

# Apprenticeships and traineeships

INFORMATION FOR EMPLOYERS

AT009

# Common terms you need to know

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

## **Australian Qualifications Framework**

**(AQF)** - is the policy framework that defines all qualifications that are recognised nationally in post-compulsory education.

**Apprenticeship** - a training arrangement between an employer and an apprentice that combines structured training with paid employment. Apprenticeships usually take four years to complete with training taking place at the workplace and with a registered training organisation.

**Block release** - where the apprentice or trainee attends the registered training organisation to undertake training for a block of time (for example, full-time for three weeks).

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

**Competency-based training** - places primary emphasis on what a person can do as a result of their training and experience. This means that the time required to complete a competency-based apprenticeship or traineeship is flexible. For time-based apprenticeships and traineeships, the training contract operates for a specified term.

**Day release** - where the apprentice or trainee attends the registered training organisation to undertake training on scheduled days (for example, one day a week over six months).

**Australian apprenticeships** - is the name given by the Australian Government to apprenticeships and traineeships. In Queensland they are referred to as apprenticeships and traineeships.

**Off-the-job training** - the training delivered to an apprentice or trainee when they are away from work or removed from routine work duties. This training can take place either in the workplace or at a training venue.

**On-the-job training** - the training delivered to an apprentice or trainee while they are working and the tasks they do to practise their skills at work. On-the-job training is sometimes called workplace delivery.

**Part-time apprenticeship or traineeship** - is when an apprentice or trainee works for a minimum of 15 hours per week which includes the time spent training at work and with the registered training organisation. This must be averaged over each four week period for the duration of the apprenticeship or traineeship.

**Probation** - a period of time at the start of an apprenticeship or traineeship which allows the employer and the apprentice or trainee to make sure they have made the right decision about entering into the apprenticeship or traineeship.

**School-based apprenticeship or traineeship** - allows secondary school students to achieve a Queensland Certificate of Education (senior certificate) while they work and train in an industry area to complete an apprenticeship or traineeship and achieve a nationally recognised qualification.

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

**Training contract** - is a legally binding contract between the employer and the apprentice or trainee (and parent or guardian if the apprentice or trainee is under 18 years of age).

**Training plan** - outlines the training and assessment to be undertaken.

**Training record** - records the progress and achievement of competencies by the apprentice or trainee as outlined in the training plan.

**User Choice** - refers to the policies and funding mechanisms that allow employers and the apprentice or trainee to choose which registered training organisation will provide the training. Registered training organisations with a User Choice contract are paid by the Queensland Government to deliver training to eligible apprentices and

## How to use this guide

When you receive this guide you should have already decided to employ an apprentice or trainee and found the right person for the job.

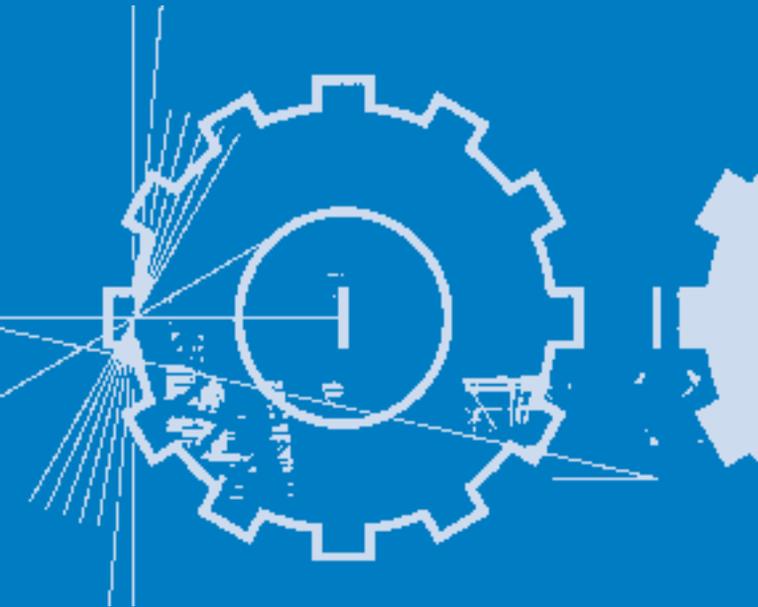
This guide will take you through information you need to know at different stages of the apprenticeship or traineeship.

A good starting point is to read the *Getting started* section on the next page to ensure you have done everything you need to do to begin the apprenticeship or traineeship.

The *Things you need to know* section will help you understand your role and that of your apprentice or trainee. This section also contains some general information about the apprenticeship and traineeship system that will help you in the early stages of the program.

The *A-Z of apprenticeships and traineeships* section provides useful information about different aspects of apprenticeships and traineeships that you can read now or refer to when required.

This guide has been developed just for you. Keep it handy and use it when you need it to ensure you and your apprentice or trainee get the most out of the apprenticeship or traineeship.



## Getting started

You have decided to take on an apprentice or trainee and have found the right person for the job. Before going any further, you will need to ask the following questions.

- ⚡ Have I chosen an apprenticeship or traineeship that suits my business needs?
- ⚡ Have I chosen a registered training organisation?
- ⚡ Have I chosen an Australian Apprenticeships Centre to help get the apprenticeship or traineeship started?

**If you have not addressed any of these areas please read on.**

**If you are ready to start the apprenticeship or traineeship then turn to *Things you need to know* on page 4 of this guide.**

### Choose the right apprenticeship or traineeship

Selecting the right apprenticeship or traineeship for your business means deciding what the job is and identifying the skills required to do the job.

If an apprenticeship or traineeship is chosen that does not suit the needs of your business you will not be able to provide sufficient training and your apprentice or trainee will not learn the full range of skills relevant to the job.

To obtain a list of all the apprenticeships and traineeships types currently available in Queensland call the Department of Employment and Training on **1300 369 935** or visit **[www.qtis.trainandemploy.qld.gov.au](http://www.qtis.trainandemploy.qld.gov.au)**

### Choose a registered training organisation

You will need to choose a registered training organisation that will work with you and your apprentice or trainee throughout the apprenticeship or traineeship. The chosen registered training organisation will help you develop a training plan for the apprentice or trainee, deliver training, assess the achievement of skills and issue the qualification upon completion. Registered training organisations may be TAFE institutes or other training organisations.

Some registered training organisations are funded by the Queensland Government to provide training for all apprenticeships and some traineeships at a reduced cost. You have the option of selecting a registered training organisation

that receives government funding to deliver the training or you can choose to pay for the training delivered by another registered training organisation.

Each organisation offers different ways to train your apprentice or trainee. Shop around for the right one to suit your business needs.

To help with your decision, you need to discuss:

- ⚡ what skills or qualification you want your apprentice or trainee to learn
- ⚡ how, when and where will the training be delivered
- ⚡ what training you will need to provide in the workplace
- ⚡ learning assistance available if required—for example, help with maths, reading or writing
- ⚡ what training methods suit your workplace
- ⚡ who will assess your apprentice or trainee
- ⚡ what feedback or progress reports you should expect.

To find a registered training organisation visit **[www.qtis.trainandemploy.qld.gov.au](http://www.qtis.trainandemploy.qld.gov.au)** or **[www.ntis.gov.au](http://www.ntis.gov.au)** or call the Department of Employment and Training on **1300 369 935**.

### Choose an Australian Apprenticeships Centre

Australian Apprenticeships Centres provide a free service to help businesses with the start up and administration of apprenticeships and traineeships.

An Australian Apprenticeships Centre will:

- ⚡ give you general information about apprenticeships and traineeships
- ⚡ help you complete and lodge the training contract
- ⚡ provide advice about your eligibility, and help you lodge claims for Australian Government incentives.

