

Apprentice & Trainee Guide

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CERTIFICATE III BUSINESS

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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 U P P O R T N E T W O R K
An Australian Government Initiative

real skills for
real careers

Welcome

Congratulations

Your journey as an apprentice or trainee starts here with Mas.

On behalf of the entire Mas team, I would like to personally congratulate you on making the decision to start your journey towards becoming a fully qualified apprentice or trainee in your chosen field.

We understand that making the decision to become an apprentice or trainee required a lot of thought and commitment, so we want you to know that during your journey - you're not alone. Our experienced team are available to guide & support you, all the way until you reach your destination – that being the completion of your qualification.

We're honoured that you've chosen Mas to come along your journey with you and we're excited to share in all the future moments of happiness, success and opportunities that lie ahead - so thank you!

If at any stage throughout your apprenticeship or traineeship you feel you need any help with anything at all, please reach out to any of our wonderful and experienced staff on 1300 627 628 - we would be delighted to support you any way possible.

Looking forward to following your journey.

Yours sincerely,

John Glass

CHIEF EXECUTIVE OFFICER

Mas



Who's involved?

You:

The Apprentice or Trainee.

You could be a new employee entering a new industry or an existing worker wanting to develop your skills.

Your Employer:

The company you are currently working for.

Parents/Guardians:

If you are under 18 years of age, a parent or guardian must sign the National Training Contract.

RTO:

Registered Training Organisation

The organisation that will be delivering your training, conducting assessments and issuing the certificate for your nationally recognised qualification. Training may take place at your workplace or at a RTO's training facility.

Australian Government:

Department of Education, Skills & Employment

The Australian Government Department responsible for apprenticeship and traineeship policies and funding throughout Australia.

Mas:

Australian Apprenticeship Support Network Provider (AASN)

Mas is contracted by the Australian Government to provide support services to Australian Apprentices, Trainees and Employers. This is a FREE service.

STA:

State Training Authority

All State Governments are responsible for registering your National Training Contract. Any changes to your National Training Contract must be approved by the Government in your state.

How does the training happen?

Training Plan:

On your National Training Contract, your Employer will have chosen a Registered Training Organisation (RTO) to be your preferred training provider. The chosen RTO will contact you shortly to organise a suitable time to take you through their enrolment process and discuss a Training Plan that suits your specific training requirements. The Training Plan should be completed during the probation period.

The Training Plan outlines how your training will be delivered and must be signed by you, your employer and your RTO representative.

The RTO will also issue you with a training record log book (hard or soft copy), which contains all of the competencies and assessments that you will need to complete during the course of your apprenticeship or traineeship. As you progress, each module will be signed by you, your workplace supervisor and your trainer. It is your responsibility to ensure that your training record book is completed and it should remain at the workplace in a secure place.

Tuition Fees:

The costs of training, depending on the type of Apprenticeship or Traineeship you are undertaking, can be different from state-to-state.

Discuss with your Employer and your chosen RTO, to ascertain any student fees that you may be eligible for.

USI:

Unique Student Identifier

As part of your training, you will also need to obtain a Unique Student Identifier (USI). A USI provides you with a secure online record of your nationally recognised training that you can access anytime and anywhere, and it's yours for life. You can apply for a USI online, and all Australian Apprentices should obtain a USI prior to commencing their Australian Apprenticeship. If you already have a USI you will need to ensure that you bring your number along with you to the sign up.

Healthcare Card:

At this point it is also advisable to liaise with Services Australia to find out what support payments may be available to you, while you undertake your studies.

What are my obligations?

