

A Guide to Apprenticeships and Traineeships

Apprenticeships and traineeships in Victoria

Skills Victoria

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FOREWORD

Welcome to *A Guide to Apprenticeships and Traineeships*.

The *Guide* answers some of the Frequently Asked Questions (FAQs) relating to apprenticeships and traineeships. It is presented in four sections:

- Section 1 contains FAQs for prospective apprentices/trainees.
- Section 2 answers some of the questions that employers who are considering taking on an apprentice or trainee might ask.
- Section 3 deals with questions directly related to Group Training Organisations and Registered Training Organisations.
- Section 4 contains a glossary explaining some of the terms used in this booklet, and contact details for the various organisations involved in apprenticeships and traineeships.

The *Guide* will help you understand what an apprenticeship or traineeship is, how these work in Victoria, the benefits an apprenticeship or traineeship may bring to you, and the requirements involved. The *Guide* is also available at www.skills.vic.gov.au

Remember that, at any stage you can contact your Australian Apprenticeships Centre for assistance or an Apprenticeship Field Officer if you are experiencing difficulties (see section 1.12).

These services are free.

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Training contracts must be submitted to Australian Apprenticeship Centres within 14 days of the commencement of employment of the trainee or apprentice.

What is the *Victorian Training Guarantee*?

The *Victorian Training Guarantee* is an entitlement to a government subsidised place in recognised vocational training. It can be accessed at any time and will continue to be available for training at successively higher levels.

Under the *Victorian Training Guarantee*, every Victorian who is a citizen, permanent resident of Australia or other specific visa category holder is guaranteed a government-subsidised training place in an accredited course.

You can access a government subsidised training place if you are:

- under 20 years of age
- doing a Foundation-level course (preparation for work, literacy and numeracy courses)
- doing an accredited course that is higher than any you have completed in the past.
- wishing to undertake an apprenticeship (regardless of previous higher qualifications)

NOTES FOR THE READER

1. This booklet contains terms that you may be unfamiliar with. A list of these terms and their definitions is provided in Appendix A at the end of the booklet.
2. An index of topics is provided at the end of the booklet. This may be of assistance to you in cross-referencing topics and items to provide more detailed information about aspects of apprenticeships and traineeships.
3. The booklet contains a section of questions for prospective apprentices or trainees, and a section of questions for prospective employers. Whether you are a person interested in taking up an apprenticeship or a traineeship, or you are an employer, you are encouraged to read all sections of the booklet, as this will give you a more thorough understanding of the issues involved in training in Victoria.
4. This booklet is provided as a general source of advice and is intended as a guide only. It is not intended to be a substitute for the more detailed and up-to-date advice about apprenticeships and traineeships that is available from the relevant government departments and other organisations mentioned in the text. In particular, it is not intended as a substitute for the regulations, legal requirements or government legislation concerning apprenticeships or traineeships in Victoria.
5. For the most up to date information about apprenticeships and traineeships visit www.skills.vic.gov.au

6. Listings by industry of apprenticeship and traineeships available in Victoria are included in industry guides on the Skills Victoria website at www.skills.vic.gov.au/corporate/publications/brochures-and-fact-sheets/apprenticeships-and-traineeships-in-victoria-industry-guides

Information on apprenticeship and traineeship qualifications is also available from Australian Apprenticeship Centres.

SECTION 1

Apprentice and Trainee Frequently Asked Questions

1.1 What is an apprenticeship or traineeship?

An apprenticeship or traineeship is a training contract between an employer and an employee in which the apprentice/trainee learns the occupation or trade.

An apprenticeship or traineeship can be undertaken on a full time or part time basis and can be used as a valuable stepping stone to start or further a career in an industry you want to work in.

If you are employed as an apprentice or trainee, you will combine work for your employer with structured, off-the-job training or workplace based training organised through a Registered Training Organisation (RTO)¹ and receive a nationally recognised qualification. A special feature of apprenticeships and traineeships is that a contract of training exists between the employer and the apprentice or trainee that sets out the responsibilities of the employer and the apprentice or trainee.

Apprenticeships and traineeships are not just for students leaving school. They are suitable for Victorians of all ages to improve their career prospects in particular industries. As an apprentice or trainee, you will become more employable by holding a qualification that the industry recognises throughout Australia.

Apprenticeships and traineeships may also be a way for existing workers to gain formal recognition for any skills they have attained and to consolidate these skills by undertaking off-the-job training or workplace based training.

¹ See Section 3.4 for a description of 'Registered Training Organisation/s'. Also, contact details and a glossary containing definitions of terms are in the appendices at the back of this booklet.

1.2 Who can become an apprentice or trainee?

Anyone of working age who is interested in a career in the industry of their choice can be an apprentice or trainee (subject to citizenship or visa conditions – see 2.4).

You may not have previously considered yourself as a potential apprentice or trainee, so you may like to consider one of the following options:

- If you are still at school you may have developed an interest in an industry, but would like to finish your VCE or VCAL, talk to your careers advisers about a School Based Apprenticeship and Traineeship. Under a School Based Apprenticeship and Traineeship, you will spend time at school, time with your employer, and some time doing training with a Registered Training Organisation.
- Some employers are willing to train someone they already employ as an apprentice or trainee, if this employee doesn't have some of the skills their industry requires. In this situation, apprenticeships and traineeships can help you gain those skills through both the structured off the job or workplace based training and practical experience in the workplace. This will benefit both you and your employer.
- If you are already employed, and want to enter a new field of employment, apprenticeships and traineeships can offer you a pathway for moving into a new industry confident of being able to develop recognised skills you need to start your new career.

- Apprenticeships and traineeships are not only for the young! Mature workers are known for their ability to bring commitment to their industry and this has been recognised by increasing numbers of older workers undertaking an apprenticeship or traineeship. Apprenticeships and traineeships operate in exactly the same way for all ages, and you are encouraged to look at this new way of progressing in your career.

If you are already employed there are some conditions to transferring from your current employment status to an apprenticeship or traineeship, and your employer will need to discuss your particular situation with an Australian Apprenticeships Centre.²

² Contact details are in Appendix B of this booklet.

1.3 How do I start a part-time apprenticeship or traineeship while I'm still at school?

If you speak to your careers adviser, they can tell you about School Based Apprenticeships and Traineeships.

A School Based Apprenticeship and Traineeship combines:

- part-time, practical experience in the workplace, and
- recognised, structured training with a Registered Training Organisation, and
- your school studies

and may also give you credit towards your VCE or VCAL.

You need to be aware that a School Based Apprenticeship and Traineeship must have the agreement of each of the following:

- your parent or guardian (if you are under 18 years of age),
- your school,
- your employer, and
- your Registered Training Organisation.

You, your parent/guardian (if you are under 18 years of age), and your employer, will be required to sign a Training Contract.

Once you are registered as an apprentice or trainee, you, your employer, your school and your Registered Training Organisation must prepare and sign a Training Plan, which will outline all the training you are required to complete to achieve the competencies required for the qualification you have chosen to undertake.

All Apprenticeships and Traineeships can be undertaken as school based programs.

The minimum hours are:

- School-based apprentice and trainee, and part-time attending school: 13 hours per week (at least 7 hours of employment and 6 hours training) averaged over 3 periods of 4 months in each year of the program unless workplace based.
- Fully workplace based part-time and school-based apprenticeships and traineeships: 13 hours per week including release for structured training.

1.4 How do I apply for an apprenticeship or traineeship?

In the same way you would apply for any job!
Good starting places to get information about industries and employers are:

- Job Network offices
- Newspapers, both major and suburban
- Word-of-mouth among your friends and neighbours
- Writing to or approaching employers directly
- Australian Apprenticeships Centres
These centres are able to assist apprentices and trainees in finding employment. They are also currently able to refer you to Job Network members. Visit www.australianapprenticeships.gov.au
- www.jobsearch.gov.au is a good website to try
- Your local TAFE
They may have conducted pre-apprenticeship courses³ and be aware of employers in your chosen field.
- Check the 'Useful Telephone Numbers and Websites' section (Appendix B) of this booklet.

³ For a description of this and other terms you may be unfamiliar with, see the Glossary in Appendix A of this booklet.

1.5 Can I get credit towards my training for my existing skills (Recognition of Prior Learning)?

Structured Training

Your structured training may be delivered in two ways (or a combination of both):

Off the job training is training the Registered Training Organisation delivers in a formal setting. It is often referred to as ‘trade school’ or ‘block release’. Timetables vary but may include a day a week or blocks of weeks at, for example, a TAFE Institute.

Workplace Based Training is structured training (and assessment) organised in the workplace by a teacher/trainer. It takes place when the apprentice/trainee is not undertaking regular work duties. (For a break down of hours per week for structured workplace training please refer to Section 2.6, pages 35 and 36).

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There is also practical experience in the occupation. Your employer or your workplace supervisor will show you the way they want tasks to be done so you become part of the overall running of your employer’s business.

Before starting your structured training, the Registered Training Organisation will assess the skills you already possess in order to see whether you are entitled to ‘credits’ against your qualification. This is known as Recognition of Prior Learning (RPL).⁴

The Training Plan⁵ combines the structured training and the practical experience in the workplace and documents how, when and where the training and assessment will occur. It also documents any ‘credits’ and how your training will be monitored.

⁴ Refer to the glossary of terms in Appendix A for a description of RPL.

⁵ Refer to the glossary of terms in Appendix A for the description of a ‘Training Plan’.

Pre-apprenticeships, School Based Apprenticeships and Traineeships and other courses you may have completed can count towards your 'credits', and, in some cases, can also reduce the length of your Training Contract.⁶

When both your structured training is complete and your employer confirms your competence in the workplace you will receive a nationally recognised qualification. See Section 2.22 for more details of Competency Based Completion.

