



# Employer

## Guide to Australian Apprenticeships

Calbey Lueth  
ELECTRICAL APPRENTICESHIP

Loxton, S.A.

experience  
**mas**

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

# Welcome

## Congratulations

Your journey as an employer of an Australian Apprentice starts here with Mas.

On behalf of the entire Mas team, I would like to personally congratulate you on making the decision to employ an Australian Apprentice in your business.

We understand that deciding to employ an Australian Apprentice may have required a lot of thought and commitment, so we want you to know that during your journey we are here to support you. Our experienced team are available to guide you all the way until your Australian Apprentice successfully completes their training and gains their qualification.

We're honoured that you've given us the opportunity to work with your business through this journey. So, thank you!

If at any stage throughout your journey you need any help with anything at all, please contact us on 1300 627 628 and our wonderful staff would be delighted to support you.

Looking forward to following your journey.

Yours sincerely,

**John Glass**

**CHIEF EXECUTIVE OFFICER**  
**Mas**



# Who's involved?

## You:

### **The Employer**

The business or organisation that has decided to employ an Australian Apprentice.

## Your Australian Apprentice:

Your new employee or an existing employee wanting to develop their skills.

## Parents/Guardians:

If your Australian Apprentice is under 18 years of age, their parent or guardian must sign the National Training Contract.

## RTO:

### **Registered Training Organisation**

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

## Australian Government:

### **Department of Employment & Workplace Relations**

The Australian Government Department responsible for Australian Apprenticeship 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 and Employers. This is a FREE service.

## STA:

### **State Training Authority**

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

# How does the training happen?

## Training Plan:

In your National Training Contract, you will have chosen a Registered Training Organisation (RTO) to be your Australian Apprentice's preferred training provider.

Your chosen RTO will contact you shortly to organise a suitable time to take you and your Australian Apprentice 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 Australian Apprentice's training will be delivered and must be signed by you, your Australian Apprentice and your RTO representative.

The RTO will also issue your Australian Apprentice with a Training Record Log Book (hard or soft copy), which contains all of the competencies and assessments that they will need to complete during the course of their Australian Apprenticeship.

As they progress, each module needs to be signed by the Australian Apprentice, their workplace supervisor and their trainer. It is the responsibility of your Australian Apprentice to ensure that their Training Record Log Book is completed and remains at the place of employment in a safe and secure place.

## Tuition Fees:

The costs of training, depending on the type of Australian Apprenticeship your Australian Apprentice is undertaking, can be different from state-to-state.

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

## USI:

### Unique Student Identifier

As part of your Australian Apprentice's training, they will also need to obtain a Unique Student Identifier (USI). A USI provides them with a secure online record of their nationally recognised training, which can be accessed anytime, anywhere and belongs to them for life. USI's can be applied online and all Australian Apprentices should obtain a USI prior to commencing their Australian Apprenticeship. If your Australian Apprentice already has a USI they will need to ensure they bring their number with them to the sign up.

## Healthcare Card:

At this point it is also advisable that your Australian Apprentice liaises with Services Australia (formerly Centrelink) to find out what support payments may be available to them whilst they undertake their studies.

# What are my Australian Apprentice's rights & entitlements?

Most employers and employees (including Australian Apprentices) in Australia are covered by awards and by the National Employment Standards (NES), which set out minimum pay rates, leave entitlements and conditions. Before your employee commences their Australian Apprenticeship, it's helpful to know the answers to this question:

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 taking on an apprentice':

**Nathan Black**  
CERTIFICATE III IN AUTOMOTIVE  
UNDERBODY TECHNOLOGY

Naracoorte, S.A.



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 based on their ordinary hours of work, 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. Based on their ordinary hours of work.

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](http://www.FairWork.gov.au/learning)

# What are my Australian Apprentice's obligations?

## When your Australian Apprentice signs the National Training Contract they are agreeing to the following:

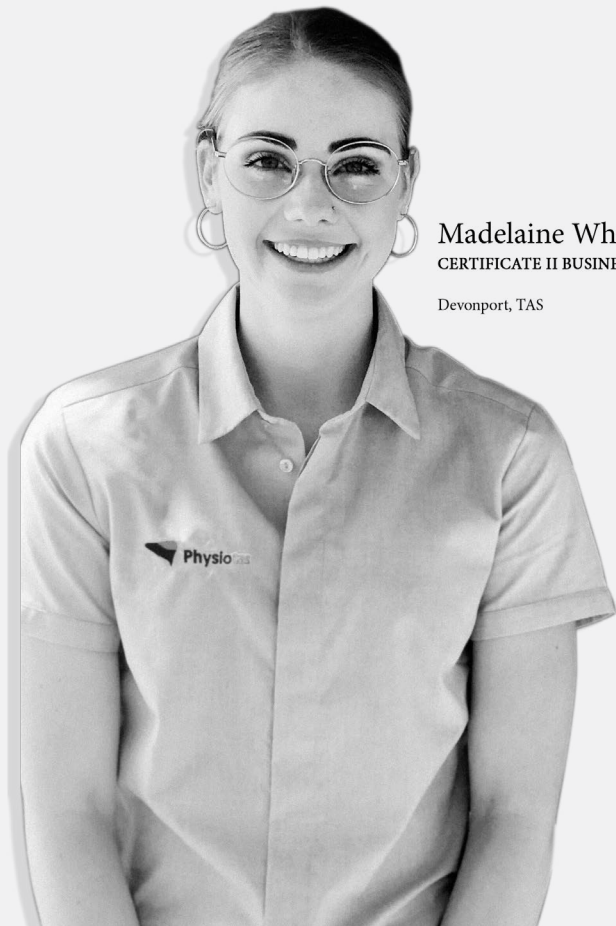
- Attending and performing work in a professional manner in accordance with your employer's requirements.
- Taking care of workplace property.
- Respecting the rights of other employees in the workplace.
- Remembering that any information obtained from the employer is to remain confidential and not disclosed without the permission of the employer.
- Obtaining consent from a parent or guardian if they 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.