To find an Australian Apprenticeships Centre in your local area, call **1800 639 629** or visit **[www.australianapprenticeships.gov.au](http://www.australianapprenticeships.gov.au)**

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Things you need to know

## What you need to do and when

### The apprenticeship or traineeship starts on the day agreed by you and your apprentice or trainee.

What	When	More information
<p>The probation period commences. (Probation is normally 90 days for a full-time apprenticeship and 30 days for a full-time traineeship and can be extended if required.)</p>	<p>on the day you and the person who is to become the apprentice or trainee agree to start the apprenticeship or traineeship</p>	<p>Page 21 - Probation</p>
<p>Discuss the requirements of the apprenticeship or traineeship with your Australian Apprenticeships Centre or supervising registered training organisation.</p>		<p>Page 11 - Australian Apprenticeships Centres Page 10 - Supervising registered training organisation</p>
<p>Discuss the training to be undertaken as part of the apprenticeship or traineeship with your supervising registered training organisation.</p>		<p>Page 10 - Supervising registered training organisation</p>
<p>Work with your supervising registered training organisation and your apprentice or trainee to negotiate a training plan for your apprentice or trainee.</p>		<p>Page 29 - Training plan</p>
<p>Work with your supervising registered training organisation to complete an Employer Resource Assessment to determine that:</p> <ul style="list-style-type: none"> <li>• the minimum requirement for supervision is met</li> <li>• the facilities and range of work identified as necessary to train the apprentice or trainee are available.</li> </ul>	<p>during the probation period</p>	<p>Page 24 - Supervision</p>
<p>Go through the induction information with your Australian Apprenticeships Centre or supervising registered training organisation.</p>		<p>Page 20 - Induction</p>
<p>Complete and sign the training contract.</p>		<p>Page 25 - Training contract</p>
<p>Forward the completed training contract to an Australian Apprenticeships Centre.</p>	<p>within one month of the end of the probationary period</p>	<p>Page 25 - Training contract</p>

What	When	More information
Ensure the apprentice or trainee receives workplace training, supervision and assessment according to the training plan.		Page 12 - Training tips Page 29 - Training plan Page 24 - Supervision
Pay wages and provide entitlements in accordance with the relevant industrial relations legislation.	throughout the apprenticeship or traineeship	Page 30 - Wages and entitlements
Meet all other lawful obligations of an employer, including workplace health and safety obligations.		Page 23 - Safety at work Page 24 - Supervision
Release the apprentice or trainee to attend training or undertake assessment.	in accordance with the training plan	Page 28 - Training delivery
Fill in the training record.	at regular intervals throughout the apprenticeship or traineeship (at least every three months)	Page 29 - Training record
<p>Notify your local department office in writing if the following takes place:</p> <ul style="list-style-type: none"> <li>• amendment, temporary assignment or cancellation of the training contract</li> <li>• sale or disposal of the business</li> <li>• dissolution of a business partnership</li> <li>• if you believe your apprentice or trainee is not making reasonable progress in the apprenticeship or traineeship</li> <li>• if you believe your apprentice or trainee will not complete their training within the timeframe shown on the training plan.</li> </ul>	within 14 days after the event takes place	Page 25 - Training contract Page 14 - What to do if a business partnership is dissolved Page 14 - What to do when the business is sold Page 29 - Training plan
For school-based apprenticeships and traineeships notify the department if the school-based apprentice or trainee is going to convert to a full-time or part-time apprenticeship or traineeship with your business.	prior to the end of the final school year of the school-based apprentice or trainee	Page 16 - Employing a school-based apprentice or trainee
Notify your supervising registered training organisation and Australian Apprenticeships Centre if the training contract is cancelled prior to completion.	within seven days of you and your apprentice or trainee agreeing to cancel the training contract	Page 27 - Cancelling the contract
Notify your supervising registered training organisation when all the training outlined in the training plan is complete.	within 10 days of you and your apprentice or trainee agreeing that all the training required under the training plan is complete	Page 26 - Completing the contract

## What your apprentice or trainee must do

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

- observe the conditions of the relevant employment agreement or award
- attend and perform work as directed by you
- behave in a courteous and professional manner
- obey all lawful instructions
- acknowledge that all workplace instructions and any other work-related materials which they receive, as a result of the training, remain your property (except for tools if they are an apprentice, any safety equipment, the training record and their completion and qualification certificates)
- acknowledge that all information obtained from you and given confidentially must be kept confidential and not used or disclosed to any person without your approval.

As part of their **training** your apprentice or trainee must:

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

While your apprentice or trainee is under 18, the parent or guardian who signed the training contract must ensure that these responsibilities are met.

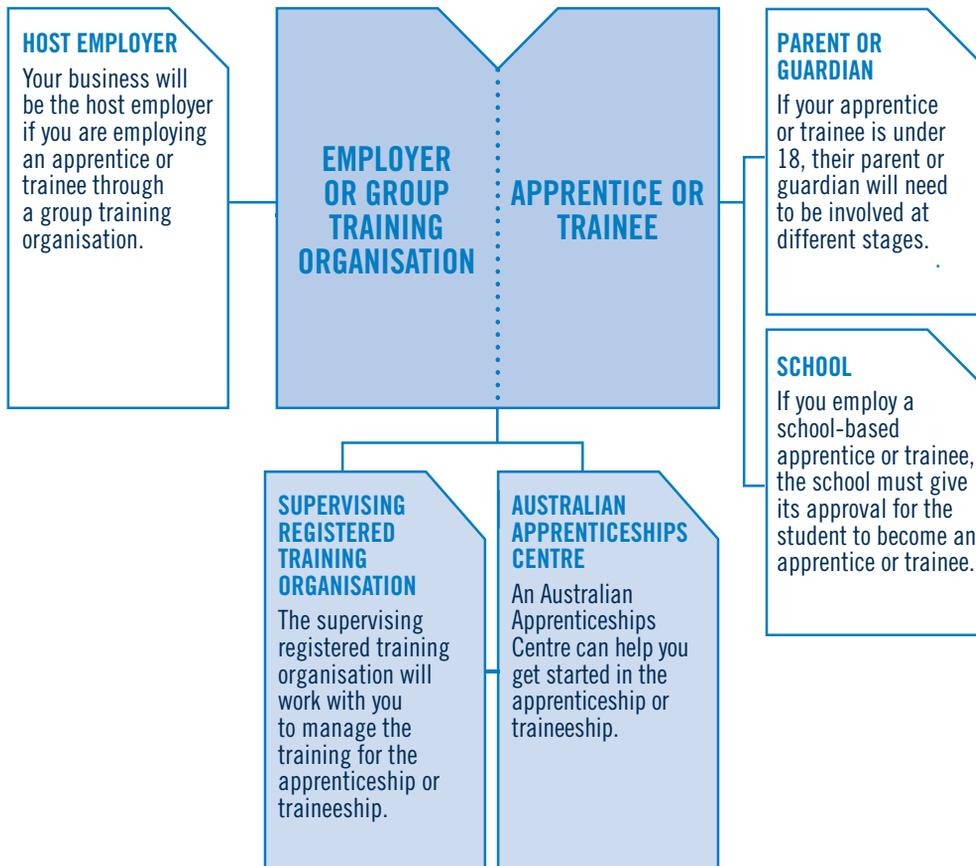
Specific requirements may apply to certain apprenticeships and traineeships. You should ask your supervising registered training organisation if there are any specific requirements which affect you.

If you have any questions about your or your apprentice's or trainee's responsibilities within the apprenticeship or traineeship, contact the Department of Employment and Training on **1300 369 935**.

# Who's who in apprenticeships and traineeships

## DEPARTMENT OF EMPLOYMENT AND TRAINING

The department oversees and administers the apprenticeship and traineeship system and provides advice and assistance to everyone involved in the apprenticeship and traineeship.



## Department of Employment and Training

*(also referred to as the department or DET)*

If you need advice or assistance with an apprenticeship or traineeship then the Department of Employment and Training's officers can help.

These officers are located throughout Queensland to provide you with assistance over the telephone or a visit to the workplace. Local office details are listed on the back of this guide. Services include:

- ❑ **Administration** - the department processes all training contracts including registrations, amendments, extensions, cancellations and completions, and issues the certificate of completion.
- ❑ **Training information** - the department can provide details of registered training organisations funded by the Queensland Government to deliver training.
- ❑ **Advice** - contact the department to find out about incentives and allowances, roles and responsibilities of supervising registered training organisations and Australian Apprenticeships Centres, and the rights and obligations of employers, apprentices and trainees.
- ❑ **Specialist support** - officers are available to help you work through issues that you or your apprentice or trainee may be having.
- ❑ **Special needs** - the department can help you access support for apprentices and trainees with a disability or special learning needs.
- ❑ **Skill recognition** – if you or your staff have the skills but no formal qualifications, the department can tell you how to get your skills recognised.

If you have any questions about apprenticeships and traineeships call the Department of Employment and Training on **1300 369 935** or visit **[www.trainandemploy.qld.gov.au](http://www.trainandemploy.qld.gov.au)**

## Group training organisation

*(also referred to as a GTO, group training company or group scheme)*

Group training organisations are not-for-profit organisations that employ apprentices and trainees and place them with different host employers on a short or long-term basis.

Group training organisations may:

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

To find a group training organisation in your area call **1800 819 747** or visit **[www.gtald.com.au](http://www.gtald.com.au)**

## Host employer

If you hire an apprentice or trainee through a group training organisation you will be considered a host employer.

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

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

## Supervising registered training organisation

(also referred to as a *SRTO*, *registered training organisation*, *RTO*, or *training provider*)

The Queensland Government has registered some training organisations to provide training for apprentices and trainees. A registered training organisation may be a TAFE institute or other training organisation.

