

Australian Apprentice Guide

Lauren Fensom
CERTIFICATE III BUSINESS

Welcome

Congratulations

Your journey as an Australian Apprentice starts here with Mas National.

On behalf of the entire Mas National (Mas) team, we would like to congratulate you on making the decision to start your journey towards becoming a fully qualified Australian Apprentice in your chosen field.

We understand that making the decision to become an Australian Apprentice 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 Australian Apprenticeship 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 in any way possible.

We look forward to following your journey.

Yours sincerely,

Mas National Team

Who's involved?

You: **The Australian Apprentice.**

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

Your Employer: **The company you are currently / will be 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 Employment & Workplace Relations (DEWR)**

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

Mas: **Provider of Australian Apprenticeship Support Services**

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

STA: **State Training Authority**

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

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 Australian Apprenticeship. 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 Australian Apprenticeship 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 Apprentice's 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 (formerly Centrelink) 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

What are my employer's obligations?

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

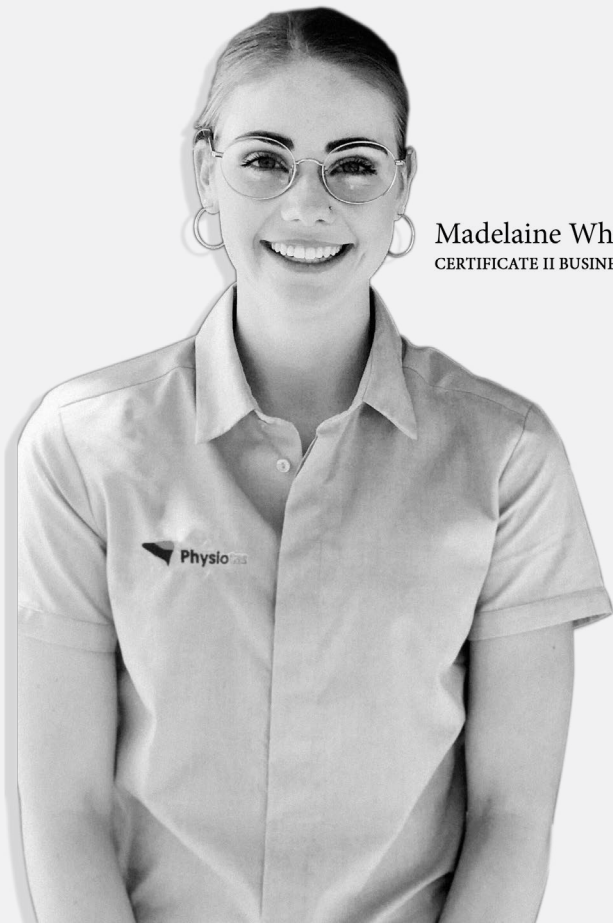
- Follow relevant Australian Government and State legislation, including that relating to Australian Apprenticeship arrangements.
- Providing a safe working environment that is free from bullying, discrimination and abuse - both verbal and physical. Ensuring all occupational health and safety requirements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

Support structured training including:

- Providing opportunities to develop knowledge and skills.
- Working with Mas 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.



Madelaine White
CERTIFICATE II BUSINESS

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 Australian 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



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 National Support from 'Start' to 'Finish'.

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 Australian Apprenticeships Support Loan (AASL), Living Away From Home Allowances (LAFHA) and Disability Assistance - 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, Mas will contact you several times in the first few months of the Australian Apprenticeship, whether via phone or email, to see how you're progressing and offer any support.

MasConnects App

MasConnects is a mobile app that allows you to stay connected and updated on relevant information relating to apprenticeships. The app provides you with useful resources and a way to reach out to Mas for support at your fingertips.

You will need your apprentice ID to initiate your login. If you are unsure of what that number is, please request to have this sent to you by [clicking here](#).

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 Australian Apprenticeship).

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 Mas Achieve program or let us know how you are feeling by using the Mood Meter in the MasConnects app.

1300 627 628

info@masnational.com.au

masnational.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 incentives are available to Australian Apprentices?

The federal government has streamlined the incentive program to make it simpler and to allocate the funding to industries that are considered a priority to building the Australian economy. Click on the relevant button below to see what you may be eligible for, depending on when you commenced/recommenced your Australian Apprenticeship.

What financial assistance is available for my employer?

A range of financial incentives and support may be available to your employer.

The Federal Government have recently changed their incentives, so please click on the relevant button below to see what your employer may be eligible for, depending on when they signed you on as an Australian Apprentice.

All incentive payments are subject to eligibility criteria, waiting periods and time limits being met.

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 1st July 2024.