**Lauren Fensom**  
CERTIFICATE III BUSINESS  
Mount Gambier, S.A.



# What are my obligations?



**Madelaine White**  
CERTIFICATE II BUSINESS

Devonport, TAS

## **When an employer signs a National Training Contract they are agreeing to:**

- Conforming with 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 (AASN) to lodge a National Training Contract; and enrolling your Australian Apprentice with a Registered Training Organisation.
- Participating in the development of a Training Plan.
- Ensuring a Training Record Log Book 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.

## **Your rights and responsibilities including:**

- Ensuring your Australian Apprentice feels free to raise any issue or concerns with either yourself, the Registered Training Organisation or Mas.
- Advising your Australian Apprentice of their entitlements, such as wages and working conditions.
- Providing a comprehensive induction process for your Australian Apprentice, at the commencement of their Australian Apprenticeship.

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



## Are you looking to employ an Australian Apprentice?

Mas Experience can help your business by either:

- Signing up your existing candidate (where you have already completed the recruitment process)
- Assisting you to find a candidate using our online Mas Jobs platform

## START

Mas will make contact with you and your Australian Apprentice either via phone or face-to-face to discuss the Australian Apprenticeship you are about to enter into. A consultant will then meet with you and your Australian Apprentice to sign up your National Training Contract.

On-the-job training should start on Day 1.

Off-the-job training will start once you both sign a Training Plan with your chosen RTO.

If additional support is required, please reach out to our team who will then create a schedule of contacts for you or your Australian Apprentice to assist with breaking down any barriers to successful completion. This support may be over the phone or face to face.

This is called our IN-TRAINING SUPPORT PROGRAM.



## During

Mas will contact you and your Australian Apprentice either face-to-face, via phone or via electronic means at regular intervals to see how you are progressing and offer any support.



## We are there for you

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

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

**1300 627 628**

**[info@masexperience.com.au](mailto:info@masexperience.com.au)**

**[masexperience.com.au/contact-us/](https://masexperience.com.au/contact-us/)**

## Congratulations - They've completed!

Completion is based on their competency on & off-the-job in relation to the modules specified on their Training Plan. Their competency is assessed by you (as their employer) and the RTO.



# What incentives are available to employers?

A range of financial incentives and support may be available to employers, who employ an eligible Australian Apprentice.

The Federal Government have recently changed their incentives, so please click on the relevant button below to see what you may be eligible for, depending on whether your Australian Apprentice commenced with you before or after the 1st of July 2022.

From 1/7/2022, to be eligible for incentives/payments, all employers must now register for Single Touch Payroll or have an exemption from the Australian Taxation Office

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

# What financial assistance is available for my Australian Apprentice?

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 your Australian Apprentice may be eligible for, depending on whether they commenced their Australian Apprenticeship with you before or after the 1st of July 2022.

## 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.

### Wage Subsidies

Wage subsidies are a financial incentive to encourage employers to hire eligible participants in ongoing jobs by contributing to the initial costs of hiring a new employee. Wage subsidies can help to build a business and give employers greater flexibility in their hiring options.

### 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.

*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 2022*

# Additional state based incentives.

## Victoria

User Choice / Funded Training

WorkSafe VIC Exemptions

## South Australia

User Choice / Funded Training

ReturnToWorkSA Apprentice Incentive

Payroll Tax Exemptions for Charitable Organisations

Construction Industry Training Board

## Tasmania

User Choice / Funded Training

Payroll Tax Exemption

Building Industry Specific Incentives

## Queensland

User Choice / Funded Training

Back to Work – Regional Employment Package

Work Skills Traineeships Program

First Start

Payroll Tax Exemption

WorkSafe Queensland

## New South Wales

User Choice / Funded Training

Workers' Compensation Insurance - Apprenticeship Incentive Scheme

Payroll Tax Rebates

Continuing Apprentices Placement Service (CAPS)

## Western Australia

User Choice / Funded Training

Payroll Tax Exemptions

Construction Training Fund

*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 2022.*

# Who to contact?

If I need detailed information about an Australian Apprenticeship.