Once you choose one of these registered training organisations to work with you it becomes your **supervising registered training organisation**.

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

- ⚡ provide you with induction information on your rights and responsibilities under the training contract
- ⚡ ensure you have the range of work and facilities required to train your apprentice or trainee
- ⚡ work with you and your apprentice or trainee to design a training plan, including what training needs to occur, how and when it will take place, who will provide it and how it will be assessed
- ⚡ provide your apprentice or trainee with a training record and any materials essential for their training
- ⚡ advise you and the apprentice or trainee of the costs of the training including any student fees to be paid.

**During the apprenticeship or traineeship** it will:

- ⚡ train your apprentice or trainee where required and assist you to make sure the training is completed on time
- ⚡ make contact with you at least four times in each year of the apprenticeship or traineeship to monitor the training and provide support
- ⚡ deliver additional learning support if required—for example, help with maths, reading or writing
- ⚡ provide advice on travel and accommodation subsidies
- ⚡ issue the nationally recognised qualification.

If you don't already have a registered training organisation, visit [www.qtis.trainandemploy.qld.gov.au](http://www.qtis.trainandemploy.qld.gov.au) or [www.ntis.gov.au](http://www.ntis.gov.au) or call the Department of Employment and Training on **1300 369 935**.

## Australian Apprenticeships Centre

*(previously known as a new apprenticeships centre and also referred to as an AAC)*

You may decide to work with an Australian Apprenticeships Centre. Australian Apprenticeships Centres provide a free service to help businesses with the start up and administration of apprenticeships and traineeships.

An Australian Apprenticeships Centre will:

- ⚡ give you general information about apprenticeships and traineeships
- ⚡ help you complete and lodge the training contract
- ⚡ provide advice about your eligibility, and help you lodge claims for Australian Government incentives
- ⚡ make regular contact with you and the apprentice or trainee to check on the progress of the training
- ⚡ provide you and your apprentice or trainee with induction information.

If you don't already have an Australian Apprenticeships Centre you can find the one closest to you by calling **1800 639 629** or at **at [www.australianapprenticeships.gov.au](http://www.australianapprenticeships.gov.au)**

## School

If you employ a school-based apprentice or trainee the student's school will need to be involved in the apprenticeship or traineeship.

The school will develop and support the Education, Training and Employment Schedule which outlines when the school-based apprentice or trainee is at school, at work or training. It will also provide support to you and the student throughout the school-based apprenticeship or traineeship.

## Parent or guardian

If your apprentice or trainee is under 18 years of age when they enter into the apprenticeship or traineeship, their parent or guardian will need to do the following:

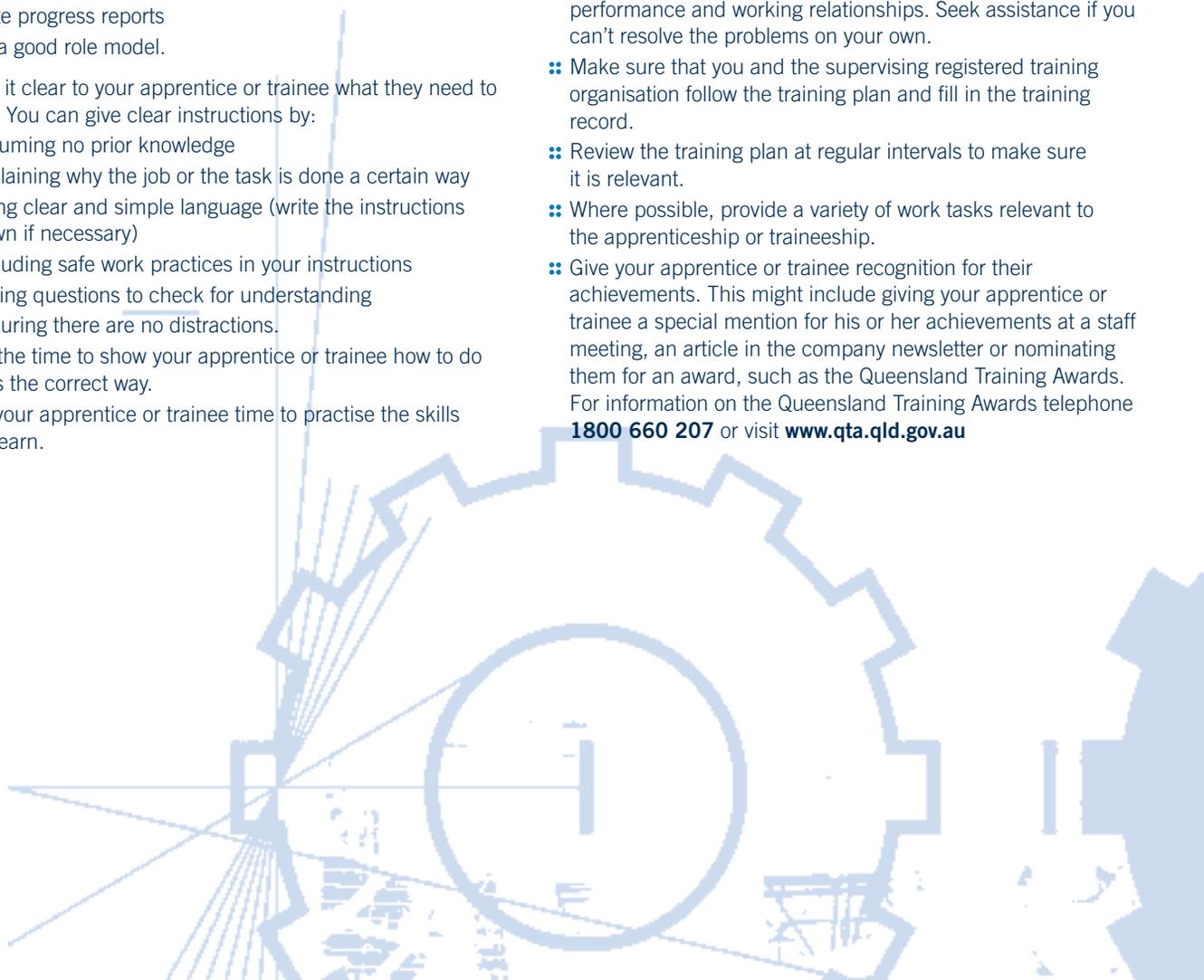
- ⚡ sign the training contract
- ⚡ ensure they fulfil all of their responsibilities under the apprenticeship or traineeship
- ⚡ if they are a school-based apprentice or trainee, support the Education, Training and Employment Schedule.

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

## Training tips

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

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



A-Z of apprenticeships  
and traineeships

## Business environment changes

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

### What to do if business is slow

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

It is recommended that you contact the Department of Employment and Training on **1300 369 935** before pursuing any of the following options.

- If you are employing your apprentice or trainee through a group training organisation, contact them to arrange placement of your apprentice or trainee with another host employer.
- You can temporarily assign your apprentice or trainee to another employer for a maximum period of six months. However, you can apply for a longer assignment if required. At the end of the assignment the apprentice or trainee must return to your business. The Department of Employment and Training will need to approve any changes to the working arrangements.
- You may be able to negotiate for your apprentice or trainee to take annual leave to cover the slow period.
- You can apply for a temporary stand down of the apprenticeship or traineeship until your capacity to train improves. Temporary stand down is essentially unpaid leave, and can also include employing your apprentice or trainee for less than the full working week. The apprentice or trainee may also be able to do unrelated work in an alternative workplace during the stand down period. The maximum period of a stand down is 30 days and must be approved by the Department of Employment and Training.
- As a last resort, cancellation of the apprenticeship or traineeship may need to be considered.

### What to do when the business is sold

Your apprentice or trainee is contracted to you as the owner of your business. If you sell your business the new owner can agree to continue to train your apprentice or trainee under the registered training contract. If this happens, the contract is taken to have been assigned to the new owner on the day agreed between you and the new owner. You must advise the department of the new arrangements in writing within 14 days after this happens.

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

The new owner should also contact the Department of Employment and Training to advise of their agreement to continue the training.

If the new owner does not want to keep the apprentice or trainee on, you can arrange for your apprentice or trainee to be placed with another employer who will then assume responsibility for the training contract.

As a last resort, if your apprentice or trainee is unable to be placed with another employer, you may need to arrange for the training contract to be cancelled.

### What to do if a business partnership is dissolved

Your apprentice or trainee is contracted to you and your partner(s) as owners of the business. If the partnership is dissolved and you or your partner(s) continue the business, the training contract is assigned to the remaining owner(s) of the business.