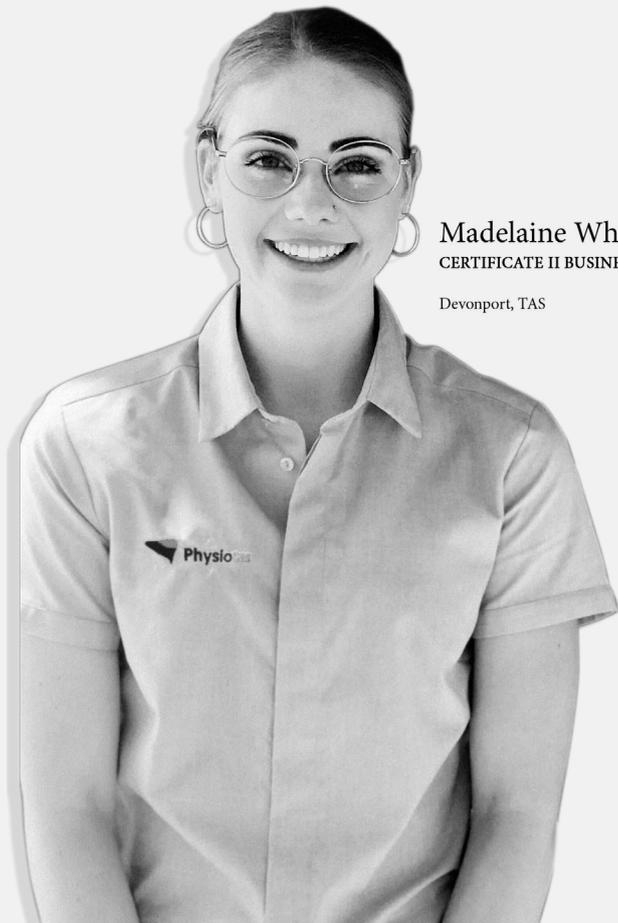
When you sign the National Training Contract you are agreeing to the following:

- Attending and performing work in a professional manner in accordance with your employer's requirements.
- Taking care of workplace property.
- Respecting the rights of other employees in the workplace.
- Remembering that any information obtained from the employer is to remain confidential and not disclosed without the permission of the employer.
- Obtaining consent from a parent or guardian if you are under 18 years of age.
- Making all reasonable efforts to achieve the competencies specified in the Training Plan and undertaking any training and assessments required.
- Participating in the development of a Training Plan.
- Attending training sessions and supervised workplace activities.
- Maintaining a training record book.



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ELECTRICAL APPRENTICESHIP
Loxton, S.A.

What are my employer's obligations?



Madelaine White
CERTIFICATE II BUSINESS

Devonport, TAS

When your employer signs the National Training Contract they are agreeing to:

- Follow relevant Australian Government and State legislation, including that relating to Australian Apprenticeships arrangements.
- Providing a safe working environment that is free from bullying, discrimination and abuse - both verbal and physical. Ensuring all occupational health and safety requirements have been addressed.
- Providing an appropriate workplace induction.

Support structured training including:

- Providing opportunities to develop knowledge and skills.
- Working with Mas (AASN) to lodge a National Training Contract; and enrolling you with a Registered Training Organisation.
- Participating in the development of a Training Plan.
- Ensuring a training record is maintained.
- Ensuring the STA is notified upon the completion of the training.
- Providing supervision & support within the workplace and being mindful that Australian Apprentices under the age of 18 are minors, and that their parents or guardians have legal responsibility for them.

Advising you of your rights and responsibilities including:

- Ensuring you feel free to raise any issue or concerns with either the workplace or the Registered Training Organisation.
- Advising you of your entitlements such as wages and working conditions.
- Providing a comprehensive induction process for the commencement of your Australian Apprenticeship.

What are my rights & entitlements?

Most employers and employees (Including Australian Apprentices) in Australia are covered by something called awards and by the National Employment Standards (NES), which set out minimum pay rates, leave entitlements and conditions. Before starting your apprenticeship, it's helpful to know the answers to these important questions:

What are the National Employment Standards?

The NES provide 10 minimum standards that have to be provided to all employees.

Click below for more information about each of the NES:

Click below to view the Fair Work 'Guide to starting an apprenticeship':

Nathan Black
CERTIFICATE III IN AUTOMOTIVE
UNDERBODY TECHNOLOGY

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1.