⁶ See Section 1.7 for more information on credits and Recognition of Prior Learning.

1.6 How does training with a Registered Training Organisation tie in with my usual work?

Training with a Registered Training Organisation is an integral part of your apprenticeship or traineeship. You need to complete this recognised, structured training to gain your apprenticeship or traineeship qualification.

The idea behind this is that the skills you gain through structured training will underpin what you learn at your workplace and fully round off your training. One type of training supports the other. This means you, your employer, and your Registered Training Organisation will have to develop and follow the Training Plan to measure the progress of your training and ensure that all required aspects of training and assessment have been covered. (For a breakdown on hours per week for off-the-job training please refer to Section 2.6, pages 35 and 36.)

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What support will I be given?

If you are a new, young apprentice an Apprenticeship Support Officer (ASO) will provide pastoral care for you in the first year of your apprenticeship. An ASO will contact you in the first year to:

- provide support and appropriate referrals for personal and workplace issues affecting the apprenticeship
- provide information and guidance to you and your employer concerning apprentice related queries
- monitor progression through the first 12 months of an apprenticeship
- work cooperatively with Apprenticeship Field Officers and Australian Apprenticeship Centres to ensure there is continuity of support provided for you throughout the apprenticeship.

For more information go to
www.skills.vic.gov.au/apprentices

1.7 Which courses that I have already completed or skills I have already gained can be credited towards my training?

Before starting your structured training, the Registered Training Organisation will assess the skills you already possess in order to see whether you are entitled to ‘credits’ against your qualification. This is known as Recognition of Prior Learning (RPL).

RPL looks at ALL the skills you have, no matter how or when you have gained them.

Pre-apprenticeships, School Based Apprenticeships and Traineeships and other courses you may have completed can count towards your ‘credits’, and, in some cases, can also reduce the length of your Training Contract.

Why is Recognition of Prior Learning important?

Your Registered Training Organisation will translate any relevant skills you already have into credits. It then takes these credits into account when working out what is needed in your personal training plan. These credits may shorten the time you need in structured training to complete your apprenticeship or traineeship.

You will have learned many things at school, and you may have completed or partially completed some other courses before starting your apprenticeship or traineeship (such as an approved pre-apprenticeship course), and you may have gained other skills informally through working with family or friends, or in a part time job while still at school.

Any of the skills you have may be taken into account when determining the credits you may be granted.

Section 3.8 contains further information on Recognition of Prior Learning.

1.8 Do I get paid for my structured training time?

Structured training (see Section 1.5 for a description of this term) is considered to be part of employment.

Apprentices and trainees are entitled to be paid for all the time they spend at work and in the off-the-job and workplace based training they receive as part of their apprenticeship or traineeship.

For information on Workplace Relations and Awards inquiries go to www.fairwork.gov.au



1.9 Is there any financial support available to me?

You may receive assistance from the following:

Your employer

If your employer responds to an industrial award covering your industry, your employer may be required to pay part, or all, of your tuition fees and charges. Your employer can advise you about this. In some cases, employers will voluntarily pay tuition fees, so it's worthwhile asking whether they would consider this.

Fee concessions and exemptions

The most up-to-date details about concessions and exemptions are available from your Registered Training Organisation.

Student loans

Some – but not all – Registered Training Organisations have student loans available. You can ask about student loans when you are enrolling.

Tool allowance

From 1 January 2011, eligible trade apprentices will receive an additional tax exempt bonus from the Federal Government of up to \$1,700 as they reach milestones in their training. The Tools For Your Trade payment initiative will provide up to \$5,500 to eligible Australian Apprentices over the life of their Australian Apprenticeship. More information is available at www.australianapprenticeships.gov.au and from your Australian Apprenticeships Centre.⁷

Industrial awards tool allowance

Some industrial awards also provide an allowance for tools. You should check with your employer or with Fair Work Australia Infoline on 13 13 94.

7 See Appendix B of this booklet for contact details.

Accommodation allowance

There is an apprentice and trainee Accommodation Allowance available for apprentices and trainees staying away from home to attend classes. There are special conditions attached. Your Registered Training Organisation can advise you on whether you are eligible and how to apply.

You may claim an Accommodation Allowance if you:

- are attending a Registered Training Organisation that has a contract to deliver structured training, and
- you are attending consecutive days of training at the location of the Registered Training Organisation and this is remote from where you usually live.

You must complete a claim form detailing your days of attendance, and have it signed by the Registered Training Organisation. If you attend a TAFE Institute, you can claim directly through student services at this Institute.

Currently, the accommodation allowance is \$25 per night to a maximum of 5 nights a week.

For further information contact the the Victorian Apprenticeship Administration Information Line on 1300 722 603.

Apprentice Trade Bonus

\$250 is paid after traditional trade apprentices complete 6 months of their apprenticeship and a further \$250 is paid after the completion of 12 months. The Trade Bonus is paid to apprentices who commenced their contract of training on or after 1 January 2006. For more information go to http://www.skills.vic.gov.au/apprentices/financial_assistance/apprentice-trade-bonus-program

1.10 What are my obligations as an apprentice or trainee?

An apprenticeship or traineeship involves a legal commitment. You will be required to sign a contract of training that says that you will fulfil all the things the contract requires in exactly the same way as you will expect your employer to fulfil all of their commitments. If you are under 18 years of age, you need a parent or guardian to sign the Training Contract as well.

Government funded Registered Training Organisations (who may be supplying your 'off-the-job' training or structured workplace training) are required to charge tuition fees. They may also charge for tools, student services and amenities, and take-home goods. These fees and charges are generally paid by you, the apprentice or trainee. However some industrial awards require that your employer pays part, or all, of these charges. In many cases employers voluntarily decide to pay these fees and charges on behalf of their apprentices and trainees, even if it's not required by an award, so it's worthwhile talking to them about this. Check whether your employer will contribute towards fees and other possible charges BEFORE you enrol.

If you are experiencing difficulty paying fees and charges, talk to your Registered Training Organisation (RTO). They will advise you if they have a system of student loans. You should, as a matter of course, check with your RTO to determine if any fee concessions or exemptions are available. For example, eligibility for concessions usually applies if you have a Health Care (including Low Income) Card.

1.11 What are the differences in conditions for apprentices and trainees?

By signing you on as apprentice or trainee, an employer makes a commitment to employing you and supporting you in completing your training program.

There is a difference between apprentices and trainees in the level of commitment that both the apprentice or trainee and the employer make.

Under an **apprenticeship**, an employer agrees to employ you for the term of the apprenticeship and to support you in your training for that period of time, and you agree to follow instruction and attend off-the-job and/or workplace based training.

If your employer sells the business during your apprenticeship, the new employer must continue with the Training Contract – in other words, your apprenticeship is guaranteed to continue if the business is sold unless you and the new employer agree to do otherwise.

Once the probationary period of the Training Contract has passed, all parties (you, your employer, and a parent or guardian if applicable) must agree in order for the contract to be cancelled or suspended. Each party is required to send a written submission or complete a form requesting to mutually cancel the Training Contract to the Victorian Skills Commission stating why they want to cancel the Training Contract.

APPRENTICES: *Remember that any variations to, suspension, or cancellation of a Training Contract, must be by mutual consent of all the parties that originally signed the contract. See page 51 for more details.*

Under a **traineeship**, an employer agrees to employ you for the term of the traineeship and to support you in your training for that period of time, and you agree to follow instruction and attend structured training.

If the business is sold, the new employer does not have to keep you on as a trainee. Of course, they may want to keep you on.

Mutual agreement is not required if you or your employer want to opt out of the contract. Either party may cancel the contract by signing a cancellation form or letter stating the date of cancellation. Provide the cancellation form or letter to your Australian Apprenticeships Centre.

1.12 What happens if there are problems with my apprenticeship or traineeship?

Apprenticeships and traineeships involve contracts that are legally binding, so naturally there are formal steps you need to take in order to protect your interests:

- If appropriate, your problems should firstly be talked through with your employer.
- If you need independent advice about any issue regarding your apprenticeship or traineeship, you should contact the Apprenticeships Administration Information Line on 1300 722 603, and they will put you in touch with the Apprenticeship Field Officer (AFO) for your area. You can also find AFO contact details on the web at http://www.skills.vic.gov.au/apprentices/contact_AFO

There are differences in the way disputes are handled for apprentices and trainees – some of these are listed below.⁸

Apprentices

Will I have any support during the first year of my apprenticeship?

Yes. Apprenticeship Support Officers (ASOs) provide pastoral care for young apprentices in the first year of their apprenticeship. An ASO will contact you in your first year to:

- provide support and appropriate referrals for personal and workplace issues affecting the apprenticeship
- provide information and guidance to you and your employer concerning apprentice related queries
- monitor progression through the first 12 months of an apprenticeship
- work cooperatively with Apprenticeship Field Officers and Australian Apprenticeship Centres to ensure there is continuity of support provided for you throughout the apprenticeship.

For more information go to www.skills.vic.gov.au/apprentices

⁸ Additional information on disputes is contained in Section 2.20

Can changes be made to the Training Contract?

During the probationary period, either you or your employer may choose to cancel the Training Contract. You do this under the terms set out in your industry award or Employment Contract.

If changes are to be made to the Training Contract, whether during the probationary period or afterwards, remember that you and your employer should agree on everything to do with the contract – including anything that alters or varies it in any way. Generally, you can make changes together by using the appropriate forms and applications to notify your Australian Apprenticeships Centre and Skills Victoria. However, some of these changes and alterations may need to be approved through an Apprenticeship Field Officer. Your Registered Training Organisation or Australian Apprenticeships Centre should be able to advise you if this is necessary.