The Department of Employment and Training needs to be advised in writing within 14 days of the partnership dissolution.

You will also need to contact your Australian Apprenticeships Centre so they can amend their records.

If the business is not continued, the Department of Employment and Training should be advised so the training contract can be cancelled.

## Changing your supervising registered training organisation

You and your apprentice or trainee can change supervising registered training organisations during the apprenticeship or traineeship. As the employer you must:

- write to the registered training organisation advising them that they are to be replaced, including the date for the replacement which can be no sooner than 14 days after the day written notice is given
- advise the Department of Employment and Training by completing the Change of Supervising Registered Training Organisation form which is available by telephoning the Department of Employment and Training or visiting [www.trainandemploy.qld.gov.au](http://www.trainandemploy.qld.gov.au)

The registered training organisation you are replacing must provide your apprentice or trainee with a Statement of Attainment to confirm the training that has been completed. This must be provided on or before the replacement date.

Your new supervising registered training organisation will need to develop a new training plan with you and your apprentice or trainee.

## Employment options

### Employing an existing worker as an apprentice or trainee

Existing workers can be employed as an apprentice or trainee. For example, the employee could use an apprenticeship to move from trades assistant to apprentice, to tradesperson. The employee may even reduce the length of the apprenticeship or traineeship by receiving credit for existing skills or knowledge.

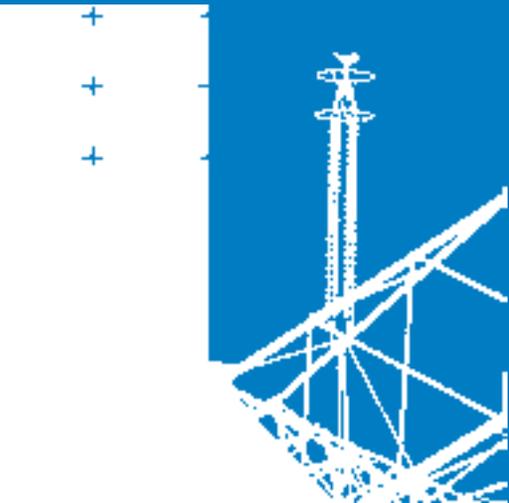
Existing part-time employees can also undertake an apprenticeship or traineeship if the relevant industrial award or agreement allows for this to happen.

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

An existing worker is defined as a person who has been employed with a business longer than three months full-time or 12 months part-time or casual. This definition becomes important when determining if the employee is eligible to receive government-funded training as part of their apprenticeship or traineeship.

### Employing a part-time apprentice or trainee

Under a part-time apprenticeship or traineeship the apprentice or trainee must work a minimum of 15 hours per week, which includes the time spent training at work and with the supervising registered training organisation. This must be averaged over each four-week period for the duration of the apprenticeship or traineeship.



## Employing a school-based apprentice or trainee

School-based apprenticeships and traineeships allow high school students (typically years 11 and 12) to work with you as paid employees whilst studying for their Queensland Certificate of Education (senior certificate). At the same time students undertake a training qualification with a registered training organisation chosen by you and the student.

School-based apprentices and trainees must be able to document how their day is allocated over school, work and training. To do this, students must negotiate an Education, Training and Employment Schedule with the support of their school, their employer, the supervising registered training organisation and their parents. This schedule must be negotiated at the same time the training contract is signed.

### School

Your school-based apprentice or trainee will continue to attend school while they work and train with your business.

**The school-based apprentice's or trainee's employment and/or training must impact on their school timetable for the program to be considered school-based.**

### Work

Your school-based apprentice or trainee will undertake paid employment with your business for a minimum of 48 days (or the equivalent hours) per 12 month period.

If your school-based apprentice is undertaking an electrotechnology apprenticeship, they must work a minimum of 80 days full-time paid employment for each year of the apprenticeship. They must also work a minimum of 15 hours each week (when not on block release).

Depending on their school timetable and your requirements, the student may work with your business:

- one to two (full or part) days a week while attending school on the remaining days
- for blocks at a time
- on weekends, school holidays or after school.

Unlike other apprentices and trainees, school-based participants:

- are not paid for the time spent undertaking training delivered by the supervising registered training organisation
- do not accrue entitlements to sick leave or recreation leave.

However, students are paid for the time spent working including a loading to compensate for not receiving recreation and sick leave.

## Training

Your school-based apprentice or trainee will undertake training with your business and with a supervising registered training organisation. Training delivered by the registered training organisation can take place in the workplace, on campus or through flexible delivery methods such as using the Internet.

The supervising registered training organisation will provide you with information about the costs of the training at the commencement of the school-based apprenticeship or traineeship. Some registered training organisations receive state government funding to deliver training for school-based apprenticeships and traineeships at a reduced cost.

Employers are not obliged to pay for the training. However, a large number of employers meet these costs as an investment in their future workforce.

## Completing the school-based apprenticeship or traineeship

Students who do not complete their apprenticeship or traineeship while at school are required to convert to a full-time or part-time apprenticeship or traineeship when they finish school. Once converted to full-time or part-time arrangements, normal award wages and conditions apply.

## Financial assistance and incentives

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

If you are not already taking advantage of these incentives then contact the relevant organisation as outlined in this section.

### Queensland Government Financial Assistance

*This information is current as at 1 July 2006 and is subject to change. Employers should contact the Department of Employment and Training to access the most up-to-date information on Queensland Government financial assistance.*

### Skilling Queenslanders for Work incentives

*(previously known as Breaking the Unemployment Cycle incentives)*

#### Strategic Employment Development Program

Private sector employers and group training organisations that take on an additional apprentice in a skill shortage industry could attract a subsidy of up to \$2200 (including GST).

To attract the subsidy, your apprentice must:

- ⚡ be employed in an eligible occupation within an identified skill shortage industry
- ⚡ have commenced the apprenticeship on, or after, 1 July 2004
- ⚡ be additional to the number of apprentices your organisation employed as at 1 July 2004. Eligibility will take into consideration completions, cancellations and withdrawals from eligible occupations as well as previous incentive payments
- ⚡ have completed six months of their apprenticeship
- ⚡ still be employed as an apprentice when the employer signs the documentation.

Your organisation's eligibility is assessed once your apprentice has been employed for six months.

**You do not need to apply for this subsidy.** The Queensland Government automatically identifies employers who fit the eligibility criteria and will contact your organisation once your apprentice has been employed for six months to confirm eligibility.

#### Youth Training Incentives Program

The Youth Training Incentives program provides employers in rural and remote areas of Queensland with up to \$4,000 for taking on school-based apprentices or trainees.

**Private employers do not need to apply for this subsidy.** The Queensland Government automatically identifies employers who fit the eligibility criteria and will contact your organisation once your apprentice or trainee has met each of the qualifying periods to confirm eligibility

Public sector employers are invited to express their interest in the program in March of each year. If your agency did not submit an expression of interest, please contact (07) 300 64164 for advice about current and future funding rounds.

#### Start-up assistance

A subsidy of up to \$300 may be available to your business or your apprentice or trainee for the purchase of specialised equipment such as necessary tools and protective equipment (excluding uniforms).

If eligible for this subsidy, the apprentice or trainee is reimbursed for the cost of tools or equipment and they become the permanent property of the apprentice or trainee.

If your apprentice or trainee can't afford to buy the necessary tools or equipment, as their employer, you can buy them and you may be reimbursed. Before purchasing anything however, it is best to check whether your apprentice or trainee is eligible for this subsidy.

**For more information about the Skilling Queenslanders for Work incentives contact the Department of Employment and Training on 1300 369 925 or visit the 'funding and incentives' section at [www.trainandemploy.qld.gov.au](http://www.trainandemploy.qld.gov.au)**

#### Payroll tax exemption

Employers may not be required to pay payroll tax in relation to wages paid to apprentices and eligible trainees. For more information contact the Office of State Revenue on **1300 300 734** or visit [www.osr.qld.gov.au](http://www.osr.qld.gov.au)

## Travel and accommodation assistance

Registered Queensland apprentices and trainees who travel more than 100 kilometres (round trip) from their usual workplace to where the supervising registered training organisation provides training, may be eligible for a travel and accommodation allowance. For more information contact the Department of Employment and Training on **1300 369 935**.

## The Building and Construction Industry Training Fund

Supported by the Queensland Government, the Building and Construction Industry Training Fund (BCITF), provides additional financial incentives from \$1750 to \$7000 over two years to employers within the building and construction (and related) industries who recruit apprentices and trainees.

Funding is also made available to encourage industry employers to take on apprentices who are at risk. These are apprentices who, in the closing stages of their training, have their training contract cancelled.