Maximum weekly hours

38 hours per week, plus reasonable additional hours

2.

Requests for flexible working arrangements

Certain employees can request a change in their working arrangements

3.

Parental leave

Up to 12 months unpaid leave per employee, as well as the right to request an additional 12 months leave

4.

Annual leave

Four weeks paid leave per year, plus an additional week for some shift workers

5.

Personal/carer's leave and compassionate leave

Up to 10 days per year paid personal/carer's leave (sometimes called sick leave), two days unpaid carer's leave and two days compassionate leave as required

6.

Community service leave

Unpaid leave for voluntary emergency management activities and leave for jury service

7.

Long service leave

Paid leave for employees who have been with the same employer for a long time

8.

Public holidays

An entitlement to a day off on a public holiday, unless reasonably requested to work

9.

Notice of termination and redundancy pay

Notice of termination and redundancy pay
Up to five weeks' notice of termination and up to 16 weeks redundancy pay.

** Refer to 'NES' above left to work out your specific entitlements.*

10.

Fair Work Information Statement

A document that must be provided to all new employees.

www.FairWork.gov.au/learning

The Mas Experience: Support from 'Start' to 'Finish'.



Before you start an Australian Apprenticeship:

Mas can provide career advice and even help you find an employer (if required) via our career assessment tools. This is called our GATEWAY PROGRAM.

START

Mas will make contact with you and your employer either via phone or face-to-face to discuss the Australian Apprenticeship that you are about to enter into. A consultant will then meet with you and your employer to sign up your National Training Contract. We will also advise on your options in relation to Trade Support Loan (TSL), Living Away From Home Allowances (LAFHA) and Disabled Australian Apprentice Wage Support (DAAWS) - if applicable.

On-the-job training starts with your employer on Day 1.

Off-the-job training will start once you have signed a Training Plan with your chosen Registered Training Organisation.

If additional support is required, at the 4, 8 and 12 week mark of the Australian Apprenticeship we will also contact you via phone or email to see how you're progressing and offer any support.

This is called our IN-TRAINING SUPPORT PROGRAM.



During

Mas will contact you and your employer either face-to-face, via phone or via electronic means at regular intervals* to see how you are progressing and offer any support. Contact will also be made around the point of completion to ensure that everything is on track.

(*If applicable to your Apprenticeship/Traineeship).



We are there for you

Throughout the duration of your Australian Apprenticeship you can contact one of our friendly staff with any questions you have or advice you need.

At any time, should you feel you are struggling or need additional assistance in order to be able to continue with your Australian Apprenticeship, you can choose to be part of our MENTORING PROGRAM.

1300 627 628

info@masexperience.com.au

masexperience.com.au/contact-us/

Congratulations - you've completed!

Completion is based on your competency on & off-the-job in relation to the modules specified on your Training Plan. Your competency is assessed by your employer and the RTO.

What financial assistance is available?

Australian Apprentice Loans Trade Support Loans

1st Year \$8,712 (12 x \$725.97)
2nd Year \$6,534 (12 x \$544.48)
3rd Year \$4,356 (12 x \$362.99)
4th Year \$2,178 (12 x \$181.49)

Available to Apprentices undertaking qualifications leading to occupations on the Trade Support Loans Priority List or undertaking Agriculture, and Horticulture qualifications where workplace postcode is on Rural/Regional Postcodes List. Eligible Apprentices will have access to loans totalling up to \$21,779 over the course of the Apprenticeship to assist with the expenses associated with living, learning and completing an Apprenticeship.

Additional Identified Skills Shortage Payment Apprentice

\$1,000 at the 12 month point
\$1,000 at completion point

Employer

\$2,000 at the 12 month point
\$2,000 at the completion point

The Additional Identified Skills Shortage (AISS) payment is available to eligible apprentices commencing from 1 July 2019 and their employers, in ten occupations experiencing national skills shortages.

Australian Apprentice Allowances

Living Away From Home Allowance (LAFHA).