How would a downturn in my employer's business affect me?

If your employer has seen a downturn in business, you may be asked to work fewer hours per week, with your pay adjusted to the new hours. If this happens, your employer **MUST** still pay you for off-the-job training attendance, and your hours of work can never fall below 13 hours per week. This is something your Apprenticeship Field Officer will need to be made aware of if it happens or you believe it will happen.

What if things are more complicated?

If the matter is:

- very difficult, or
- may result in further trouble, or
- is about cancelling the Training Contract and one party is not agreeable to this, or
- is about unfair dismissal

talk to an Apprenticeship Field Officer, who will assist you.

If you talk with your employer about issues relating to the Training Contract, the Training Plan, or about the tasks you are undertaking at the workplace, it may help if you make notes about the things you have discussed and what you decided to do. These notes may be very useful later.

What if I want to leave or I am dismissed?

If you want to leave the apprenticeship (cancel it), and your employer does not agree, or if you believe you have been dismissed unfairly, Skills Victoria may decide to hold a special hearing to consider your situation. You may contact an Apprenticeship Field Officer for further advice on this process – refer to the ‘Useful Telephone Numbers & Websites’ section at the end of this booklet.

What if the business I am working for is sold?

If the business is sold, your new employer **MUST** continue with your apprenticeship. Your job is considered to be part of the business under the terms of the Training Contract.

Trainees

Can changes be made to the Training Contract?

Either you or your employer may choose to cancel the Training Contract at any time. You do this under the terms set out by your award or Employment Contract.⁹ Either the employer or the trainee must sign a cancellation form or letter recording the date of cancellation and provide it to their Australian Apprenticeships Centre.

You and your employer should agree on everything to do with the Training Contract – including anything that alters or varies it in any way. Generally, you can make changes together by using the appropriate forms and applications to notify your Australian Apprenticeships Centre and Skills Victoria. However, some of these changes and alterations may need to be approved through an Apprenticeship Field Officer. Your Registered Training Organisation or Australian Apprenticeships Centre should be able to advise you if this is necessary.

⁹ For a description of ‘Employment Contract’ and other terms you may be unfamiliar with, see the glossary in Appendix A of this booklet.

How would a downturn in my employer's business affect me?

If your employer has seen a downturn in business, you may be asked to work fewer hours per week, with your pay adjusted to the new hours. If this happens, your employer **MUST** still pay you for off-the-job training attendance, and your hours of work can never fall below 13 hours per week. This is something your Apprenticeship Field Officer will need to be made aware of, if it happens or you believe it will happen.

What if the business I am working for is sold?

If the employer sells the business, the new employer has the option of choosing whether or not to continue the traineeship. If the new employer cancels the traineeship they must sign a cancellation form recording the date of cancellation and provide it to their Australian Apprenticeships Centre.



1.13 What is a Training Record and why do I need one?

Within 14 days after a Training Plan has been signed, your Registered Training Organisation may issue you with a Training Record. The Training Record may be in the form of a book, on CD-ROM, or in any format that the Registered Training Organisation decides is best.

The Training Record is used by employers and the Registered Training Organisation to sign off on any of the competencies in the Training Plan that the apprentice or trainee achieves. Not all RTOs issue a Training Record. The Training Plan may also be used for employer sign-off on competencies.

As an apprentice or trainee, the Training Record belongs to you and you are responsible for looking after it. It can be used to:

- demonstrate what training has been completed
- gain credits or exemptions in training courses you may undertake in the future
- show that competency has been reached in the current qualification
- determine when you move up to the next wage level (if this applies)
- confirm that you have completed the training program
- assess your skill levels.

The Training Record must be regularly updated and signed by your employer and the Registered Training Organisation (by both parties at least every three months).

Look after your Training Record – it confirms everything that you have achieved!

1.14 What happens when I complete my apprenticeship or traineeship?

Apprentices

When you complete your apprenticeship – that is, after you complete your structured training with your Registered Training Organisation and your employer confirms your competence in the workplace – you will receive a Letter of Completion from Skills Victoria to show that you have completed your Training Contract. If you also require a document that shows the details of your occupation and your training, or you require a high-quality certificate suitable for framing, these are available from VETASSESS for a fee. Refer to the ‘Useful Telephone Numbers & Websites’ section (Appendix B) of this booklet.

Trainees

When you complete your traineeship – that is, after you have completed your structured training and your employer confirms your competence in the workplace – your Registered Training Organisation will provide you with a certificate or document which shows you have successfully completed your traineeship.

SECTION 2

Employer Frequently Asked Questions

2.1 How do I get started with an apprentice or trainee?

This section of the booklet is a reference guide for employers considering employing an apprentice or trainee in their business. It aims to answer the questions most frequently asked, providing information on subjects such as training, employment contracts, funding and general working conditions.

After reading this booklet, the next step is to contact an Australian Apprenticeships Centre, the details for which you can obtain on-line at www.australianapprenticeships.gov.au or calling 13 38 73 (local call cost).

Australian Apprenticeships Centres can help you select the apprenticeship or traineeship program that best suits your business needs, and can assist you in choosing a Registered Training Organisation (RTO) to work with you and your business. An RTO provides an essential component of an apprenticeship or traineeship, and is chosen in partnership with the employee you intend to train.

2.2 What is an apprenticeship or traineeship?

An apprenticeship or traineeship is a contract of training between an employer and an employee in which the apprentice or trainee learns the occupation/trade under a Training Plan. The Training Plan combines practical experience in the occupation specified on the Training Contract with structured training provided by a Registered Training Organisation. This results in the apprentice/trainee gaining a nationally recognised qualification.

Apprenticeships and traineeships comprise a mixture of structured training supported by supervision and 'hands on' experience in the workplace. (For details of competency based completion see page 64).

Apprenticeships and traineeships are a stepping stone to a career in industry and are suitable for Victorians of all ages who are interested in jobs with career prospects. For example, a person wanting to progress beyond a junior office-based role may complete an apprenticeship in business, which opens up a wider field of employment offering a range of opportunities.

Apprenticeships and traineeships are recognised by industry in general as an entry level for introducing new staff into the workforce. They are also a way for existing workers to gain formal recognition of any skills they have already attained and to round off these skills by undertaking structured training.

Apprentice and trainee Training Contracts operate under Victorian Government legislation and regulations.

2.3 What is an Australian Apprenticeship?

‘Australian Apprenticeship’ is a term used nationally for apprenticeships and traineeships in order to promote apprenticeship and traineeship training. In Victoria the terms used are ‘Apprenticeships’ and ‘Traineeships’.

An apprenticeship or a traineeship can be undertaken on a full time or, in some cases, a part time basis.

If you are in doubt about whether there are apprenticeships or traineeships available in your industry, talk with an Australian Apprenticeships Centre. This is a free service. See Appendix B for contact details.

2.4 Who can become an apprentice or trainee?

Apprentices and trainees can be anyone of working age who is suitable for employment in your industry.

They must also:

- be an Australian citizen, or
- be a permanent resident, or
- hold a temporary resident or working visa, or
- have a temporary protection visa.¹⁰

There are many people in the community that you may not have previously considered as potential apprentices or trainees. For example:

- **Students still at school.** You may have found someone suitable for your industry who is still at school. They may have a School Based Apprenticeship or Traineeship available to them. Talk to your Australian Apprenticeships Centre and they will advise you further.
- **Unskilled workers.** Apprenticeships and traineeships mean that people gain their skills through structured training in the workplace.
- **Your current employees.** Sometimes the best apprentice or trainee for you may be someone you already employ. There are some conditions to transferring their employment status. You will need to discuss your particular situation with your Australian Apprenticeships Centre.
- **Older workers.** When mature workers undertake an apprenticeship or traineeship with your support, you are showing a commitment to your industry and your business.

¹⁰ A temporary visa must cover the duration of the apprenticeship or traineeship.

2.5 How much does it cost to train my apprentice?

The *Victorian Training Guarantee* is an entitlement to a government subsidised place in recognised vocational training. It can be accessed at any time and will continue to be available for training at successively higher levels.

Under the Victorian Training Guarantee¹¹, every Victorian who is a citizen, permanent resident of Australia or other specific visa category holder is guaranteed a government-subsidised training place in an accredited course.

Employees can access a government subsidised training place if they are:

- under 20 years of age
- doing a Foundation-level course (preparation for work, literacy and numeracy courses)
- doing an accredited course that is higher than any they have completed in the past.
- wishing to undertake an apprenticeship (regardless of previous higher qualifications).

Are there any fees and charges for training?

All Registered Training Organisations receiving government funding are required to charge tuition fees. A charge may also be made for tools, student services and amenities, and take-home goods.

Tuition Fee Structure	Award	Fee per Student	Min Fee	Max Fee
Apprenticeships	Various	Up to \$1.40	\$58	\$923
Traineeship	Various	Up to \$1.84	\$187.50	\$1,250

Note: Variances could arise due to rounding of funding rates

Fees and charges are subject to change. To check them out, ask your Registered Training Organisation, or view them at <http://www.skills.vic.gov.au/get-training/fees/government-funded-courses>

¹¹ The term 'Victorian Training Guarantee' and other terms (including DELTA) you may be unfamiliar with are described in the glossary of terms in Appendix A. See also Section 2.10.

Please note that the above amounts are amended yearly.

Fees are generally paid by the apprentice or trainee. Some industrial awards, however, require that these fees and charges are paid by the employer. In many instances, employers who are not obliged to pay fees and charges for their apprentices or trainees do so voluntarily, or at least assist their apprentice or trainee to bear the costs. Your apprentice or trainee will need to have all the details of fees and charges and who pays them, before they enrol.