For more information contact the Building and Construction Industry Training Fund on **1800 798 488** or visit [www.beconstructive.com.au](http://www.beconstructive.com.au)

## Australian Government Financial Assistance

### Australian Government Australian Apprenticeships Incentives Program

*This information is current as at 1 July 2006 and is subject to change.*

Your local Australian Apprenticeships Centre will be able to provide you with more information about the following incentives. Employers must satisfy certain eligibility criteria to receive these incentives. Some waiting periods and time limits may apply for the lodgement of incentive claims.

Only an Australian Apprenticeships Centre which is contracted by the Australian Department of Employment and Training of Education, Science and Training can advise you of your eligibility for these incentives.

Examples of employer incentives and personal assistance for eligible apprentices and trainees include:

- :: Commencement and Completion Incentives** totalling \$4000 for Certificate III training paid to eligible employers
- :: Innovation Incentive** provides an additional \$1100 incentive paid on commencement in an identified occupation
- :: Assistance to Apprentices with Disabilities** provides wage assistance to eligible employers and additional funding to support the off-the-job training to eligible apprentices
- :: Australian School-based Apprenticeships Incentive** which provides eligible employers with an additional \$750 commencement incentive for employing a school-based apprentice or trainee at Certificate II to IV level and \$750 for continuing to employ the young person after the student has completed Year 12
- :: Mature Aged Worker Incentive** which provides eligible employers of disadvantaged workers (aged 45 years or older) with a \$750 Mature Aged Worker Commencement Incentive and a \$750 Mature Aged Worker Completion Incentive.

For more information about incentives available to employers of apprentices and trainees through the Australian Government Australian Apprenticeships Incentives Program, talk to your Australian Apprenticeships Centre, call **1800 639 629** or visit [www.australianapprenticeships.gov.au](http://www.australianapprenticeships.gov.au)

## **Wage Assistance program**

The Wage Assistance program provides an incentive to employers who provide ongoing employment to eligible Indigenous jobseekers.

Wage Assistance pays a salary subsidy to employers of up to \$4400 over six months for a full-time job or \$2200 over six months for a part-time job of at least 15 hours per week.

The employer and the jobseeker must satisfy the eligibility criteria to receive this subsidy.

For more information contact the Indigenous Employment Line on **1 802 102** or visit **[www.wageassistance.gov.au](http://www.wageassistance.gov.au)**

## Induction

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

As part of the workplace induction you should:

- ⚡ outline what the job is and the specific duties of the apprentice or trainee
- ⚡ outline what the business does and how the job fits into the overall picture
- ⚡ discuss starting and finishing times, when the apprentice or trainee can take breaks and how they will record the time they have worked
- ⚡ outline what, when and how the apprentice or trainee will be paid
- ⚡ discuss leave and other employment conditions and arrange superannuation contributions
- ⚡ take the apprentice or trainee on a tour of the workplace, introduce them to their work colleagues and show them lunch, toilet and other facilities
- ⚡ provide the apprentice or trainee with access to uniforms or discuss dress standards
- ⚡ go through workplace health and safety information (for more information on what you need to cover, refer to *Safety at work* on page 23).

Your supervising registered training organisation and your Australian Apprenticeships Centre will also provide you with induction information during the probationary period of the apprenticeship or traineeship.

For more information about induction visit the 'For business and employers' section at [www.trainandemploy.qld.gov.au](http://www.trainandemploy.qld.gov.au)

## Misconduct and discipline

If your apprentice or trainee does not do the right thing, you can do something about it.

You should contact the department before disciplinary action can be taken if your apprentice or trainee:

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

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

- ⚡ a reprimand
- ⚡ a fine
- ⚡ written direction to comply with the training contract
- ⚡ suspension without pay
- ⚡ cancellation of the training contract.

### Serious misconduct

You can immediately suspend your apprentice or trainee for serious misconduct for up to one working day. Serious misconduct includes:

- :: theft, assault and fraud
- :: being under the influence of drugs or alcohol at work
- :: causing imminent risk of serious bodily injury, work-caused illness or a dangerous event
- :: behaving in a way that is inconsistent with the continuation of the training contract.

There are strict legislative requirements and timeframes that you must comply with in order for the suspension or cancellation to be approved.

You will be required to:

- :: advise the apprentice or trainee of the suspension
- :: provide the apprentice or trainee with written notice confirming the suspension within one working day of the suspension occurring. This written notice must also outline the grounds for suspension and state whether you intend to apply for cancellation of the training contract
- :: advise the Department of Employment and Training of the suspension and supply the department with a copy of the suspension notice provided to the apprentice or trainee. The department will decide whether to uphold the suspension and where applicable, cancel the training contract.

If the Department of Employment and Training cancels the training contract you must notify your supervising registered training organisation.

If you do not fully comply with the legislative requirements or if the suspension or application for cancellation is not approved, you must immediately resume the training program and reimburse your apprentice or trainee for lost wages.

You must contact the Department of Employment and Training immediately on **1300 369 935** in the event of serious misconduct.

Each apprenticeship and traineeship has a set probation period. This gives you and your apprentice or trainee time to work together and decide whether to continue with the apprenticeship or traineeship. During this time you should assess your apprentice's or trainee's work ethic, reliability and potential to succeed in the chosen apprenticeship or traineeship.

Probation begins on the day you and your apprentice or trainee agree to start the apprenticeship or traineeship.

It usually lasts 90 days for a full-time apprentice and 30 days for a full-time trainee.

To find out what the probation period is for your apprenticeship or traineeship contact the Department of Employment and Training on **1300 369 935** or speak to your Australian Apprenticeships Centre.

### Extending or reducing the probation period

In some circumstances, you or your apprentice or trainee may apply to extend or reduce the probation period before the end of probation. Contact the Department of Employment and Training on **1300 369 935** if you wish to do this.

### Terminating the apprenticeship or traineeship during probation

You or your apprentice or trainee may also terminate the apprenticeship or traineeship during probation by giving a week's notice.

### Completing the probation period

At the end of probation, you both must decide whether you want to continue with the apprenticeship or traineeship. Once probation is complete, you and your apprentice or trainee are contracted to each other until the end of the training contract. If either of you subsequently wish to cancel the training contract you will need to contact the Department of Employment and Training on **1300 369 935**.

## Reviews, complaints and appeals

If you disagree with a decision made by the Department of Employment and Training on any apprenticeship or traineeship matter you can:

- request a review of the decision by your local Department of Employment and Training office
- refer the matter to the Training Ombudsman
- lodge an appeal to the Queensland Industrial Relations Commission.

### Local office review

If you believe that the Department of Employment and Training did not know or fully consider information relating to an apprenticeship or traineeship decision, you can request a review by your local Department of Employment and Training office.

In your written application you should state why you believe the decision should be reconsidered and include any relevant information.

Local office contact details are listed on the back of this guide.

### Training Ombudsman

The Training Ombudsman provides free, impartial advice to anyone with an interest in an apprenticeship or traineeship. The role also provides an independent office for resolving complaints about the nature, scope and quality of training.

The Ombudsman deals with matters such as:

- training delivered to the apprentice or trainee under the training contract
- adequacy of facilities, range of work and supervision provided by the employer
- circumstances in which a training contract was signed, amended or cancelled
- failure of the apprentice or trainee to make reasonable progress under the training plan
- decisions or actions affecting an apprenticeship or traineeship.

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

You can contact the Ombudsman on **1300 306 699** or at [training.ombudsman@det.qld.gov.au](mailto:training.ombudsman@det.qld.gov.au)

### Queensland Industrial Relations Commission

You may lodge an appeal with the Commission if you disagree with a decision relating to:

- refusal to register a training contract
- amendment or assignment of a registered training contract
- order for discipline
- cancellation of a training contract
- cancellation of the registration of a training contract
- cancellation of a Completion Certificate
- cancellation, or refusal to cancel, a qualification or statement by a registered training organisation
- extension of the nominal term of a registered training contract
- declaration, variation of a declaration or refusal to vary a declaration of a prohibited employer
- stand down, or refusal to approve the stand down of an apprentice or trainee.

For assistance telephone the Queensland Industrial Relations Commission on **(07) 3227 8060**.

## Safety at work

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

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

You must also:

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

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

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

For more information telephone the Department of Industrial Relations on **1300 369 915** or visit **[www.dir.qld.gov.au/workplace/index.htm](http://www.dir.qld.gov.au/workplace/index.htm)**

## Skills recognition

When commencing or re-commencing an apprenticeship or traineeship, an employee may be able to apply for credit for previous service as an apprentice or trainee, or for relevant work experience. Any credit given reduces the duration of the apprenticeship or traineeship and changes the end date.

