentive effect date; **and**
- the Training Contract signed by the secondary school, employer, Australian Apprentice and parent/guardian is received by the Apprenticeship Network Provider (MEGT) and formally approved by the relevant State Training Authority.

Eligibility for AS-bA Retention Incentive

An employer who retains a young person who had previously commenced an AS-bA may be eligible for the AS-bA Retention Incentive of \$750 provided the Australian Apprentice:

- completed at least three calendar months of the endorsed AS-bA before completing secondary school; **and**
- was eligible to attract the AS-bA Commencement Incentive; **and**
- has not already attracted the AS-bA Retention Incentive for this Australian Apprenticeship; **and**
- finished study at a secondary school, regardless of the level of successful completion; **and**
- has been employed for 12 consecutive weeks and commencement of that employment occurred during the period 1 December to 30 June following the completion of secondary school, in one of the following situations:
 - the Australian Apprentice has completed or not completed their AS-bA while at school and the same employer who employed them for the AS-bA continues to employ them in the same or different Australian Apprenticeship, **or**
 - the Australian Apprentice has completed or not completed their AS-bA while at school and a different employer employs them in the same or different Australian Apprenticeship (the new employer must meet the eligibility criteria, the waiting period and time limit for claiming incentives), **or**
 - the former AS-bA is employed for a minimum 15 hours per week, in a paid and lawful employment arrangement other than an Australian Apprenticeship, by the same employer with whom they undertook their AS-bA.

In these circumstances 'same employer' includes subsequent employment with a host employer where employment from the AS-bA was through a Group Training Organisation and the Australian Apprentice undertook placement with the host employer.



Guide to taking on an apprentice

Hiring an apprentice can be a great investment for your business and gives you the opportunity to guide and mentor the next generation of workers.

It's also an important decision for your business and comes with responsibilities. This guide will help you understand your obligations and get your apprentice started on the right track.

Taking a few simple planning steps before you start can help you make better hiring decisions, which will save you time and money in the long run. Our '[Hiring employees](#)' [online learning course](#) has interactive activities, templates and checklists to help you through these steps – you can complete it for free at www.fairwork.gov.au/learning.

A guide to starting a new apprenticeship

Who is an apprentice?

An apprentice is someone who combines work and study to obtain a trade qualification in their industry, for example as a carpenter, chef or hairdresser. An apprenticeship typically takes between 1 to 4 years to complete. Anyone who's old enough to work can be an apprentice and they don't need a secondary school certificate or any other qualification. A school-based apprentice is an employee who is undertaking an apprenticeship while also completing their secondary education.

An apprentice must have a formal training contract with the relevant state or territory apprenticeship authority and regularly undertake training through a Registered Training Organisation (RTO), for example a TAFE or other registered training provider. You can find your relevant state or territory training authority at the end of this guide.

Who is a trainee?

A trainee is someone who combines work and study to obtain a certificate qualification in a particular industry or occupation, for example office work, childcare or information technology. It takes approximately 1 to 2 years to complete a traineeship. For more information about [trainees](http://www.fairwork.gov.au/apprentices/trainees) visit www.fairwork.gov.au/apprentices/trainees.



Step One: Know the law

There are workplace laws that apply to all employees in the national workplace relations system. Apprentices receive the same entitlements as other employees, such as annual leave, sick leave, public holidays and breaks. These entitlements are set out in the National Employment Standards and the award or agreement that applies to your business.

What are the National Employment Standards?