1st year \$77.17 per week
2nd year \$38.59 per week
3rd year \$25.00 per week

Paid to the Australian Apprentice.

Youth Allowance, Austudy and ABSTUDY

Contact Centerlink on 13 36 33

Australian Apprentices may be eligible to receive extra support from the government, subject to the application of parental and personal income tests.

Funded Training

Contact your State Training Authority

State Government may subsidise the cost of the training component delivered by Registered Training Organisations (RTOs).

South Australia – Travel and Accommodation Allowances for Australian Apprentices

Contact your State Training Authority

For Australian Apprentices who travel more than 150km to attend courses in relation to their training program.

Victoria – Trade Apprentice Vehicle Discount

Contact VicRoads on 13 11 71

50% off car registration renewal.

New South Wales

Contact NSW Transport on 13 67 25

First, second and third year apprentices and new entrant trainees may be entitled to a Transport Concession Card.

Contact NSW Government on (02) 68 414 804

First and second year apprentices can receive a \$100 rebate on their car registration.

Tasmania - Apprentice & Trainee Travel & Accommodation Allowance

For more information see here.

Queensland - Travel & Accommodation Subsidy

For more information see here.

Western Australia - Travel & Accommodation Allowance

For more information see here.

ACT - Travel & Accommodation Allowance

For more information see here.

What assistance is available for Australian Apprentices with Disabilities?

Assistance for Australian Apprentices with a Disability

\$104.30 per week (pro-rata for part-time)

Wage Support paid to employer.

Tutorial Assistance

\$38.50 per hour (up to \$5,500 per year)

Paid to the RTO.

Mentor and/or Interpreter Assistance

\$38.50 per hour (up to \$5,500 per year)

Paid to the RTO. Note: Eligibility criteria applies to all incentives and allowances. (Australian and State Government incentives and allowances can be varied at any time without notice).

Employment Assistance Fund

To connect with your local JobsAccess provider
call 1800 464 800

Employers may be able to get financial help from the Australian Government for equipment, modifications and services to support their employees with disabilities.

Note:

Eligibility criteria applies to all incentives and allowances. Australian and State Government incentives and allowances can be varied at any time without notice. LAFHA and TSL payments will be paid at the same rate whether the Australian Apprentice is full-time, part-time or school-based. TSL rates are for payments from 1/7/2021 to 30/6/2022. Criteria and conditions apply for all incentives. This information is to be used as a guide only and is subject to change without notice. Information is current as of the 23rd May 2022.

Who to contact?

If I need detailed information about an Australian Apprenticeship.

If I would like to be employed by a Group Training Company (that employs apprentices and trainees then hires them out to employers on short or long term assignments).

If I have any queries before starting or during my Australian Apprenticeship.

To apply for a Living Away From Home Allowance if I have moved in order to start, or remain in my Australian Apprenticeship.

If my Australian Apprenticeship has been suspended or terminated.

I'm finding things really tough at work and need some help.

I'm behind with my training and need some help catching up.

If I want more information on Australian School-based Apprenticeships.

If I need information on, or have any queries about wages and terms and conditions of employment.

If I believe I am not being treated fairly or if my work is rationed.

OR

If I believe I am being harassed or discriminated against at work or in training.

Please contact Mas in the first instance for advice on 1300 MAS NAT (627 628).

When I have completed my Australian Apprenticeship where do I obtain my Trade Certificate of Completion?