If your apprentice or trainee is having difficulty paying their fees, there are some options open to them.

- If they are attending a TAFE Institute, they may be eligible for a student loan.
- There may be concessions for apprentices or trainees holding a Health Care (including Low Income) Card.
- Limited exemptions may be available.

Full details on these options will be available from your Registered Training Organisation.

Talk with your Australian Apprenticeships Centre if you need assistance. This is a free service. See Appendix B for contact details.

2.6 How do I train an apprentice or trainee?

Training an apprentice or trainee is largely in your hands. You know best how you can impart the knowledge and experience you have gained. There is, however, a framework you should use to help you to train your apprentices.

Your first step should be to work with the Registered Training Organisation you and your apprentice or trainee have chosen, in order to agree on a Training Plan. The Training Plan will outline who will deliver the training, and when and where your apprentice or trainee needs to go to receive the structured component of the training.

A Training Plan must be devised within three months of an apprentice or trainee commencing their apprenticeship or traineeship and prior to the delivery of any structured training.

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Treat the Training Plan as a working document. It should be flexible enough to meet all your needs. Remember that you can talk about this to your Registered Training Organisation at any stage during the training.

The Training Plan must specify the following:

- the competencies to be obtained
- the time-frame for achieving the competencies
- the training to be undertaken
- the delivery modes to be employed
- when, how and how much of the time allocated outside routine work duties is for off-the-job training
- who is responsible for the delivery and/or assessment of each competency
- assessment details and arrangements
- a record of any Recognised Prior Learning (RPL) for qualifications and time credits hours granted

prior to commencing the apprenticeship or traineeship. RPL involves the assessment of any relevant skills and/or qualifications already attained. This crediting process can reduce the length of the off-the-job training or the duration of the overall apprenticeship or traineeship.¹²

- the name of the qualification to be issued
- any other specific requirements to be met in accordance with the particular Training Contract in question

There are sample Training Plans for your Registered Training Organisations to use which meet the needs of you and your apprentice. These sample Training Plans cover industry sectors and show how the training and assessment can be planned.

Competency based progression and completion applies to engineering and automotive industries (see section 2.23). Training Plans for these industries reflect this.

Structured training requirements

Employers are required to:

- ensure all apprentices and trainees undertaking workplace based training at Australian Qualification Framework (AQF) Certificate III and above are withdrawn from routine work duties for a minimum of three hours per week, averaged over a four week cycle, for the purpose of undertaking structured training and learning activities (pro rata for part time apprentices and trainees).
- ensure all apprentices and trainees undertaking workplace-based training at AQF Certificates I and II are withdrawn from routine work duties for a minimum of 1.5 hours per week, averaged over a two-month cycle, for the purpose of undertaking structured training and learning activities. This release must occur on a regular basis.

¹² Recognised Prior Learning is explained in detail in Section 1.7.

- ensure that the training undertaken during the period of release includes a focus on the compliance and regulatory units and the units concentrating on generic skills. Up to 40 hours of this training may be delivered in one or more blocks during the first three months of the training program.
- ensure that, if the apprentice or trainee is to receive off-the-job training at an RTO, they are allowed to attend training classes (this is paid time).

Take advantage of any training your apprentice or trainee may have done before commencing with you. Many young people may have undertaken some form of training while still at school (as School Based Apprentices and Trainees) or completed an approved pre-apprenticeship course. This means they are already under way on their career pathway, and this works to YOUR advantage!

Talk to your Registered Training Organisation about credits given for Recognition of Prior Learning.

Templates for training plans can be found at:
www.skills.vic.gov.au/industry/recruiting/training/plan and
www.trainingsupport.skills.vic.gov.au

2.7 I already have a Registered Training Organisation on board – do I have to train my apprentice or trainee as well?

Registered Training Organisations (RTOs) are responsible for the structured training for your apprentice or trainee, but they do not understand the day-to-day running of your business as well as you do.

To help you organise the training, your apprentice or trainee will need your RTO to help you to develop a Training Plan that matches the apprentice's or trainee's job role. This Training Plan will cover **BOTH** structured training from the Registered Training Organisation **AND** practical experience you provide for your apprentice or trainee at the workplace.

The way you run your business is in your hands, and the Registered Training Organisation will work with you to help ensure that the training your apprentice or trainee receives optimises your time and resources. In this way, your apprentice or trainee will learn to adapt their skills specifically to your workplace. Off-the-job training from the Registered Training Organisation is designed to support you in achieving this end.

2.8 What allowances are available for apprentices and trainees?

If you hire apprentices and/or trainees – even if you only hire one – you must have a WorkCover policy in place regardless of the remuneration you pay.

Employers are able to claim an exemption from the WorkCover premium paid against wages of new apprentices and trainees in certain circumstances.

The exemptions **do not** apply:

- when the trainee's (not apprentice's) annualised remuneration is more than \$36,070 (this figure is indexed annually); or
- when the apprentice or trainee has worked for an employer or former employer for more than a specified period prior to the commencement of the training contract; or
- in certain cases where a firm on-hires a trainee back to a client that has previously employed that trainee (not apprentice).

Check the details by visiting the WorkSafe website at www.worksafe.vic.gov.au, or call the WorkSafe Advisory Service on (03) 9641 1444 or 1800 136 089 (freecall).

Apprentices and trainees registered under a current Training Contract may also be entitled to an Accommodation Allowance if they:

- are attending a Registered Training Organisation that has a contract to deliver structured training, and
- are attending consecutive days of training at the location of the Registered Training Organisation and this is remote from where the apprentice or trainee usually lives.

The apprentice or trainee must complete a claim form detailing the days they wish to claim, and which must be signed off by the Registered Training Organisation. If they attend a TAFE Institute, the apprentice or trainee can claim directly through student services at TAFE. Currently, the allowance is \$25 per night to a maximum of 5 nights a week.

For further information contact the Apprenticeship Administration Information Line on 1300 722 603.

Victorian Government Incentives

Apprentice Trade Bonus

\$250 is paid after traditional apprentices complete 6 months of their apprenticeship and a further \$250 is paid after the completion of 12 months. The Trade Bonus is paid to apprentices who commenced their contract of training on or after 1 January 2006. For more information go to www.skills.vic.gov.au/apprentices/financial_assistance/apprentice-trade-bonus-program

Apprentice Completion Bonus

There is also the Completions Bonus Program, an initiative of the Victorian Government. The bonus provides an additional financial incentive to employers to ensure that greater numbers of apprentices and trainees complete their training.

The Completion Bonus applies to apprenticeship and traineeship completions and is subject to eligibility criteria. The key criteria are:

- the apprentice or trainee must have commenced the apprenticeship or traineeship prior to 1 July 2011
- the employer must employ three or more eligible apprentices or trainees
- the apprentice or trainee must be a 'new entrant' apprentice or trainee, and not classified as an existing worker
- the apprentice or trainee must be under 25 years of age at the time they enter into their Training Contract.

Employers of apprentices who complete their apprenticeship more than six months early are now also rewarded with an additional \$1,000 payment.

This payment is not payable to employers of trainees.

Table 1

Apprentice Completion Bonus

Apprenticeships	Date of Completion or progression	Bonus Amount	Payable
Progress Payment	Progress/ complete after 01/07/2010 and commence before 01/07/2011	\$2,000.00	12 months before nominal completion date
Completion Payment		\$2,000.00	Final payment on completion
Early Completion Payment		\$1,000.00	On completion post 01/07/2009
Traineeships	Date of Effect	Bonus Amount	Payable
	Progress/ complete before 01/07/2010 and commence before 01/07/2011	\$1,300.00	On completion
	Progress/ complete after 01/07/2010 and commence before 01/07/2011 for Certificate III and above	\$1,300.00	On completion

An apprentice or trainee is only eligible to attract the completion bonus for one qualification under an apprenticeship or traineeship program. An exception is provided for an apprentice or trainee who has completed a School Based Apprenticeship and Traineeship program.

Eligible employers are notified that they may be paid a Completion Bonus by Skills Victoria. Employers complete a form to allow an electronic transfer of funds to the employer’s account. The claim form must be returned within three months or the claim lapses.

Table 2 summarises the Australian Government Australian Apprenticeships Incentives scheme for all Australian Apprentices (apprentices or trainees). Payment of incentives is subject to employers and their apprentices or trainees satisfying eligibility criteria set out in the Australian Government Australian Apprenticeships Incentives Program Guidelines. Contact your Australian Apprenticeships Centre for further information or go to www.australianapprenticeships.gov.au/Info_Emps/Incentives.asp



Table 2 Australian Government Incentives

Australian Government Incentives	Amount	Who is eligible? Contact your Australian Apprenticeship centre for further information on Australian Government Incentives
Standard Commencement - Certificate II	\$1,250	Incentive for an employer who commences an Australian Apprentice in a nominated equity group in a Certificate II qualification
Standard Commencement - Certificate III, IV, Diploma and Advanced Diploma	\$1,500	Incentive for an employer who commence an Australian Apprentice in a Certificate III, IV, Diploma or Advanced Diploma qualification
School - Based Australian Apprenticeships - Additional Commencement	\$750	Additional incentive for employing a Australian Apprentices in an endorsed School-Based Australian Apprenticeship at Certificate II to IV level and in selected diplomas or advanced diplomas.
Rural and Regional Skills Shortages - Special Commencement	\$1,000	Special incentive for Rural and Regional Australian Apprenticeships where the Australian Apprentices commences Certificate III or IV training in an occupation identified as experiencing skill needs in a non-metropolitan area.
Declared Drought Area - Additional Commencement	\$1,500	Additional incentive for employers holding a current Exceptional Circumstances Drought Area certificate, employing Certificate II Australian Apprentices
Mature Aged Worker- Special Commencement	\$750	Special incentive for an Employer commencing an eligible Certificate II to IV level Australian Apprentices who is a disadvantaged person aged 45 years or more. Contact your Australian Apprenticeships Centre for further information.
Standard Recommencement	\$750	Incentive for employers recommencing out-of-trade Certificate III or IV or selected Diploma and Advanced Diploma Australian Apprentices.