Additional Federal Support

Workforce Australia Services (Mature Aged Worker) Wage Subsidy

This is a Wage Subsidy of up to \$10,000 (GST inclusive) to encourage businesses to hire and retain mature age employees who are 50 years of age and over.

ABBTF – Brickstart Subsidy

\$3,000...That's what your employer could receive for taking on a new bricklaying Australian Apprentice.

State-by-State Payroll and WorkCover Exemptions Guide

Employers can be eligible to payroll tax rebates and WorkCover exemptions for employing an Australian Apprentice.

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 Australian Apprentices 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 from my parent/guardian home 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.

For more information about Australian Apprenticeships, please refer to the quick reference table below for the most relevant topic:

Mas National

masnational.com.au

1300 MAS NAT (627 628)

[Click here](#) to learn more about MasConnects and download the app today.

Fair Work Commission

www.fairwork.gov.au

QLD

Department of Trade, Employment and Training

www.desbt.qld.gov.au

SA

Skills SA

www.skills.sa.gov.au/apprenticeships

NSW

Training Services NSW - Department of Education

www.training.nsw.gov.au

ACT

ACT Skills

www.act.gov.au/skills/home

TAS

Skills Tasmania – Department of State Growth

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

Fair Work Ombudsman

www.fairwork.gov.au

VIC

Victorian Regulation and Qualification Authority (VRQA)

www.vrqa.vic.gov.au/apprenticeships/Pages/Apprenticeshipsandtraineeships.aspx

WA

Apprenticeship Office – Department of Training and Workforce Development

www.dtwd.wa.gov.au/apprenticeship-office

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?

Need further assistance?

Contact your local Mas Consultant:

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

Useful resources. National:

The Australian Apprenticeship Support Services Code of Conduct
National Code of Good Practice for Australian Apprenticeships
Apprenticeships.gov.au
Australian Apprenticeship 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
FairWork Guide to Starting an Apprenticeship
Record Keeping and Employee Payslip
Ask the Australian Taxation Office
mySkills - Training & Course Options

State:

SA

Skills SA
ReturnToWorkSA
SafeWork SA

TAS

Guide for Trainees and Apprentices
WorkSafe Tasmania

QLD

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

NSW

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

ACT

ACT Australian Apprenticeships Skills
Cost of Living Support
WorksafeACT

VIC

Competency Based Completion for Apprenticeships
Trade Apprentice Car Registration Discounts
Victorian Registration & Qualifications Authority
WorkSafe Victoria

WA

Apprenticeship Office – Department of Training and Workforce Development
WorkSafe WA

Mas National (Mas), proudly part of the IntoWork Group, has been delivering employment and apprenticeship support services across Australia for over 25 years. We partner with government, industry, employers, individuals and other stakeholders to facilitate apprenticeship sign-ups, deliver targeted mentoring and to create workforce participation opportunities, across all industries.

Certification and Accreditation

At Mas, we are focused on achieving long-term credibility and trust with our clients and business partners. As a leader in employment and Apprenticeship Support Services, the QMS of Mas National's sites are certified to ISO 9001:2015.



Australian Apprenticeship Support Services

Mas has been selected in New South Wales, Australian Capital Territory, Queensland, South Australia and Tasmania by the Australian Government as an Apprentice Connect Provider, to deliver Australian Apprenticeship Support Services to all Australian Apprentices and their employers, including:

- Place the apprentice at the centre of service provision through an enhanced assessment at the beginning of the apprenticeship to help set up apprentices for success.
- Strengthen mentoring support services for apprentices and employers.
- Provide greater support for Key Client Groups (Women in Male Dominated Trades, First Nations Australian Apprentices, Australian Apprentices with disability and Australian Apprentices located in remote Australia) while continuing to support all apprentices and their employers.
- Introduce specialised service providers for First Nations Australian Apprentices, women in male-dominated trades and clean energy apprentices.
- Utilise improved technology to increase and better target communications and streamline program administration.

Reconciliation Action Plan

For over 25 years, Mas has engaged with local Aboriginal and Torres Strait Islander communities to provide training and employment opportunities.

Proudly part of the IntoWork Group



The IntoWork Group is a leading provider of employment, skills, education and support services that enable educational, economic and social participation.

IntoWork employs more than 2600 staff in more than 260 locations across Australia and New Zealand, delivering across five core services areas:


- Apprenticeships and Traineeships
- Education and Training
- Employment and Recruitment
- Transition and Career Advice
- Community Support Programs

With a strategic blend of services, a localised approach, national partnerships, a strong values base and decades of experience, the IntoWork Group stands as a unique and dynamic organisation.

Your Local Apprenticeship, Traineeship and Employment Experts



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 S E R V I C E S
An Australian Government Initiative

 1300 627 628

Find us on