There are 10 National Employment Standards (NES) that apply to all employees. They cover:

1. **Maximum weekly hours** – 38 hours per week, plus reasonable additional hours
2. **Requests for flexible working arrangements** – certain employees can request a change in their working arrangements
3. **Parental leave** – up to 12 months unpaid leave per employee, as well as the right to request an additional 12 months leave
4. **Annual leave** – four weeks paid leave per year, plus an additional week for some shiftworkers
5. **Personal/carer's leave and compassionate leave** – up to 10 days per year paid personal/carer's leave (sometimes called sick leave), two days unpaid carer's leave and two days compassionate leave as required
6. **Community service leave** – unpaid leave for voluntary emergency management activities and leave for jury service
7. **Long service leave** – paid leave for employees who have been with the same employer for a long time
8. **Public holidays** – an entitlement to a day off on a public holiday, unless reasonably requested to work
9. **Notice of termination and redundancy pay** – up to five weeks notice of termination and up to 16 weeks redundancy pay
10. **Fair Work Information Statement** – a document that must be provided to all new employees.

For more information about the NES go to www.fairwork.gov.au/nas.



Awards

An award is a document that sets out the minimum wages and conditions for an industry or occupation. They apply in addition to the NES. Awards cover things like apprentice pay, hours of work, rosters, breaks, allowances, penalty rates and overtime. To search for the [award](#) that applies to your business, go to www.fairwork.gov.au/awards.



Registered agreements

An agreement is a document that sets out the minimum wages and conditions for a workplace. When an agreement is in place, it will usually apply instead of the award. For more information on [agreements](#) go to www.fairwork.gov.au/awards-and-agreements.



Award/agreement free employees

Some employees aren't covered by a modern award or registered agreement. These employees are considered to be award/agreement free. These employees are entitled to the national minimum wage and the NES.

The national minimum wage doesn't include special rates for apprentices. Apprentices who are award/agreement free must be paid at least the minimum pay rates provided for apprentices in the Miscellaneous Award 2010.



Apprentice wages

Apprentices usually receive special pay rates while they complete their qualification. This includes payment for all hours spent working at your business and in formal training/trade school. You can only pay apprentice wages if you have a formal training contract with your apprentice that has been registered and recognised by a state or territory training authority.

Apprentice wages are set out in the award or agreement that applies to your business. It can vary based on the length of the apprenticeship, how much training the apprentice has completed, and if the employee is a school-based or adult apprentice. For [help with pay rates](#) go to www.fairwork.gov.au/pact or your industry association.



Pay increases

Apprentice wages usually increase on 1 July each year and each time a milestone is reached in the apprenticeship.

The award or agreement that applies to your business will state whether milestones are:

- time-based – the apprentice moves to the next pay level after they've worked a certain amount of time (for example, 12 months). You should refer to your apprentice's training contract for a record of the date the apprenticeship started. Industries that use time-based milestones include the hair & beauty, restaurant and café industries.
- competency-based – the apprentice moves to the next pay level when they've achieved certain skill or training requirements (which might be earlier than 12 months). These competencies need to be set out in the apprentice's negotiated training plan and approved by the RTO and the employer before the apprentice can move to the next stage. Industries that use competency based milestones include the building & construction and vehicle manufacturing & repair industries.

Once the apprenticeship is completed and signed off by the RTO and the employer, the employee will be paid the tradesperson's pay rate.



Training entitlements

Your apprentice will undertake training as part of their training contract, and must be paid for this time. Off-the-job training is time spent in structured training delivered by an RTO. It's often delivered away from the workplace and referred to as trade school. It can sometimes be delivered at the worksite but doesn't include normal work duties.

The apprentice's award will outline when you have to reimburse them (or you can choose to pay the RTO directly) for the cost of training fees and prescribed textbooks.

School-based apprenticeships

For some school-based apprenticeships the payment for trade school isn't based on the actual hours they go to training. Instead, they get paid 25% of the hours they work for you each week. This only applies while they're a full-time school student, is paid at the full-time apprentice hourly rate (including any all-purpose allowances), and can be averaged over a semester/year.

For example, Sean is a full-time school student doing a school-based apprenticeship. He works 8 hours per week with his employer. Sean is paid 10 hours per week in total which is made up of:

- 8 hours he works with his employer
- 2 hours for his off-the-job training (being 25% of the 8 hours he works for his employer).

Queensland or Western Australia apprentice?