If your apprentice or trainee is given credit for previous experience, your supervising registered training organisation will work with you and the apprentice or trainee to determine the appropriate training entry point when they draw up the training plan. Credit may be given as trade recognition or recognition of prior learning.

### Trade recognition

If an employee has been working in an apprenticeship occupation for a significant period of time (at least six years full-time after they turned 21 years of age), they may be eligible to have their existing skills recognised. This process of recognising existing skills is called trade recognition or recognition of work or training. If you think your apprentice or trainee may be eligible, this process should be undertaken prior to entering into an apprenticeship.

For more information about trade recognition contact the Department of Employment and Training on **1300 369 935** or visit **[www.trainandemploy.qld.gov.au](http://www.trainandemploy.qld.gov.au)**

### Recognition of prior learning

Recognition of prior learning (often referred to as RPL) is where a person receives credit towards a qualification for the knowledge and skills they have gained through education, training, work and life experience.

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

To gain recognition of prior learning, a person must be able to show that their skills are current and meet industry standards.

For more information about recognition of prior learning for your apprentice or trainee, talk to your supervising registered training organisation.

## Supervision

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

During the development of the training plan your supervising registered training organisation will assess your capacity to supervise the apprentice or trainee against the requirements of the specific apprenticeship or traineeship.

As a general rule, there should be a person designated to train each apprentice or trainee. This person needs to permanently work in the same workplace and be predominantly employed during the same working hours as the apprentice or trainee.

You can apply to the Department of Employment and Training to exceed the supervision ratio for both apprentices and trainees.

To determine the best level of supervision think about:

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

## Support services

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

- communication problems or disagreements in the workplace
- absences or behavioural issues
- support for apprentices and trainees with learning difficulties or experiencing problems with reading, writing or maths
- support for apprentices and trainees with a disability
- support for apprentices and trainees who are not making reasonable progress.

For more information, contact the Department of Employment and Training on **1300 369 935**.

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

# Training contract

## Hints for resolving problems

- Step 1:** Identify what the problem is—be specific and identify particular behaviours which need to change.
- Step 2:** Identify who the problem affects, why it is a problem, what the consequence may be and who is contributing to the problem.
- Step 3:** If applicable, discuss the problem with the supervising registered training organisation to determine if the behaviour is occurring across all areas of the apprenticeship or traineeship.
- Step 4:** Identify possible solutions—what would you and your apprentice or trainee prefer to happen and how can you both make this happen.
- Step 5:** Communicate the specific behaviours you both expect and reach an agreement on exactly what the solution is and how to measure it. It is a good idea to put this in writing.
- Step 6:** Review the solution and give positive feedback.

## Vocational Education and Training Disability Support Service

The Department of Employment and Training operates the Vocational Education and Training Disability Support Service which provides support for eligible apprentices and trainees with a disability. The service includes assessment of a student's support requirements, adaptive equipment and support personnel to assist students to undertake training.

For more information about this service talk to your supervising registered training organisation.

## Signing and registering the contract

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

If you do not already have a training contract, you can obtain one from your Australian Apprenticeships Centre or Department of Employment and Training office.

Your supervising registered training organisation or your Australian Apprenticeships Centre can assist you to complete the training contract. Once it is completed, it should be sent to your Australian Apprenticeships Centre who will lodge it with the Department of Employment and Training for registration.

The contract must be registered to receive any relevant Queensland Government funded training and incentives and to access Australian Government incentives and allowances.

The training contract and training plan need to be completed during the probation period of the apprenticeship or traineeship. It is important to do this as soon as possible as the Department of Employment and Training must receive the signed training contract within one month of the end of the probation period.

When the training contract is registered, you will receive a letter from the Department of Employment and Training and a copy of the training contract.

Please remember that the training contract is legally binding.

When you sign the training contract you are bound by the conditions contained in the Vocational Education, Training and Employment Act 2000 and the contract. It is therefore important that it does not contain any false or misleading information.

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

If the contract is cancelled the Department of Employment and Training may take action including:

- ⚡ recovering funds provided for training
- ⚡ recovering incentives or allowances
- ⚡ prosecuting for breaches of the Vocational Education, Training and Employment Act 2000.

## Changing the term of the contract

All apprenticeships and traineeships have a completion date which is the anticipated end date. You do not need to reduce the term of the apprenticeship or traineeship if it is likely that your apprentice or trainee will finish the training before this date.

The majority of apprenticeships and traineeships operate using competency-based training. This means the time required to achieve skills and knowledge is flexible, allowing your apprentice or trainee to finish their apprenticeship or traineeship when they achieve competency in the areas outlined in the training plan.

However, if it is unlikely that your apprentice or trainee will complete their training before this date you will need to apply to the Department of Employment and Training for an extension and amend the training contract. This application must be made prior to the end date of the apprenticeship or traineeship.

You and your supervising registered training organisation can do this by writing a letter or completing the Extension of Nominal Term of an Apprenticeship or Traineeship form, and sending it to your local Department of Employment and Training office. This form is available at [www.trainandemploy.qld.gov.au](http://www.trainandemploy.qld.gov.au) or by contacting the Department of Employment and Training on **1300 369 935** or your Australian Apprenticeships Centre.

If your apprentice or trainee has had an extensive absence from work due to illness or injury, you may be able to extend the specific wage level or year of the apprenticeship or traineeship. This extension will allow the apprentice or trainee to achieve the competencies required to progress through the apprenticeship or traineeship.

For further information please contact the Department of Employment and Training on **1300 369 935**.

## Completing the contract

The apprenticeship or traineeship is complete once you, your apprentice or trainee and the supervising registered training organisation agree that all the requirements of the training plan have been fulfilled.

To complete the training contract the following must take place.

1. You and your apprentice or trainee must advise the supervising registered training organisation in writing that all the competencies have been achieved.
2. Your supervising registered training organisation will confirm that all the training is complete and then provide you and your apprentice or trainee with an agreement to sign. You will be provided with a copy of this agreement.
3. Within 21 days of signing this agreement, a qualification or statement of attainment will be issued by the supervising registered training organisation to your apprentice or trainee. You will receive advice from the training organisation when this happens.
4. After advice is received from the supervising registered training organisation, the Department of Employment and Training will issue a certificate of completion to your apprentice or trainee and advise you in writing that this has been provided.

As set time frames apply for undertaking this completion process, contact your supervising registered training organisation or the Department of Employment and Training for advice on what you need to do.

The actual date of completion is the date on which you, your apprentice or trainee and your supervising registered training organisation sign the completion agreement.

When the apprenticeship or traineeship ends, wage entitlements will change. You may also find that you will have to meet the cost of any training provided after the apprenticeship or traineeship has ended. For these reasons, it is very important to arrange for the formal completion of the training contract or apply for an extension to the contract.

Having invested time and money in developing your apprentice or trainee you can now offer ongoing employment. However, you have no legal obligation to do so unless the person was employed by you immediately prior to commencing the apprenticeship or traineeship.

## Cancelling the contract

The training contract you have entered into with your apprentice or trainee is legally binding.

If you are considering cancelling the training contract due to a communication breakdown or behavioural issue, you should seek help to see if you can resolve your differences and proceed with the training. Officers from the Department of Employment and Training are available to help you work through any issues you and your apprentice or trainee may have.

Cancellation of a training contract should only be considered as a last resort after all efforts have been made to resolve the issues that threaten the continuation of the training.

You or your apprentice or trainee can cancel the apprenticeship or traineeship during probation by giving a week's notice.

If you wish to cancel the training contract after the probation period, it is important that you contact your local Department of Employment and Training office for assistance as set time frames apply.

If the apprentice or trainee was employed by you immediately prior to commencing the apprenticeship or traineeship and the training contract is cancelled, you must offer that person reinstatement to their previous position.

### When you both agree to cancel

You and your apprentice or trainee (and their parent or guardian if they are under 18) can agree to cancel the training contract at any time.

1. If the training contract has been registered, you must write a letter to your local Department of Employment and Training office or fill in a Cancellation of Training Contract form within 14 days of you and your apprentice or trainee agreeing to cancel the apprenticeship or traineeship.

The Cancellation of Training Contract form is available at [www.trainandemploy.qld.gov.au](http://www.trainandemploy.qld.gov.au) or by contacting the Department of Employment and Training or your Australian Apprenticeships Centre.

2. You will need to advise your supervising registered training organisation that the contract has been cancelled. You should also ask your supervising registered training organisation to provide your apprentice or trainee with a statement of attainment to demonstrate the competencies they have achieved.

