



An Australian Government Initiative

A U S T R A L I A N A P P R E N T I C E S H I P S

Your Life. Your Career. Your Future.



Apprenticeships Centre

On the job – support through your apprenticeship and traineeship



Championing a skilled workforce

Support through your apprenticeship or traineeship

Becoming an apprentice or trainee

The first step

1 – 4 months

We will submit your Australian Apprenticeship* application for approval. Then it is time to start your structured training.

- > We will advise your Registered Training Organisation (RTO), chosen by your employer, of the commencement of your Australian Apprenticeship. If you are entering a trade occupation enrolment can occur at the start of the year or mid-year. It is important that you or your employer contact the RTO/TAFE to discuss their enrolment procedures.
- > If you are entering a traineeship your RTO will contact you and get your training started. If you need help with your training, talk about it with your RTO and employer. Extra help with training also may be available to you – don't forget we are always available for support and to help you answer any questions.
- > When your application is approved, you will receive a letter from your State or Territory Training Authority.
- > At the end of your probationary period**, the Training Contract automatically becomes binding and you are expected to fulfill the conditions of the contract.
- > Once the application is approved and 90 days have passed*** (and if you are eligible) your employer may claim their first incentive payment we will send them the claim form and you will need to sign it.
- > We will advise you in writing if you are eligible to attract any personal benefits from the Australian Government. The State Government may also assist you with some personal benefits. Call us on 1300 652 236 for more details.
- > We will send you a claim form if you are eligible to attract any personal benefits which are applicable if you are undertaking certain occupations/qualifications.
- > You should complete the form and send it back to us as soon as possible as time limits apply to claims for any payments.
- > Further payments may be applicable to you at certain stages of your Australian Apprenticeship – you will be sent a claim form if this applies to you.

*Australia Apprenticeship is the Australian Government's collective term for apprenticeships and traineeships.

**Trainee Apprentices (NSW only) do not have a probationary period.

***12 months for employers of NSW Trainee Apprentices.

Additional financial assistance

You may be eligible for additional financial assistance from Centrelink. So don't forget to call 13 36 33 for further information on benefits that may be available to you



Before you finish

6 – 7 months

- > We will contact you and your employer to check how your Australian Apprenticeship is progressing.
- > This is a great time for you to let us know how you are doing. Tell us if your structured training is on schedule and whether things at work are going well.
- > We will also check that incentives have been paid to your employer and that your details are correct.
- > If you need help with any part of your Australian Apprenticeship, tell us so we can assist you.
- > NSW Trainee Apprentices need to return their Progress Card to the State Training Authority every six months.

12+ months

- > We will contact you throughout to check on your progress.

Prepare to successfully complete your Australian Apprenticeship

- > Your employer will receive a letter from the State Training Authority (STA) about the completion of your Australian Apprenticeship.
- > Your employer should complete the details in the letter and return it to us with a copy of your certificate from your RTO.
- > If you do not have your certificate yet – check with your RTO.
- > If you have not finished your training, check with your RTO that you will complete your training before the end of your Australian Apprenticeship term.
- > If you will not finish in time, you and your employer should contact us immediately.
- > Once you successfully complete your Australian Apprenticeship, and your employer has supplied us with a copy of your certificate and the STA completion letter, you will receive your certificate of proficiency.
- > On completing your qualification you may need to apply for a licence if it is required by your industry. Speak to your employer to find out if this is necessary.

Australian Business Limited Apprenticeships Centre (ABLAC) have been supporting local employers and their apprentices and trainees since 1998

Find out all this information and more at Skillsroad.com.au our career resource for apprentices and trainees



Where will I do my training?

You will need to enrol at a TAFE college or another Registered Training Organisation (RTO) for the training component of your apprenticeship or traineeship.

What is a training plan?

Your RTO will develop a training plan with you and your employer. Your training plan shows:

- > what you will be trained in
- > who will be training you
- > how the training will be done
- > where the training will take place
- > arrangements for you to attend any off-the-job training
- > who will do your assessment
- > how and where you will be assessed.

What is the Training Contract?

A Training Contract is a legally binding contract between you, your employer and your parent/guardian if you are under 18 at commencement. ABLAC will explain the process to you and your employer.

What should I do if I am having problems with my boss?

Like any working relationship, you may encounter a few bumps along the way. It is important to deal with any problems that arise so that you feel better about work and to ensure that the workplace is safe and productive. If appropriate, discuss the problem with your supervisor, if not, you can contact ABLAC on 1300 652 236 to seek advice.