If you're an employer in Queensland or Western Australia your apprentices may have different conditions and entitlements. You can work out [their relevant entitlements](http://www.fairwork.gov.au/pact) at www.fairwork.gov.au/pact.



Formal training contract

Apprenticeships operate on the basis of a formal training contract between you and your apprentice. The contract outlines your obligations to provide training and the qualification your apprentice is working towards achieving.

This contract can only be cancelled by mutual consent or, if only one party applies for cancellation by the relevant state training authority after considering the circumstances.

Training contracts must be registered with your state or territory training authority.



Record-keeping and pay slips

You must keep written time and wage records for each employee. This includes records about:

- their employment details including:
 - the apprentice's name
 - the employer's name and ABN
 - the apprentice's employment status (full-time or part-time and permanent or fixed term)
 - the date the apprentice's employment began
- pay
- overtime
- hours of work
- leave
- superannuation contributions
- termination of employment
- agreements relating to an individual's employment (including individual flexibility agreements and guarantees of annual earnings)

These records must be kept for at least seven years. Visit www.fairwork.gov.au/recordkeeping for more [information about keeping records](#).

You also need to give all employees a pay slip within one day of paying their wages. To find out more about what has to be on a [pay slip](#) or to download our [template pay slip](#), go to www.fairwork.gov.au/payslips.



Taxation and superannuation

Employers need to meet tax obligations for all workers. This includes PAYG withholding and superannuation on behalf of their employees. You can find more information about superannuation contributions at our [Tax and superannuation](#) page at www.fairwork.gov.au/pay/tax-and-superannuation.



Workplace health & safety and worker's compensation

As an employer, you are responsible for providing a healthy and safe working environment for your employees. You also need to pay worker's compensation insurance for your employees. Each state and territory has a local workplace health and safety body. Please see the end of this guide to find your relevant one.



Step Two: Think about hiring

By assessing the current and future needs of your business, you can get a better idea about the role you want to fill. You can then decide whether hiring an apprentice is the best option for your business.

Remember apprenticeships can take 3-4 years to complete, so consider how the role may change over time:

- full-time apprentices work 38 hours per week (or 36 hours for some workplaces), plus reasonable additional hours
- part-time apprentices work less than 38 hours per week (or 36 hours for some workplaces). They work a regular pattern of hours which are usually recorded in writing. Part-time apprentices get entitlements such as annual leave and personal/carer's leave on a pro-rata basis (based on the ordinary hours they work)
- adult apprentices are apprentices who are over 21 years of age when they are engaged. Some awards have different pay rates for adult apprentices
- school-based apprentices are high school students who combine work, training and secondary education through a school-based apprenticeship. Some awards have different pay rates for time spent in training by full-time students.

Apprenticeships can't be done on a casual basis. If you need a worker who can work irregular hours and respond to changing business demands, an apprenticeship may not be the best fit – you may require a casual employee. We have information about [different types of employees](#) at www.fairwork.gov.au/employee-entitlements/types-of-employees.

Once you've worked out what type of apprentice will suit your business, you'll need to find the right person for the job. This means attracting the right candidates, reviewing resumes and interviewing people to find the right person. For practical information about interviewing skills, complete our ['Hiring employees' online learning course](#) at www.fairwork.gov.au/learning.

Employers hiring apprentices may be eligible to receive financial support and incentives. For more information, you can visit the [Australian Apprenticeships](#) website at www.australianapprenticeships.gov.au or get in touch with your local provider.



Step Three: Complete the paperwork

Make sure you have a registered training contract in place. Contact your local Australian Apprenticeship Support Network Provider to organise the training contract and work out which RTO your apprentice will attend to complete their off-the-job training. You can't pay someone as an apprentice unless it's under a formal training contract.

It's best practice to give your apprentice a letter of engagement (a [template](#) is available at www.fairwork.gov.au/templates). This will help them understand what's expected of them and what they can expect too.