Australian School-Based Australian Apprenticeship Retention	\$750	Incentive for an employer continuing to employ a Certificate II to IV level or selected diploma or advanced diploma School-Based Australian Apprentices after the student has completed year 12.
Standard Completion	\$2,500	Employers of Australian Apprentices who successfully complete Certificate III and IV or selected Diploma and Advanced Diploma qualifications
Special Group Training Organisations Completions	\$1,000	Incentive for Group Training Organisations that support Australian Apprentices in a nominated equity group to complete a Certificate II Australian Apprenticeship
Declared Drought Areas-Special Completion	\$1,500	Special incentive for employers on the successful completion of eligible Certificate II Australian Apprentices who attracted a Declared Drought Areas additional commencement incentive.
Mature Aged Worker-Special Completion	\$750	Special incentive for an employer on the successful completion of a Certificate II to IV level Australian Apprentices who attracted a Mature Aged Worker special commencement incentive.
Living Away From Home Allowance (LAFHA)	Australian Apprentices may be eligible for up to twelve months of LAFHA (at varying rates shown below) if the Certificate or higher level Australian Apprentices had to move away from the parental/guardian home to commence or remain in an Australian Apprenticeship or is homeless. Your Australian Apprenticeships Centre can provide more information on LAFHA and the appropriate application form.	
	\$77.17 per week	First Year
	\$38.59 per week	Second Year
	\$25.00 per week	Third Year

<p>Support for Adult Australian Apprentices</p>	<p>Australian Government financial support is available for adult workers (aged 25 years or over) to upgrade their skills through an Australian Apprenticeship at the Certificate III or IV level in an occupation listed on the National Skills Needs List. From 1 January 2010, Australian Apprentices aged 25 years or more at commencement or who previously attracted Support for Mid-Career Apprentices payments may be eligible to attract Support for Adult Australian Apprentices.</p>
<p>Further Australian Government Assistance Available for Australian Apprentices</p>	<p>Australian Apprentices may be eligible for Youth Allowance (including Austudy for over 25s and ABSTUDY). More information is available from Centrelink on 13 36 33</p>
<p>Assistance for Australian Apprentices with a Disability</p>	<p>The Program provides additional assistance to eligible employers who employ a Certificate II or higher level Australian Apprentice with disability. Assistance may include a wage support payment or tutorial, interpreter and mentor services.</p>
<p>Assistance for Australian Apprentices with a Disability</p>	<p>The Program provides additional assistance to eligible employers who employ a Certificate II or higher level Australian Apprentice with disability. Assistance may include a wage support payment or tutorial, interpreter and mentor services.</p>
<p>Tools For Your Trade Payment (TFYT)</p>	<p>The Tools for your trade payment is available to eligible Australian Apprentices in selected trade occupations on the National Skills Needs List, agricultural occupations, and, in rural and regional Australia, horticulture occupations. From 1 January 2011, eligible Australian Apprentices who commence or recommence their Australian Apprenticeship on or after 1 January 2009 may be eligible for payments of \$800 at the 3 month point, \$1000 at the 12 and 24 month points, \$1200 at the 36 month point and \$1500 on successful completion of the Australian Apprenticeship. Part-time Australian Apprentice TFYT payments are available on a pro-rata basis.</p>

2.9 Employment Contracts, Training Contracts, Training Plans – what are the differences?

An **EMPLOYMENT CONTRACT** is an agreement between you, as the employer, and a worker (who may, or may not, be an apprentice or trainee) that you will employ them and that they will work for you. It usually contains all the conditions of employment.

Provided that the Employment Contract complies with all of the workplace relations and employment legislation that apply in your workplace, there is no reason for the Government to intervene in your Employment Contract.

A **TRAINING CONTRACT** is an agreement signed by you, as the employer, your apprentice or trainee, and a parent or guardian (if applicable), specifying the type of apprenticeship or traineeship that will be undertaken.

It details the training obligations of employers and apprentices or trainees. It also contains details on the commencement date for the training, the duration of the training period, at what workplace/location the apprentice or trainee will receive practical experience, and which Registered Training Organisation (RTO) will provide the structured, off-the-job or workplace based training.

NOTE: A Training Contract must be signed within 14 days of the apprentice or trainee being employed as an apprentice or trainee.

The **TRAINING PLAN** is a document that you develop, together with your Registered Training Organisation and your apprentice or trainee, to list all the training (both the structured training provided by the RTO and the practical experience in the occupation that you provide) that will be delivered during the apprenticeship or traineeship. Naturally, you will need to talk this through with the RTO. They can assist you in determining what should be included.

Advice and assistance is also available from Apprenticeship Field Officers and an Australian Apprenticeships Centre. The Training Plan needs to be completed and submitted to your RTO within three months of your apprentice or trainee commencing their apprenticeship or traineeship.

*When completing a contract of training, if your apprentice or trainee is under 18 years of age, a parent or guardian **MUST** sign as well.*



2.10 What is a Qualification?

Qualifications certify the knowledge and skills that a person has achieved through study, training, work and life experience.

An Australian Quality Framework (AQF) qualification is recognised all around Australia and by other countries.

A Qualification can be delivered through the classroom or through flexible delivery options such as the internet. In some cases, a short period of work experience may be included.

The key difference between a Qualification delivered totally at a Registered Training Organisation and an apprenticeship and traineeship is the existence of a Training Plan, which combines practical experience and the structured training provided by the Registered Training Organisation. This is supported by a contractual relationship – the Training Contract – between an employer and their apprentice or trainee.

Not all qualifications are available as an apprenticeship or traineeship. For a full list of apprenticeships and traineeships that are available go to the industry guides at www.skills.vic.gov.au/corporate

2.11 What are my obligations if I am employing an apprentice or trainee?

You should make certain the Training Contract you have signed with your apprentice or trainee is submitted to your Australian Apprenticeships Centre within 14 days of commencement of their employment as an apprentice or trainee. This means they will be promptly enrolled with a Registered Training Organisation and are able to commence their training at the earliest possible date.

The other benefits of prompt lodgement are less delay in obtaining:

- government subsidies, and
- Workcover benefits

and less likelihood of the following difficulties arising:

- disputes about wages
- gaining access to government funded training.

Here are the most important things you need to do and provide on behalf of your apprentice or trainee:

- Appropriate working conditions as legally required in the industry awards, for example:
 - a **safe** workplace
 - **Workcover** coverage
 - the correct rate of pay for the apprenticeship or traineeship
 - paying superannuation contributions to the apprentice or trainee's chosen fund
 - notifying your Australian Apprenticeships Centre within 14 days if the apprentice or trainee ceases employment with you.

- Training in the work that you need handled by your apprentice or trainee as recorded in the Training Plan.
- Supervision at work, either by you or by another employee who has the skill and knowledge to be an apprentice's or trainee's supervisor. For guidelines to supervision go to www.skills.vic.gov.au/industry/recruiting/training/how_to_supervise
- Release from work during normal working hours for 1.5 hours or 3 hours per week (depending on the Training Plan) to attend training run by a Registered Training Organisation. (This may occur at the RTO or in the workplace where the apprentice or trainee is removed from normal work duties. This time is paid by you at normal pay rates.)
 - Don't forget that you will need to allow time for your apprentice or trainee to travel to and from the training and that they may have to stay away from home.
 - Keep up-to-date with your Registered Training Organisation on the progress of your apprentice or trainee and on any changes to the award (if applicable) or general employment conditions for your apprentice or trainee.
 - Offer encouragement to your apprentice or trainee and make sure their working and learning environment provides for all their training needs.
- Ensure that your apprentice or trainee is enrolled with a Registered Training Organisation.
- Ensure that an individual Training Plan has been completed and agreed upon with the Registered Training Organisation (and with the apprentice or trainee) within three months of the apprentice or trainee commencing their apprenticeship or traineeship.
- Work with your Registered Training Organisation to jointly support the progress of your apprentice or trainee against the agreed training plan.

2.12 What are the wages and general conditions of employment required for my apprentice or trainee?

Wages and general conditions of employment vary from industry to industry, and apprenticeship and traineeship wages and general conditions are no exception to this.

You should confirm that you are paying the correct wages to your apprentice or trainee, as well as providing all their sick leave, recreation leave and other entitlements. You can do this by contacting Fair Work Australia on 13 13 94 or visiting www.fairwork.gov.au

2.13 What are the specific conditions of employment for my apprentice or trainee?

Apprentices and trainees each have their own set of employment conditions.

The following are the conditions that apply to apprenticeships.

- The apprentice and the employer must mutually agree if they wish to:
 - alter any details on an existing Training Contract
 - cancel the Training Contract.

Mutual consent is when parties to an apprenticeship Training Contract mutually agree to do something. This may be to vary, extend or cancel their Training Contract. Mutual consent applies only to apprenticeships.

What is the procedure involved to ensure mutual consent?