What happens if my employer is temporarily unable to provide training

There are a number of options available if your employer is temporarily unable to train you.

- > If you are employed by a Group training Organisation (GTO), they will make every effort to place you with a new host employer; or they may place you in other work aligned to the achievement of your qualification, or you may be able to attend off-the-job training with your training provider on a full-time basis.
- > Your employer is able to apply for a 'suspension' of the apprenticeship/traineeship (generally a maximum of 3 months). This is essentially unpaid leave and during that time you are encouraged to continue your off-the-job training (generally TAFE). You may also look for new employment which will then necessitate having to cancel your current Training Contract and re-establishing it with the new employer.
- > If you are doing an apprenticeship your employer may apply for a 'part-time suspension' which will mean that you can be employed on a part-time basis. For further advice on this the employer must discuss this with the State Training Authority.
- > The State Training Authority has a service in place called The Continuing Apprentices Placement Service (CAPS). Apprentices and trainees who are in a skills needs occupation and have lost their job due to the economic downturn can register their details in an effort to find a new employer.

Call us on 1300 652 236
to find out more

Succeeding in your job and advancing your career often requires you to go above and beyond your employer's expectations.

What you need to know about working

- > be punctual
- > dress appropriately
- > find out when and where to take breaks
- > find out where to keep your lunch and personal possessions
- > bring lunch for the first few days in case you are not working near a shop
- > listen carefully and write down everything
- > introduce yourself to everyone
- > make sure your phone is switched off or on silent – just check your phone during breaks
- > longer hours of work – don't worry – you will get used to it
- > if you don't feel well and need to take a sick day, it's much more appropriate to call your employer before your starting time. Don't just send a text. Try to make doctor's appointments etc, out of business hours; attendance is very important in keeping a job.

Hints for succeeding on the job

Initiative: once you are sure all your key tasks are completed, be proactive and search for extra work or projects beyond your required role.

Innovation: be original and share your ideas with your employer. Even if your suggestions are not followed through, you have shown your employer that you are interested in working to strengthen the organisation.

Positive attitude: maintain a positive 'can-do' attitude. Your enthusiasm for projects will be noticed and appreciated by your employer.

Willingness to learn: an employer wants to see that you are looking to learn and improve your skills. Employers want to retain employees with the drive and potential to develop skills and grow within their organisation.

Professionalism: behave and dress in an appropriate and professional manner. Be punctual and listen and learn from your employer.

Flexibility: work environments will always change, as will your duties. Be flexible to change and learn to adjust quickly. You will show your employer that you are a competent and dynamic employee.

Remember ABLAC is here to help you. Contact us on 1300 652 236 if you:

- > complete your training
- > have questions about your apprenticeship or traineeship
- > received paperwork you are unsure about
- > change contact details including your email address
- > change workplace address
- > transfer to another employer
- > leave your job.



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Apprenticeships Centre

Our commitment to you

Australian Business Limited Apprenticeships Centre (ABLAC) will help you throughout your apprenticeship or traineeship with information about financial incentives and other benefits available while you complete your qualification.

ABLAC can provide you with:

- > advice on the best apprenticeships and traineeships to suit you
- > assistance with recruitment options, Group Training Organisations (GTOs) and Job Services Australia
- > access to government incentives and benefits
- > assistance in completing paperwork
- > ongoing support and advice at no cost to you.

An apprenticeship or traineeship is a fantastic basis on which to build your career, for more information please call ABLAC on 1300 652 236 or visit ablac.com.au

Record keeping and privacy

ABLAC collects information from employers and their apprentices and trainees for the purpose of administering Australian Apprenticeships.

Employers and their apprentices or trainees may access any information we hold that relates to them. To request any of this information, we will require the employer or apprentice or trainee to provide proof of identity. If additional information is required, access can be requested under the Freedom of Information Act 1982.

Our Australian Apprenticeships Support Services contract is held with the Department of Education, Employment and Workplace Relations (DEEWR). At the end of your contract, we are required to transfer all records to DEEWR.

ablac.com.au

Your feedback helps us continue to improve our service to you. If you have any questions or comments, please contact us or write to our Operations Manager. (Contact details to the right)

Our client service centre staff will handle your suggestions in confidence. Our aim is to resolve issues promptly and keep you informed throughout the process.

Outstanding matters may be referred to the Department of Education, Employment and Workplace Relations (DEEWR) toll free complaints hotline on 1800 000 674 or email nationalcomplaintshotline@deewr.gov.au

State Training Authorities can also provide further information.

Australian Business Limited
Apprenticeships Centre

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