It's a good idea to include:

- a copy of the [Fair Work Information Statement](#), available to print at www.fairwork.gov.au/fwis (this must be given to every new employee when they start work)
- copies of any relevant company policies such as a code of conduct, uniform or social media policies
- any forms you need completed such as a tax file declaration.



Step Four: Start on the right foot

Investing time in a thorough induction will help you get the most from your apprentice. It will also help ensure that the employee feels well-informed, welcomed and equipped to do their job.

As part of the induction program, you can include:

- a tour of the workplace and introductions to other employees
- an overview of the business
- an explanation of the employee's role and responsibilities. This is also a good time to discuss when the apprentice will attend trade school and how they can balance work and training responsibilities
- an explanation of the business' policies and procedures including the hours of operation, the dress code and payroll. It's a good time to explain any leave notification policies or preferences. For example, how the apprentice should notify you when they are sick (by text, phone call or email)
- an overview of the workplace health and safety protocols, including fire and evacuation procedures.

You can also use this time to make sure all the required paperwork has been completed.

Managing young workers

If you employ a younger apprentice it's important to remember this could be their first experience at work, so they might need help understanding what's expected of them and things like their pay. It's a good idea to:

- ✓ recognise and be supportive of the needs of apprentices, including their study requirements
- ✓ provide information to young workers in a way that is appropriate so they understand what is expected in terms of workplace policies, procedures and practices. Don't assume they know things like what to do if they're sick or running late
- ✓ provide young workers with safe systems of work, safe equipment and proper training
- ✓ ensure that all employees are aware that the business does not tolerate bullying, harassment or discrimination
- ✓ set them up with a more experienced buddy or mentor. This could be someone who's completed an apprenticeship in the past who can give them advice about both their work and training
- ✓ check in with them regularly and encourage them to ask questions
- ✓ ensure appropriate training is given to young workers that takes into account their level of experience, skill and knowledge
- ✓ ensure that any performance management, like giving regular feedback (both positive and constructive) is done appropriately.

Young workers are likely to form the basis of your business' future. They can also bring new enthusiasm and ideas to your business. Employees are more likely to stay in a positive and productive workplace. If a workplace issue does arise, it's important to address it as soon as possible to stop the issue from becoming more serious.

You can get practical tips on how to respond to employee concerns by completing our [Difficult conversations in the workplace - manager course](https://www.fairwork.gov.au/learning/difficult-conversations-in-the-workplace-manager-course) at www.fairwork.gov.au/learning. Remember, you don't want to lose a good employee after their first year and miss out on having their third year expertise.

Support from your Australian Apprenticeship Support Network Providers

Your local providers deliver free support services for Australian Apprenticeships. This includes providing information and assistance to employers, apprentices and other interested people. Australian Apprenticeship Support Network Providers also administer government incentive payments to employers and allowances for Australian Apprentices. To get in contact with a relevant provider, call the Australian Apprenticeships referral line on 13 38 73 or visit their [Find My Apprenticeship Network provider page](https://www.australianapprenticeships.gov.au/find-my-aasn/full-list) at www.australianapprenticeships.gov.au/find-my-aasn/full-list.



Hiring checklist



Know the award/agreement

Most apprentices will be covered by an award or agreement which sets out their minimum terms and conditions. This includes things like annual leave, sick leave, parental leave and what penalties/allowances are paid. The formal training contract may have additional entitlements that reflect the apprenticeship requirements.



Decide on the apprentice's employment status

To work out the right pay and conditions you'll need to know whether your apprentice is full-time or part-time (which must be approved in the apprentice's training contract).



Get pay rates right

There are different minimum pay rates for different jobs. Your apprentice may also be entitled to additional penalty rates and allowances depending on the type of work they do.



Agree on hours and rostering

Under most awards you'll need to agree with your employees on their hours of work and rostering in advance. You can use our [free templates](https://www.fairwork.gov.au/templates) which are available at www.fairwork.gov.au/templates.