- Parties to the Training Contract want to cancel their contract.
- Each party is required to send a written submission or complete a form requesting to mutually cancel a Training Contract to the Victorian Skills Commission, stating why they want to cancel the Training Contract.
- Submissions will be reviewed by a senior delegate from Skills Victoria. A Victorian Skills Commission delegate will determine whether to approve the contract cancellation.
- The parties to the Training Contract will then be advised in writing of the outcome.
- If the Victorian Skills Commission delegate is not satisfied that the decision to cancel is based on mutual agreement then a proceeding will be conducted.

A proceeding can be called for by the employer or the apprentice by making a request in writing to Victorian Skills Commission. This request will be followed up by an Apprenticeship Field Officer, and a delegate from Victorian Skills Commission will decide how the disagreement is to be resolved.

- An apprenticeship is considered part of the employer's business. If the business an apprentice is working for is sold, the apprenticeship must be continued by the new employer, unless the apprentice and the new employer mutually agree not to continue with the Training Contract.
- The nominal duration of an apprenticeship can only be varied by agreement between the apprentice, the employer, the Victorian Skills Commission, and a parent or guardian (if applicable).

For apprentices who commenced training before 1 January 2011:

- This can be done before the nominal duration if the apprentice has attained all their competencies and you and the apprentice notify the Victorian Skills Commission that you want early completion of the apprenticeship.

For apprentices that commence training after 1 January 2011 Competency Based Completion applies (see page 64 for detail).

- An extension can be mutually agreed to if the competencies have not been achieved.
- A Training Contract can be cancelled during the probationary period by either the employer or the apprentice. Skills Victoria must be notified in writing within 14 days, and appropriate notice must be given by the party seeking the cancellation in accordance with any Employment Contract, Workplace Agreement or award (whichever applies).

- If the employer has a downturn in business, the apprentice may be asked to work fewer days each week until business picks up. The apprentice's wages may be adjusted accordingly; however, the employer must continue to pay the apprentice for attendance at off-the-job training.

Mutual consent or a decision by the Victorian Skills Commission delegate is required should the employer seek to suspend or cancel the apprentice's Training Contract because of work shortage.

The following are the conditions that apply to traineeships.

- Either the trainee or the employer can cancel a Training Contract by giving notice under the terms of the Employment Contract or the award (if one applies). The party cancelling the contract must sign a cancellation form or letter stating the date of and reason for cancellation. The cancellation form or letter should be provided to the relevant Australian Apprenticeships Centre.
- If the employer has a downturn in business, the employer can suspend or cancel a Training Contract.
- If the trainee wants to leave a traineeship but the employer does not agree, or, if the trainee alleges unfair dismissal, assistance and advice can be obtained from Fair Work Australia on 13 13 94. www.fairwork.gov.au

Unfair dismissal legislation is not applicable in all circumstances.

Skills Victoria cannot make determinations about traineeship disputes relating to termination of the Training Contract.

- If the business a trainee is working for is sold, the existing Training Contract is cancelled and a new Training Contract may be signed with the new employer.

Neither the trainee or the new employer is obliged to continue with the traineeship.

- The duration of a traineeship can be varied by agreement between the trainee and the employer. This can be done at any time during the traineeship and the alteration must be recorded in the Training Plan. The Registered Training Organisation must be advised of any such changes.
- A Training Contract can be cancelled during the probationary period by either the employer or the trainee. Skills Victoria must be notified in writing within 14 days, and appropriate notice must be given by the party seeking the cancellation in accordance with any Employment Contract, Workplace Agreement or award (whichever applies).
- If the employer has a downturn in business, the trainee may be asked to work fewer days each week until business picks up. The trainee's wages may be adjusted accordingly; however, the employer must continue to pay the trainee for attendance at structured training.



2.14 What are the maximum hours of work and training for an apprentice or trainee?

There are no maximum hours of work per week set in the regulations for apprenticeships and traineeships.

However, working hours for an apprentice or trainee should be set within reasonable limits. Apprentices and trainees need to practice their skills on the job, but they also need time to take in all they are learning.

Apprenticeship Field Officers can offer advice on training issues, and will be able to help you determine a reasonable range of hours, suitable to your needs, to be worked per week.

2.15 What are the minimum hours of work and training for an apprentice or trainee?

The minimum hours of work and off-the-job training¹³ for either an apprentice or trainee total 13 hours per week comprising not less than 7 hours of employment and 6 hours of training, averaged over a one, two, or four week cycle.

The use of an averaging cycle means that the employment for the apprentice or trainee can range from part time through to full time. This flexibility can be of benefit to you (the employer), but if you want further information about how this will work in your business, you should contact an Australian Apprenticeships Centre. This is a free service.

If you take on your apprentice under a School Based Apprenticeship or Traineeship, there is even greater flexibility in the way the minimum hours are handled.

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School Based Apprenticeships and Traineeships

The minimum hours for school based apprenticeships and traineeships are:

- School-based apprentice and trainee, and part-time attending school: 13 hours per week (at least 7 hours of employment and 6 hours training) averaged over 3 periods of 4 months in each year of the program unless workplace based.
- Fully workplace based part-time and school-based apprenticeships and traineeships: 13 hours per week including release for structured training.
- At least one day per school week must be spent in training for the apprenticeship or traineeship.
- Endorsement of the training plan is required from the school. This must be signed off within 2 months of starting the apprenticeship or traineeship. The student may receive credits towards VCE¹⁴ or VCAL¹⁵ for their vocational training.

¹³ Under an apprenticeship or traineeship, off-the-job-training is paid by the employer as normal work hours.

¹⁴ Victorian Certificate of Education.

¹⁵ Victorian Certificate of Applied Learning.

2.16 Can work and training hours be different for School Based Apprenticeships and Traineeships?

School Based Apprenticeships and Traineeships are designed to give young people a more flexible way of moving from school into the workplace. They allow the apprentice or trainee to combine work and vocational training with their schoolwork. Because the apprentice or trainee is still at school, the school becomes involved in the apprenticeship or traineeship as a partner, along with you, as the employer, your Registered Training Organisation and your apprentice or trainee.

The school that your apprentice or trainee is attending will be included in all of the arrangements for a School Based Apprenticeship or Traineeship – they will sign off on the Training Plan, allowing for 13 hours (at least 7 hours of employment and 6 hours training) averaged over 3 periods of 4 months in each year of the program unless workplace based, per week (see Section 2.16), and arrange for the apprentice or trainee to have their qualification in the apprenticeship or traineeship credited towards their VCE or VCAL.

2.17 What are the occupational health and safety requirements for an apprentice or trainee?

An apprentice or trainee's occupational health and safety requirements are exactly the same as for any other of your employees. Two matters that are emphasised are:

- all new workers require extra supervision and instruction when performing a new task, and
- employers must provide a working environment that is safe and free from harassment and workplace bullying.

Employers are able to claim an exemption from the WorkCover premium paid against wages of new apprentices and trainees in certain circumstances.

The exemptions do not apply:

- when the trainee's (not apprentice) annualised remuneration is more than \$36,070 (this figure is indexed annually); or
- when the apprentice or trainee has worked for an employer or former employer for more than a specified period prior to the commencement of the training contract; or
- in certain cases where a firm on-hires a trainee back to a client that has previously employed that trainee.

For the latest information and details, visit the WorkSafe website www.worksafe.vic.gov.au or call the Workcover Advisory Service on (03) 9641 1444 or 1800 136 089 (freecall).

2.18 What advisory support will I have if I take on an apprentice or trainee?

There is a range of support services available to you without charge as the employer of an apprentice or trainee.

Your Australian Apprenticeships Centre can assist you with any information you need on setting up an apprenticeship or traineeship.

During the apprenticeship or traineeship, your Registered Training Organisation can help you with matters related to the training of your apprentice or trainee.

An Apprenticeship Field Officer can offer advice on training issues and help to resolve disputes between apprentices, trainees and employers. To get the contact details for an Apprenticeship Field Officer, call the Apprenticeship Administration Information Line on 1300 722 603.

You can also consult the peak bodies in your industry, for example, employer/employee associations, and benefit from their experience in dealing with apprentices and trainees.

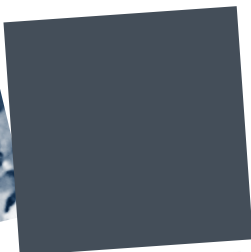
If you have a new, young apprentice an Apprenticeship Support Officer (ASO) will provide pastoral care for the young apprentices in the first year of their apprenticeship. An ASO will contact the apprentice in the first year to:

- provide support and appropriate referrals for personal and workplace issues affecting the apprenticeship
- provide information and guidance to you and your apprentice concerning apprentice related queries

- monitor progression through the first 12 months of an apprenticeship
- work cooperatively with Apprenticeship Field Officers and Australian Apprenticeship Centres to ensure there is continuity of support provided for the apprentice throughout the apprenticeship.

For more information go to
www.skills.vic.gov.au/apprentices

The contact information in Appendix B of this booklet should also be used when appropriate. Many of the websites listed will provide useful and updated information on sources of support.



2.19 I am having difficulties with my apprentice/trainee – what can I do?

Read carefully through the terms and conditions specified in the Employment Contract or Australian Workplace Agreement you mutually signed with your apprentice or trainee. See if the particular difficulty you are experiencing is covered under the conditions set for employment in this contract. It may also be useful to read the general conditions of your industry award, if one applies to you.

Disputes about wages and general conditions of employment are handled by the Fair Work Australia. The contact number is 13 13 94. Or visit www.fairwork.gov.au

If you have a new, young apprentice an Apprenticeship Support Officer (ASO) will provide pastoral care for the young apprentices in the first year of their apprenticeship. An ASO will contact the apprentice in the first year to:

- provide support and appropriate referrals for personal and workplace issues affecting the apprenticeship
- provide information and guidance to you and your apprentice concerning apprentice related queries
- monitor progression through the first 12 months of an apprenticeship
- work cooperatively with Apprenticeship Field Officers and Australian Apprenticeship Centres to ensure there is continuity of support provided for you throughout the apprenticeship.