### When only one of you wishes to cancel

1. The person who wishes to cancel the training contract will need to write a letter to the local Department of Employment and Training office applying to cancel the contract and outlining the reasons for the application.
2. The Department of Employment and Training will review the application. Until a decision is made, the training contract still applies and both you and your apprentice or trainee must continue to honour your commitments.
3. If the application to cancel the training contract is disputed the Department of Employment and Training will investigate the situation.
4. When the contract has been legally cancelled you will receive written advice from the Department of Employment and Training.
5. You will need to advise your supervising registered training organisation that the contract has been cancelled. You should also ask your training organisation to provide your apprentice or trainee with a statement of attainment to demonstrate the competencies they have achieved.

### When can the Department of Employment and Training cancel training contracts?

Training contracts can also be cancelled by the Department of Employment and Training in instances where:

- ❖ you or your apprentice or trainee provided false and/or misleading information on the training contract
- ❖ the training contract was registered in error
- ❖ you or your apprentice or trainee have been convicted of an offence against the Vocational Education, Training and Employment Act 2000
- ❖ there has been a change in your circumstances or those of your apprentice or trainee that make it unlikely that the contract will be completed
- ❖ the apprentice or trainee is failing to make reasonable progress in the training for a reason other than neglect or default
- ❖ the apprentice or trainee has left your employment and can't be contacted.

## Training costs

**Your supervising registered training organisation will advise you of the costs of the training. However, following is some information about how the government provides funding for the training for apprenticeships and traineeships.**

A number of registered training organisations are funded by the Queensland Government to provide training for all apprenticeships, and some traineeships, at a reduced cost. All apprentices (full-time, part-time and school-based), and all school-based trainees, are eligible to receive funded training from these training organisations.

Trainees undertaking a Certificate II or III traineeship are eligible to receive funded training from these training organisations if they are undertaking a traineeship in an area that is experiencing a skill shortage, or that is important to Queensland's economy. Funded training is also provided for trainees if they are a member of a priority population group.

You have the option of selecting a registered training organisation that receives government funding to deliver the training for your apprentice or trainee, or you can choose to pay for training delivered by another training organisation.

If your supervising registered training organisation is no longer able to provide funded training, you can choose to stay with the organisation and pay for the training or transfer to another government funded registered training organisation (including a TAFE institute) to complete the training.

You are not obliged to pay for the training of your apprentice or trainee. However, a large number of employers cover the costs of the training as an investment in the workforce of their business. You may also be eligible to receive a variety of financial incentives from the Queensland Government and Australian Government to help meet the costs of training an apprentice or trainee (refer to page 17).

Your apprentice or trainee may also have to pay student fees to the registered training organisation. Your supervising registered training organisation must advise your apprentice or trainee of any fees to be paid. You can choose to pay these fees on behalf of your apprentice or trainee.

## Training delivery

The way your apprentice or trainee receives training will depend on the apprenticeship or traineeship, the learning style of the apprentice or trainee and your business needs.

All modes of training delivery require the apprentice or trainee to be withdrawn from routine work for the purposes of undertaking structured training and assessment.

**Classroom delivery** sees the apprentice or trainee removed from routine work duties to undertake training in a classroom environment. This can take place as block release or day release at the supervising registered training organisation, or in a classroom environment at your business premises or similar training venue.

**Flexible delivery** sees the apprentice or trainee removed from routine work duties to undertake training using distance, correspondence, online or Internet training tools combined with instruction delivered using face-to-face, video link or teleconferencing methods.

**Work-based delivery** sees the apprentice or trainee develop the required knowledge and skills in the workplace. Training is delivered by you with guidance and support provided by the supervising registered training organisation. Work-based delivery will not attract government funding for the training.

You will discuss how your apprentice or trainee will receive training with your supervising registered training organisation when you formulate the training plan. At this stage you also need to identify if your apprentice or trainee requires any special training such as extra help with maths or reading.

## Training plan

You, your apprentice or trainee and the supervising registered training organisation need to develop a training plan. This outlines:

- your apprentice's or trainee's current skills
- what training the apprentice or trainee needs to do
- who will deliver the training
- when and where it will be done
- how long it will take
- when and how it will be assessed and monitored
- what qualification will be issued on completion
- any special training needs.

The training plan will assist you to manage your apprentice's or trainee's training program, work rotation and holidays.

The training plan is to be completed and signed by you, your supervising registered training organisation, your apprentice or trainee and their parent or guardian if they are under 18, before the end of the probation period. Three copies must be kept: one by you; one by your apprentice or trainee; and one by your supervising registered training organisation.

The training plan is a flexible document and can be altered if your circumstances change. Your supervising registered training organisation can help you with this.

The majority of training plans outline what the apprentice or trainee needs to achieve in the form of competencies. This is called competency-based training and aims to develop skills and knowledge to enable the apprentice or trainee to perform tasks to the standard expected in employment.

Competency is determined through competency-based assessment where evidence is gathered and judged in order to decide whether a person has achieved the standard set by the relevant industry. The time required to complete competency-based training is flexible.

## Training record

Within 14 days of the training plan being developed and signed, your supervising registered training organisation will provide your apprentice or trainee with a training record. This should be used to record the achievement of competencies agreed within the training plan.

Your apprentice or trainee is responsible for looking after the training record. As each new skill is learnt, you and your supervising registered training organisation should complete the relevant section.

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

- demonstrate what training has been completed
- gain credit or exemptions in other training courses
- determine achievement of competency
- assess wage progression where applicable
- confirm completion of the training program
- assess skill levels.

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

# Wages and entitlements

## Wages

### *If your business is a corporation*

**For information about apprenticeship and traineeship wages and employment conditions contact Wagenet (Office of Workforce Services) on 1300 363 264 or visit [www.wagenet.gov.au](http://www.wagenet.gov.au)**

### *If your business is not a corporation*

**For information about apprenticeship and traineeship wages and entitlements contact Wageline on 1300 369 945, the Fair Go Queensland Hotline on 1300 737 841 or visit [www.wageline.qld.gov.au](http://www.wageline.qld.gov.au)**

As a minimum, you must pay your apprentice or trainee a training wage as outlined in an industrial award, Order or registered agreement applicable to their occupation, industry or your business.

The wage paid will depend on the individual apprenticeship or traineeship and the progress made during the program.

For most apprenticeships and traineeships the wage is calculated as a percentage of the adult wage dependent on the year or level of the apprentice or trainee.

When an apprentice or trainee has achieved the competencies required for their current level (or after the end of a period of time—usually 12 months) they will progress to the next wage level for their apprenticeship or traineeship.

If you recruit an apprentice or trainee who has already completed some of their apprenticeship or traineeship with another employer (or completed a relevant prevocational course), you must ensure you pay them at the correct rate for the competencies they have achieved.

In some industries minimum wages apply for adult apprentices and trainees. The age when an apprentice or trainee is considered to be an adult may differ from industry to industry. In many industries, employers are prohibited from reducing the wages of established existing workers when they become an apprentice or trainee.

**Your apprentice or trainee must be paid for the time they spend in any training that is delivered by the registered training organisation, regardless of the manner in which it is delivered. This does not apply to school-based apprentices and trainees.**

## Entitlements

The conditions of employment for apprentices and trainees, including hours of work, overtime, holidays, sick leave, superannuation and other penalty provisions are also covered in the relevant award or agreement.

Unless otherwise provided for, apprentices and trainees receive all award entitlements due to other employees working in similar occupations.

## Tools

For some apprenticeships you must provide tools to your apprentice. To find out which apprenticeships require you to supply tools, contact Wageline on **1300 369 945** or visit **[www.wageline.qld.gov.au](http://www.wageline.qld.gov.au)**

As part of the Skilling Queenslanders for Work incentives, the Queensland Government offers up to \$300 in start-up assistance for eligible apprentices and trainees. This is to help apprentices and trainees buy equipment such as tools and protective equipment (not uniforms). For more information contact **1300 369 925** or visit **[www.trainandemploy.qld.gov.au](http://www.trainandemploy.qld.gov.au)**