Know your pay slips and record-keeping obligations

You need to keep written time and wages records for your employees for seven years. You also have to give all of your employees a pay slip within one day of paying their wages. You can find out more or download our [free templates](https://www.fairwork.gov.au/templates) at www.fairwork.gov.au/recordkeeping.



Check your workplace health and safety and worker's compensation

You need to provide your employees with a safe workplace. Visit your state or territory's work health and safety body for more information.



Organise training

You need to organise the training arrangements for your apprentice. This includes registering a training contract with the relevant state or territory training authority and agreeing on a training plan with the RTO, employer and apprentice. These will set out what times/days your apprentice will be attending external training, how you will be informed of their progress and who to speak to at the RTO about your apprentice's performance.



Complete the paperwork

It's best practice to give your apprentice a letter of engagement or written contract. You also need to give them the Fair Work Information Statement and have them complete any relevant paperwork (for example, Tax File Declaration Form and bank account details for wages).



Conduct an induction

Get off to a good start, make sure expectations are clear and help your apprentice settle in quickly by having a thorough induction.

Who to contact?

For more information about apprenticeships you can contact [Australian Apprenticeships](http://www.australianapprenticeships.gov.au) by visiting their website at www.australianapprenticeships.gov.au/ or by calling them on 13 38 73.

Tailored advice from your industry association

Your industry or business association can provide tailored advice and assistance. For more information visit:

- the Australian Chamber of Commerce and Industry's website for a list of industry organisations and chambers at www.acci.asn.au/Our-Network
- the Ai Group, who represent employers across a variety of industries, at www.aigroup.com.au
- our website for a list of registered organisations at www.fairwork.gov.au/registeredorgs

State and territory training authorities:

- ACT – Skills Canberra - ACT Chief Minister, Treasury and Economic Development Directorate: www.cmtedd.act.gov.au/skillscanberra or call (02) 6205 8555
- NSW – Training Services NSW - NSW Department of Industry: www.training.nsw.gov.au or call 13 28 11 (NSW) or 1300 772 104 (interstate)
- NT – Department of Trade, Business and Innovation – Department of Business: nt.gov.au/employ/apprenticeships-and-traineeships or call (08) 8935 7707
- QLD – Department of Education and Training: www.apprenticeshipsinfo.qld.gov.au or call 1800 210 210
- SA – Department of State Development: www.skills.sa.gov.au/apprenticeships-traineeships or call 1800 673 097
- TAS – Skills Tasmania -Department of State Growth: www.skills.tas.gov.au/apprenticeshipstraineeships or call 1800 655 846
- VIC – For apprenticeship regulatory matters, including the regulation of Group Training Organisations - Victorian Registration and Qualifications Authority: www.vrqa.vic.gov.au or call 1300 722 603
- VIC – For all other apprenticeship matters - Department of Education and Training: www.education.vic.gov.au/training/learners/apprentices or call (03) 9637 2000
- WA – Apprenticeship Office - Department of Training and Workforce Development: www.dtwd.wa.gov.au/apprenticeship-office or call 13 19 54 (WA) or (08) 6551 5499 (interstate)

State and territory workplace health and safety bodies:

- Commonwealth – Comcare: www.comcare.gov.au
- ACT – Work Safe: www.worksafe.act.gov.au
- NSW – SafeWork: www.safework.nsw.gov.au
- NT – WorkSafe: www.worksafe.nt.gov.au
- QLD – Workplace Health and Safety Queensland: www.worksafe.qld.gov.au
- SA – SafeWork: www.safework.sa.gov.au
- TAS – WorkSafe: www.worksafe.tas.gov.au
- VIC – WorkSafe: www.worksafe.vic.gov.au
- WA – WorkSafe: www.commerce.wa.gov.au/WorkSafe

Contact the Fair Work Ombudsman
Small Business Helpline 13 13 94
Online Enquiries: www.fairwork.gov.au/login



Australian Government

Fair Work
OMBUDSMAN