For more information go to www.skills.vic.gov.au/apprentices

If the dispute has to do with issues concerning the Training Contract, you should contact an Apprenticeship Field Officer through the Apprenticeship Administration Information Line on 1300 722 603. They will advise you on the correct action to take.

2.20 How are disputes in apprenticeships and traineeships handled?

Disputes in apprenticeships are handled differently to disputes in traineeships, but in both cases your first step is to contact an Apprenticeship Field Officer (AFO). An AFO will advise you on the best course of action to take in matters concerning your apprentice or trainee. In the case of disputes in apprenticeships, they may indicate that a proceeding is required.

What is a proceeding?

A proceeding is a means of resolving any differences or issues by giving both parties an equal opportunity to put forward their point of view to an independent person (known as a third party delegate). Often proceedings are held when one party wants to terminate the Training Contract and does not have the mutual consent of the other person.

Who can ask for a proceeding?

A proceeding can be requested by the employer or apprentice (or if they are under 18 years of age, their parent/guardian) if they have a specific concern relating to the Training Contract. Proceedings are generally informal and dress is usually casual however court-like courtesies are observed to ensure that each party is given an equal chance to speak and present their case. Call the Apprenticeship Administration Information Line on 1300 722 603 to obtain the contact details for an Apprenticeship Field Officer.

As Australian Apprenticeships Centres also employ Field Officers or consultants, you will need to make sure you contact an Apprenticeship Field Officer who is authorised by Victorian Skills Commission as only authorised officers can provide authoritative advice.

2.21 Can my approval to employ an apprentice or trainee be withdrawn from me?

When you take on an apprentice or trainee in a particular qualifications for the first time, you will need to complete an employer declaration to be approved as an employer in that area. Your Australian Apprenticeship Centre will assist with completing the employment declaration and the Training Contract.

In certain circumstances, the Victorian Skills Commission may take action against an employer who is found to be in contravention of the relevant legislation known as the *Education and Training Reform Act 2006*.

This may take place in either of two ways:

- An employer may have their approval to train apprentices and trainees withdrawn for a period of time, or until such time as the employer demonstrates that the conditions which necessitated the withdrawal have changed.
- An employer may have conditions placed upon their business when taking on an apprentice or trainee, such as an Apprenticeship Field Officer being notified before further apprentices and trainees sign Training Contracts.

Apprenticeship Field Officers are involved at every stage of this process, and an employer will have the opportunity to present a case before any action is taken. Action is only taken if an employer fails to show that their apprentices or trainees are working in an environment that is both safe, and free from harassment and workplace bullying, or fails to show they are meeting their obligations under the *Education and Training Reform Act 2006*.

2.22 How is an apprenticeship or traineeship completed and who 'signs it off'?

What is Competency Based Completion (CBC)?

For all Victorian apprentices commencing from 1 January 2011, the apprenticeship will be completed when the Registered Training Organisation (RTO) assesses the apprentice as competent and has gained confirmation from the apprentice's employer that they have demonstrated the competencies necessary to complete their qualification, and in so doing complete the training contract.

When was it introduced?

CBC applies to all apprentices commencing training from 1 January 2011.

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For the engineering industry this arrangement started 1 January 2008. The CBC model has progressively been introduced to other trades with the automotive, electrical, plumbing, carpentry and joinery, refrigeration and air-conditioning, and floristry trades being the final group to implement competency based completion from 1 January 2011.

When and how is the apprenticeship completed?

Completion occurs when RTO receives written confirmation from the employer that the apprentice has demonstrated any remaining competencies and they understand that their confirmation of the final competencies will end the apprenticeship.

What about traineeships?

CBC arrangements have always been in place for traineeships.

What are competency based wage progressions?

Competency based wage progressions mean that as an apprentice completes a progression point, they may be entitled to a wage increase.

Where competency based wage progressions exist, the RTO is required to notify employers when the apprentice reaches any of the identified competency based wage progression points. The employer may then increase the apprentice's wages in accordance with the provisions of the Modern Award.

Are there competency based wage progressions in my trade?

Maybe. In Victoria, competency based wage progression arrangements have been agreed in the Engineering and Automotive industries and may relate to other industries as their Awards change.

Further information on CBC is available at www.skills.vic.gov.au/apprentices/competency-based-training-and-completion/competency-based-completion-faq

SECTION 3

Questions about Group Training and Registered Training Organisations

3.1 What is a Group Training Organisation?

A Group Training Organisation (GTO) is an organisation that employs apprentices and trainees whom they subsequently place with other employers (commonly referred to as 'Host Employers'). These Host Employers then provide practical experience in the occupation to the apprentices and trainees.

The Group Training Organisation takes care of all the official paperwork and payroll matters relating to an apprentice or trainee. They arrange for the Training Plan to be developed and signed, and ensure that the training arrangements will benefit both the business and the apprentice or trainee.

In effect, they provide apprentices and trainees to employers on a fee-for-service basis.

3.2 Do I need a Group Training Organisation?

Many businesses find that using Group Training Organisation apprentices and trainees suits their needs.

More than 35,000 apprentices and trainees are currently employed by Group Training Organisations nationally and over 8,000 throughout Victoria. These apprentices and trainees are generally placed in small-to-medium sized businesses.

For more information, check the website for Group Training Australia at www.grouptraining.com.au or call (03) 9639 3955 or 1800 819 747 (freecall). You could also check the specific Group Training website for your particular industry group.



3.3 What are my responsibilities when I work with a Group Training Organisation?

The Group Training Organisation (GTO) is responsible for ensuring the apprentices and trainees they employ are placed with Host Employers who can provide the appropriate training.

A Host Employer is required to train a Group Training Organisation's apprentice or trainee in the day-to-day tasks of the chosen occupation, and to demonstrate clearly to the apprentice or trainee just how they want them involved in the business. The Host Employer is responsible for delivering all the apprentice or trainee practical experience in the occupation for the period they are contracted to be placed with the Host Employer by the Group Training Organisation. A Host Employer must also release any apprentices and trainees for their off-the-job training. Any apprentices and trainees who fail to attend these sessions must notify the Host Employer, the Group Training Organisation and the Registered Training Organisation they are attending. The Host Employer is also required to provide a safe working environment, *as well as* an environment free from workplace harassment and bullying.

Group Training Organisations will assist a Host Employer to identify the training they need to provide for their apprentice or trainee. It is the GTO that the apprentice or trainee is registered with, and it is the GTO's responsibility to ensure that all their apprentices and trainees receive the correct training and attain all their competencies as set out in the Training Plan. The GTO also pays their wages, unless other arrangements are made with the Host Employer.

3.4 What is a Registered Training Organisation?

Registered Training Organisations (RTOs) deliver off-the-job training to apprentices and trainees. They work with the employer and the apprentice or trainee to:

- develop a Training Plan
- deliver structured, off-the-job training
- assess the achievement of competencies including seeking employer confirmation of competence, where applicable; and
- issue a qualification on completion of the apprenticeship or traineeship.

Registered Training Organisations may be TAFE Institutes or privately run training organisations.

3.5 What does a Registered Training Organisation do, and how do I choose one?

Registered Training Organisations (RTOs) are authorised to deliver training to the national standards required, and are accredited nationally. All of the RTOs in Australia are listed on the National Training Information Service website at www.ntis.gov.au and the employer may choose the RTO most suitable to their needs.

Not all Registered Training Organisations offer State Government funded training. RTOs that do are listed at www.skills.vic.gov.au/get-training/find-a-provider-or-university

Students can access a government subsidised training place if they are:

- under 20 years of age
- doing a Foundation-level course (preparation for work, literacy and numeracy courses)
- doing an accredited course that is higher than any they have completed in the past.
- wishing to undertake an apprenticeship (regardless of previous higher qualifications)

An RTO is required to work closely with the employer to develop and deliver a Training Plan for the apprentice or trainee. This means training the apprentice or trainee to achieve competence in the skills of the apprenticeship or traineeship being undertaken. The RTO has a responsibility to the apprentice or trainee to train them to the required standards of the particular qualification.

Registered Training Organisations that are funded by the State Government, and that receive fees and other charges from employers and/or apprentices and trainees for training, are expected to provide advice and training to meet the needs of employers and their apprentices and

trainees as per the contractual obligations with Skills Victoria that they operate under.

Each RTO helps employers to train apprentices and trainees in the way that best suits their business needs while also meeting the regulatory requirements for apprenticeships and traineeships.

A Registered Training Organisation will:

- undertake a Recognition of Prior Learning (RPL) process, if it is needed (Section 1.7 explains RPL)
- assist employers and their apprentices or trainees to develop and deliver a Training Plan that matches the job role
- provide advice on fees and charges
- visit the workplace to check progress
- assess the achievement of competencies including seeking employer confirmation of competence, where applicable
- provide additional learning support if needed
- issue qualifications on the successful completion of an apprenticeship or traineeship
- ensure the regulations on fully workplace based delivery are complied with:
 - ensuring that apprentices and trainees at AQF Certificate III and above are withdrawn from their usual work for a minimum of three hours per week (averaged over a four week cycle) to undertake structured training activities (pro rata for part-time apprentices and trainees)
 - ensuring that apprentices and trainees at AQF Certificates I and II are withdrawn from their usual work for a minimum of one-and-a-half hours per week (averaged over a two-month cycle) to undertake structured training activities (pro rata for part time apprentices and trainees).