For more information about apprenticeships or traineeships, please refer to the quick reference table below for the most relevant topic:

Mas Experience

masexperience.com.au
1300 MAS NAT (627 628)

Fair Work Commission

www.fairwork.gov.au

QLD

Department of Employment, Small Business and Training

www.apprenticeshipsinfo.qld.gov.au

SA

Department for Industry and Skills

<http://www.skills.sa.gov.au/apprenticeships-traineeships>

NSW

Training Services NSW - Department of Education

<http://www.training.nsw.gov.au/>

VIC

Victorian Regulation and Qualification Authority (VRQA)

<http://www.vrqa.vic.gov.au/apprtrain/Pages/appdefault.aspx>

WA

Apprenticeship Office – Department of Training and Workforce Development

<http://www.dtwd.wa.gov.au/apprenticeship-office>

TAS

Skills Tasmania – Department of State Growth

https://www.skills.tas.gov.au/learners/apprenticeships_and_traineeships

ACT

Skills Canberra - ACT Chief Minister, Treasury and Economic Development Directorate

www.skills.act.gov.au

Fair Work Ombudsman

<https://www.fairwork.gov.au/>

Need further assistance?

Contact your local Mas Customer Solutions Consultant:

1300 MAS NAT (627 628) or info@masexperience.com.au

Useful resources. National:

The Australian Apprenticeship Support Network Code of Conduct
National Code of Good Practice for Australian Apprenticeships
Information for Apprentices
An Australian Apprenticeship – Endless Career Possibilities
About the Support for Adult Australian Apprentices Initiative
Australian School-Based Apprenticeships
About the National Skills Needs List
Trade Support Loans
Living Away from Home Allowance
Services Australia Payments for Australian Apprentices (Youth Allowance, Austudy, ABSTUDY)
Fair Work Information Statement
Fair Work Guide for Employer's
Record Keeping and Employee Payslip
Ask the Australian Taxation Office

State:

VIC

Competency Based Completion for Apprenticeships
Trade Apprentice Car Registration Discounts
Victorian Registration and Qualification Authority
WorkSafe Victoria

SA

Department for Innovation and Skills
SafeWork SA

TAS

Guide for Trainees and Apprentices
WorkSafe Tasmania

NSW

Training Services NSW - Department of Education
SafeWork NSW
Transport Concession Card

QLD

myApprenticeship Self-Service Website
Department of Employment, Small Business and Training
WorkSafe QLD

WA

Apprenticeship Office – Department of Training and Workforce Development
WorkSafe

ACT

Skills Canberra - ACT Chief Minister, Treasury and Economic Development Directorate
WorkSafe ACT

Mas

Mas is a not-for-profit organisation that is leading the way in creating end-to-end solutions for workforce participation throughout Australia. Mas exists to create and support workforce employment, development and growth opportunities for individuals, employers and communities.

Australian Apprenticeship Support Network (AASN)

Mas has been selected in Victoria, Queensland, South Australia & Tasmania by the Australian Government as an Australian Apprenticeship Support Network (AASN) provider and currently delivers specialist support services to apprentices, trainees and employers Australia wide (including NSW & WA).

Mas has partnered with AGA, CEG, Gforce, Kestrel and MRAEL to deliver 'the Mas Experience'. This collaborative alliance which maximises more than 100 years of apprenticeship expertise, enables us to provide innovative support services to apprentices, trainees and employers including:

Search – Helping individuals find the right Apprenticeship or Traineeship opportunities.

Hiring – Helping employers find the right candidates through our online matching portal, Mas Jobs.

Mentoring – Helping apprentices or trainees through their journey via face-to-face engagement, telephone & online support.

Support – Helping employers navigate through the administrative requirements of employing an Australian Apprentice.

IntoWork Australia

Mas is part of IntoWork Australia - a national leader in specialist recruitment, employment and training services.

Founded 30 years ago by local councils in the inner north of Melbourne, IntoWork Australia has grown dramatically to now employ more than 1,200 staff Australian wide and has become the parent body for a group of 11 businesses providing workforce solutions across Victoria, New South Wales, Queensland, South Australia and Tasmania.

As a not-for-profit organisation operating within a commercial environment, IntoWork Australia actively promote workforce participation in the community and make a positive difference to people and the communities we work with, through integrated services and business expertise.

For access to all the latest news & information...Let's stay connected:

For more information about Mas and the programs that we deliver:

Delivered by



Mas is proudly part of **IntoWork Australia**



1300 627 628