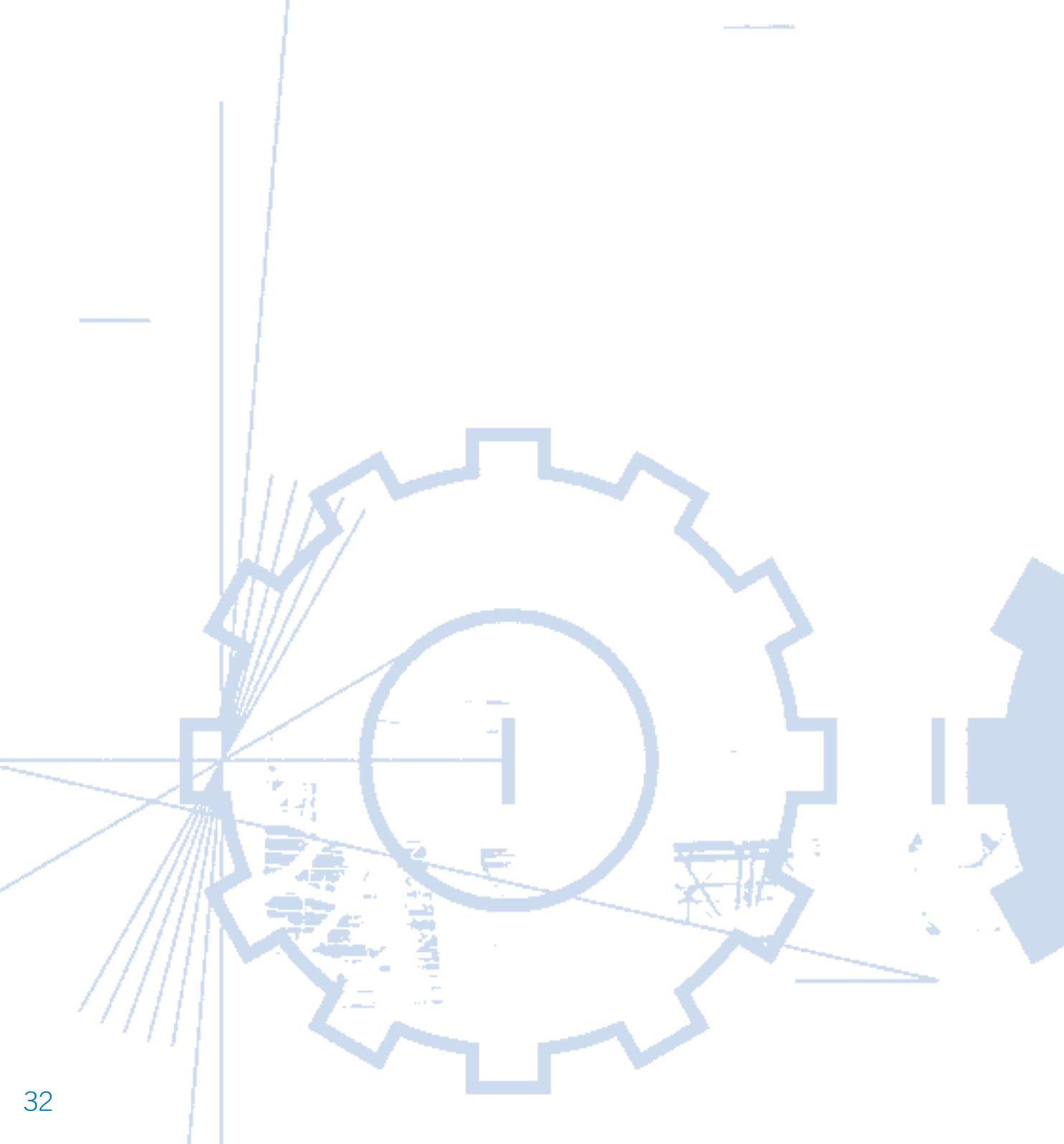
In addition, the Australian Government's Tools For Your Trade Initiative provides up to \$800 for the purchase of trade tools for eligible apprentices and trainees. More information is available from the Tools For Your Trade website at **[www.toolsforyourtrade.com.au](http://www.toolsforyourtrade.com.au)** or **1800 557 875**.

### Workers' compensation

Apprentices and trainees are entitled to workers' compensation in the same way as other employees. For information contact WorkCover Queensland on **1300 362 128** or visit **[www.workcover.qld.gov.au](http://www.workcover.qld.gov.au)**

### Superannuation

You must pay superannuation into an approved fund for your apprentice or trainee as you would for other employees. You should provide your apprentice or trainee with the appropriate superannuation paperwork upon commencement. If the apprentice or trainee is under 18 years of age and not working more than 30 hours a week, you may not need to pay superannuation for them. Contact the Superannuation Hotline on **13 10 20** for further information.



## DISCLAIMER

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**Published July 2006.**

## ACKNOWLEDGEMENTS

We would like to thank the training stakeholders and employers who provided comments and suggestions in the development of this guide.

## PUBLISHED BY:

Department of Employment and Training  
GPO Box 69  
BRISBANE QLD 4001

## FEEDBACK

Your feedback helps us improve future editions. If you have any comments on this edition of Apprenticeships and Traineeships - Information for employers please call **1300 369 935** or email **[trainingandemployment@det.qld.gov.au](mailto:trainingandemployment@det.qld.gov.au)**

**To order copies of this publication  
visit [www.trainandemploy.qld.gov.au](http://www.trainandemploy.qld.gov.au)**

For advice and assistance about apprenticeships and traineeships, call the Department of Employment and Training on **1300 369 935** or visit [www.trainandemploy.qld.gov.au](http://www.trainandemploy.qld.gov.au)

## Department of Employment and Training OFFICE LOCATIONS

### **BUNDABERG**

Queensland Government Offices  
16 Quay Street  
LMB 3955 Bundaberg Qld 4670

### **CAIRNS**

Ground Floor  
Queensland Government Offices  
10-12 McLeod Street  
PO Box 2465 CMC Cairns Q 4870

### **EMERALD**

Shop 6, Clerana Centre  
Cnr Clermont and Anakie Streets  
PO Box 1814 Emerald Q 4720

### **GLADSTONE**

Level 2 State Government Centre  
Cnr Oaka Lane and Roseberry Street  
LMB 15 Gladstone Q 4680

### **GOLD COAST**

10 Cloyne Road  
LMB 91 Southport Q 4215

### **IPSWICH**

Courthouse Building  
Cnr Limestone and East Streets  
PO Box 226 Ipswich Q 4305

### **LOGAN**

Level 1, Wembley Place  
91 Wembley Road Logan Central  
PO Box 829 Woodridge Q 4114

### **LUTWYCHE**

Level 4, Lutwyche Shopping Centre  
543 Lutwyche Road  
PO Box 820 Lutwyche Q 4030

### **MACKAY**

Level 1 Post Office Square  
Cnr Sydney and Gordon Streets  
LMB 1 Mackay Q 4740

### **MARYBOROUGH**

Level 1, 319-325 Kent Street  
LMB 63 Maryborough Q 4650

### **MOUNT GRAVATT**

Level 2, Block C, Garden Square  
643 Kessels Road  
PO Box 6500 Upper Mount Gravatt Q 4122

### **MOUNT ISA**

75 Camooweal Street  
PO Box 2249 Mount Isa Q 4825

### **NAMBOUR**

Level 1, Centenary Square  
52-64 Currie Street  
PO Box 501 Nambour Q 4560

### **ROCKHAMPTON**

Level 2, State Government Building  
209 Bolsover Street  
LMB 7 Rockhampton Q 4700

### **ROMA**

116 McDowall Street  
PO Box 697 Roma Q 4455

### **THURSDAY ISLAND**

Alpin Road  
PO Box 341 Thursday Island Q 4875

### **TOOWOOMBA**

Level 1, James Cook Centre  
Cnr Herries and Ruthven Streets  
PO Box 234 Toowoomba Q 4350

### **TOWNSVILLE**

254 Ross River Road  
LMB 15 Aitkenvale Q 4814

### **WAGELINE (DEPARTMENT OF INDUSTRIAL RELATIONS)**

For information about wages and employment conditions call **1300 369 945** or visit [www.wageline.qld.gov.au](http://www.wageline.qld.gov.au) (if you are a sole proprietor or in partnership).

### **WAGENET (OFFICE OF WORKFORCE SERVICES)**

For information about wages and employment conditions call **1300 363 264** or visit [www.wagenet.gov.au](http://www.wagenet.gov.au) (if your business is a corporation).

### **TRAINING OMBUDSMAN**

To help resolve complaints about the nature, scope or quality of training call **1300 306 699** or email [training.ombudsman@det.qld.gov.au](mailto:training.ombudsman@det.qld.gov.au)

### **WORKCOVER QUEENSLAND**

For information about workers' compensation call 1300 362 128 or visit [www.workcover.qld.gov.au](http://www.workcover.qld.gov.au)

### **WORKPLACE HEALTH AND SAFETY (DEPARTMENT OF INDUSTRIAL RELATIONS)**

For information about health and safety issues call **1300 369 915** or visit [www.dir.qld.gov.au/workplace/index.htm](http://www.dir.qld.gov.au/workplace/index.htm)

### **QUEENSLAND INDUSTRIAL RELATIONS COMMISSION**

For resolution of industrial matters call **(07) 3227 8060** or visit [www.qirc.qld.gov.au](http://www.qirc.qld.gov.au)