3.6 Who pays for the services provided by a Registered Training Organisation?

Some Registered Training Organisations receive State Government funding for the approved apprenticeship and traineeship placements they offer. Others offer their services on a fee for service basis.

Government funded Registered Training Organisations must charge tuition fees. Extra charges may also be applied for tools, student services and amenities, and take-home goods.

Tuition Fee Structure	Award	Fee per Student	Min Fee	Max Fee
Apprenticeships	Various	Up to \$1.40	\$58	\$923
Traineeship	Various	Up to \$1.84	\$187.50	\$1,250

Note: Variances could arise due to rounding of funding rates

Tuition fees and other charges are usually paid by the apprentice or trainee; however, some industrial awards require that fees and charges be paid by the employer. An apprentice or trainee will need to know which party pays the fees and charges **before** they enrol with their RTO.

Individual Registered Training Organisation fees (as set within the range specified for 2011) may be subject to annual change. Employers, apprentices and trainees should check with their RTO for up-to-date details.



3.7 Is the employer or the RTO responsible for training an apprentice or trainee?

The employer of an apprentice or trainee, or the supervisor appointed by the employer, needs to train apprentices and trainees in the day-to-day tasks required of them. To this end the employer or supervisor must demonstrate clearly to the apprentice or trainee the way they are to be involved in the business, and the way in which the performance of their set tasks builds their knowledge and ability to eventually perform as fully qualified workers. This ensures that the business is working the way the employer wants it to and that the apprentice or trainee is contributing to the success of the business.

Apprentices and trainees must be properly supervised and given the appropriate tools, materials and instruction to both work and learn effectively. The employer, and any other people responsible for providing training in the business, should see themselves as mentors to their apprentices and trainees.

For guidelines to supervision go to www.skills.vic.gov.au/industry/recruiting/training/how_to_supervise

The employer/trainer must also ensure that the apprentice or trainee not only gains the hands-on experience necessary to their development, but that they have every opportunity to complete their structured training as provided by the Registered Training Organisation. This off-the-job training is an adjunct to the training given to them at the workplace – and a way of helping to measure their level of competency at any given stage. The off-the-job training, if delivered in the workplace, is referred to as ‘Structured Workplace Based Training’.

The responsibility of the Registered Training Organisation lies mainly in the provision of the delivery and assessment of competencies that will result in a nationally recognised qualification for the apprentice or trainee, including confirming achievement of competencies with the employer, where applicable.

Registered Training Organisations can advise a business on various training methods, and will be able to offer an employer advice to help in the workplace training of the apprentice or trainee. The Registered Training Organisation should be looked upon as being the employer’s partner in this training.

3.8 If an apprentice has completed a pre-apprenticeship – what does this mean for their current training?

Before a Registered Training Organisation begins the training of the apprentice, they will assess the apprentice's current knowledge to decide how much training is necessary – this process is called Recognition of Prior Learning, or RPL (more information on RPL is in Section 1.7).

To do this, the Registered Training Organisation will look at **ALL** the current skills the apprentice has.

This assessment may include:

- pre-apprenticeship training undertaken
- any other training courses undertaken
- school based skills training, and
- skills that the apprentice may have learned through previous employment.

Where an apprentice can demonstrate they already have particular skills, further training in those skills will NOT be included in the Training Plan.

In some trades, approved pre-apprenticeship training that has been completed prior to the apprentice commencing their employment will result in a reduced duration for that apprenticeship, ranging from three to twelve months.

Apprenticeship Field Officers and Australian Apprenticeships Centres will be able to advise on which trades pre-apprenticeship credits are available for.

3.9 I have a complaint about my Registered Training Organisation. What do I do?

If you are having problems with your Registered Training Organisation – whether you are an employer, an apprentice or a trainee – you should contact an Apprenticeship Field Officer, who will look into the situation and assist in resolving the difficulties.

You can obtain the contact details for an Apprenticeship Field Officer by calling the Apprenticeship Administration Information Line on 1300 722 603.

Registered Training Organisations have obligations they must meet. You can view the Australian Quality Training Framework (AQTF) standards, which list the codes of best practice for Registered Training Organisations, on the following website: www.training.com.au/aqtf2007/

This site should give you a good idea of what to expect from the Registered Training Organisation that you are working with and that is providing the structured training for you.

APPENDIX A:

List of acronyms and Glossary

Here are some acronyms you will hear when people talk about apprenticeships and traineeships.

AAC	Australian Apprenticeships Centre
AFO	Apprenticeship Field Officer
AQF	Australian Qualification Framework
AQTF	Australian Qualification Training Framework
ASO	Apprenticeship Support Officer
DEECD	Department of Education and Early Childhood Development
GTO	Group Training Organisation
RPL	Recognition of Prior Learning
RTO	Registered Training Organisation
VETASSESS	Vocational Education Training and Assessment Services
VSC	Victorian Skills Commission

Here is a glossary of commonly used terms:

Apprenticeship Branch	The Skills Victoria branch which is responsible for the administration of apprenticeships and traineeships.
Australian Apprenticeships Centres	These organisations can advise apprentices, trainees and employers in matters concerning the Training Contract.
Apprenticeship/ Traineeship	A Training Contract between an employer and an employee where the employer provides training and the employee learns the occupation/trade.
Apprenticeship Field Officer	Is an officer authorised under the <i>Education and Training Reform Act 2006</i> who goes out to assist apprentices and employers at the workplace.

Assessment	Is a method used to identify whether Units of Competency have been achieved and that all the required training has been completed.
Department of Education, Employment and Workplace Relations	A Commonwealth department which is the lead government agency providing national leadership in education and workplace training, transition to work and conditions and values in the workplace.
Education and Training Reform Act 2006	The Act of Parliament governing the regulation of apprenticeships and traineeships in Victoria.
Employment Agreement	This is a legally binding document signed between an employee and employer, agreeing on wages and general conditions of employment.
Fair Work Australia	A service of the Department of Education, Employment and Workplace Relations – Commonwealth department – which deals with industrial relation issues including wage queries.
Group Training Organisations	These employ apprentices and trainees and place them with ‘host’ employers.
Skills Victoria	The State Training Authority in Victoria.
Off-the-job training	The formal training that a Registered Training Organisation conducts, and which in some cases may be performed at the workplace.
Proceeding	The formal process conducted by a Delegate of the Victorian Skills Commission for resolving differences between apprentices and their employers.

Pre-apprenticeship course	An approved course undertaken prior to commencing an apprenticeship that will automatically reduce the term of the apprenticeship if successfully completed.
Probationary Period	A period of time before the training contract becomes fully binding. The probationary period is 91 days for an apprenticeship, or, a full time traineeship with a duration of more than two years, and a part time traineeship of two years and longer. Otherwise, it is 30 days for a full time traineeship with a duration of two years or less.
Recognition of Prior Learning	An assessment undertaken by an RTO to recognise skills and learning a person has achieved prior to commencing an apprenticeship or traineeship.
Registered Training Organisation	Government recognised training provider e.g. TAFE Institute, private training provider.
Sample Training Program	An example of a training program an apprentice/trainee could complete.
State Training Authority	Skills Victoria
Teacher/Trainer	Teachers and Trainers plan and conduct structured training and assessment.
Training Contract	This is a legally binding document signed between an apprentice or trainee and their employer. It is an agreement to work and train together, with the help of a Registered Training Organisation.

Training Package	Contains the details of all the approved qualifications in a specific Industry.
Training Plan	The document signed by the apprentice or trainee, the employer and the Registered Training Organisation, setting out the details of the training and assessment to be undertaken.
Training Records	These give evidence of the tasks an apprentice or trainee has handled and the Units of Competency they have gained.
Units of Competency	Units that need to be achieved to successfully complete a training course.
Victorian Training Guarantee	This is an entitlement to Government subsidised training to achieve a higher qualification: it is also available for some other situations.
Workplace Assessor	Generally on the staff of a Registered Training Organisation, these people assess whether or not a Unit of Competency has been achieved.
Workplace Coach	This is a person who helps apprentices and trainees understand the skills they are gaining.
Workplace Based Training	The structured training an apprentice or trainee undertakes in the workplace.
Workplace Supervisor	This may be an employer, or another person who works in the workplace. Their responsibility is to make sure apprentices and trainees get appropriate training.

APPENDIX B:

Useful Telephone Numbers & Websites

Skills Victoria

Web: www.skills.vic.gov.au

To find your nearest Australian Apprenticeships Centre

Phone: 13 38 73 (local call cost)

Web: www.australianapprenticeships.gov.au

Skills Victoria Apprenticeship Administration Information Line

Phone: 1300 722 603

For a list of TAFE Institutes in Victoria, go to:

Web: www.skills.vic.gov.au

To choose a government funded Registered Training Organisation

Web: www.skills.vic.gov.au/get-training/find-a-provider-or-university

To find a Group Training Organisation:

The Group Training Association of Victoria

Phone: (03) 9639 3955

Web: www.gtav.com.au

Fair Work Infoline:

Workplace Relations and Award Inquiries

Phone: 13 13 94

Web: www.fairwork.gov.au

VETASSESS

Phone: (03) 9655 4801

Email: assessment@vetassess.vic.gov.au

Web: www.vetassess.com.au

Youth Employment Link

Email: youthwebsite@dpcd.vic.gov.au

Web: www.youthcentral.vic.gov.au

Careers related websites

Web: jobguide.thegoodguides.com.au
www.jobsearch.gov.au

WorkSafe

Phone: 1800 136 089
Email: info@worksafe.vic.gov.au
Web: www.worksafe.vic.gov.au



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