If I have any queries whilst employing my Australian Apprentice.

How do I claim my incentives?

How do my incentives get paid?

If my Australian Apprentice wants to be suspended or terminate their Australian Apprenticeship.

I need help supporting my Australian Apprentice.

I think my Australian Apprentice might need extra support.

My Australian Apprentice is behind with their training and they need some help catching up.

If you need to register for ADMS Portal access to start or continue to receive Australian Apprenticeship Incentives or Payments.

If I need to follow up on my Boosting Apprenticeship Commencements Wage Subsidy claim for Round 6 (1/1/22 -31/3/22) onwards.

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

If your Australian Apprentice believes they are not being treated fairly or if their work is being rationed

**OR**

If your Australian Apprentice believes they are 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 my Australian Apprentice completes their training, where do they obtain their Trade Certificate of Completion?

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

## Mas Experience

[www.masexperience.com.au](http://www.masexperience.com.au)  
1300 MAS NAT (627 628)

## myGovID

[www.mygovid.gov.au](http://www.mygovid.gov.au)  
1300 287 539 (then select #2)

## ADMS

[www.adms.australianapprenticeships.gov.au/adms/sign-in](http://www.adms.australianapprenticeships.gov.au/adms/sign-in)  
1300 287 539 (then select #3)

## Services Australia

[www.servicesaustralia.gov.au](http://www.servicesaustralia.gov.au)  
132 307

## Fair Work Commission

[www.fairwork.gov.au](http://www.fairwork.gov.au)

## QLD

### Department of Employment, Small Business and Training

[www.desbt.qld.gov.au/training](http://www.desbt.qld.gov.au/training)

## SA

### Skills SA

[www.skills.sa.gov.au/apprenticeships](http://www.skills.sa.gov.au/apprenticeships)

## NSW

### Training Services NSW - Department of Education

[www.training.nsw.gov.au](http://www.training.nsw.gov.au)

## VIC

### Victorian Regulation and Qualification Authority (VRQA)

[www.vrqa.vic.gov.au/apprenticeships/Pages/Apprenticeshipsandtraineeships.aspx](http://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](http://www.dtwd.wa.gov.au/apprenticeship-office)

## TAS

### Skills Tasmania – Department of State Growth

[www.skills.tas.gov.au/learners/apprenticeships\\_and\\_traineeships](http://www.skills.tas.gov.au/learners/apprenticeships_and_traineeships)

### Fair Work Ombudsman

[www.fairwork.gov.au](http://www.fairwork.gov.au)

# Need further assistance?

Contact your local Mas Consultant on:

1300 MAS NAT (627 628) or [info@masexperience.com.au](mailto: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](#)  
[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](#)  
[Boosting and Completing Apprenticeship Commencements Wage Subsidy FAQ](#)  
[Single Touch Payroll Factsheet](#)  
[myskills - Training & Course Options](#)

## State:

### VIC

[Competency Based Completion for Apprenticeships](#)  
[Trade Apprentice Car Registration Discounts](#)  
[Victorian Registration & Qualifications Authority](#)  
[WorkSafe Victoria](#)

### SA

[Skills SA](#)  
[ReturnToWorkSA](#)  
[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 WA](#)

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.

## 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 Victorian, South Australian and Western Australian sites are certified to ISO 9001:2015.



## 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 Australian Apprentices 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 Australian Apprentices and employers including:

Search – Helping individuals find the right Australian Apprenticeship opportunities.

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

Mentoring – Helping Australian Apprentices through their journey via face-to-face engagement, telephone & online support.

Women In Trades: Mentoring – Helping women find an Australian Apprenticeship in a traditional trade and support them on their journey via our mentoring program.

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

## Proudly part of IntoWork Australia

Founded in 1983, IntoWork Australia is a not-for-profit registered charity providing services as the leading provider of Employment, Skills & Education, and Support services.

IntoWork Group of Businesses employs 2,600 staff across more than 200 locations nationwide. Through strategic partnerships with high-quality service providers, we have established a strong presence in every state and territory in Australia. In addition to our extensive reach in Australia, we have expanded our operations to New Zealand, enabling us to better serve a wider community.

As a trusted partner, IntoWork collaborates with Commonwealth, State, and Local governments to deliver contracted services. We also provide other services directly to employers, industries, and individuals on a fee-for-service basis.

Our commitment to excellence and broad range of offerings makes us a valuable resource for both, the Australian and New Zealand communities.

We deliver services across five core areas:

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


As a not-for-profit provider, our team and culture are keys to our success and are reinforced by Our Shared Values of Collaboration, Courage, Innovation, Integrity, and Respect. Everything we do is underpinned by our vision – 'Vibrant Futures' – for our staff, service users, and business clients.

# Your Local Apprenticeship and Traineeship Experts

experience  
**mas**

DELIVERED BY



 1300 627 628

Find us on