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The Apprentice Connect Australia Provider – Code of Conduct

This Code applies to all Apprentice Connect Australia Providers (Providers) and their staff. It represents the minimum standards to be applied in all their dealings with employers, Australian Apprentices, and other interested persons.

The aim of the Code

The aim of the Code is to ensure the delivery of high-quality support services, with high standards of ethical behaviour exhibited by Providers to all parties concerned.

The Code of Conduct

In respect of employers and individuals, Providers will provide:

- accurate, up to date and comprehensive information and advice to employers, Australian Apprentices (apprentices), and other associated persons on:
 - training products and delivery options appropriate to the needs of employers, particularly current nationally endorsed Training Packages
 - the range of employment options (e.g., full-time, part-time, school-based or through Group Training Organisations)
 - advice on the process for assessing Recognition of Prior Learning/Recognition of Current competencies
 - their rights and obligations under Training Contracts, e.g., employers' requirements to release apprentices to attend the off-the-job training components of Training Packages or apprentices' obligations to attend work, including off-the-job training
 - Australian Apprenticeships Incentives Program, and Australian Apprenticeships Incentive System payments and allowances
 - Australian Apprenticeship Support Loans information and sign-up administration
 - an employer's right to choose a Registered Training Organisation that best suits their needs and the services provided in the region; and
 - industrial relations matters, which may include referral to appropriate industrial relations agencies or employer organisations.
- Assessment Services to determine the readiness and aptitude of prospective apprentices to undertake an Australian Apprenticeship or Traineeship (collectively known as an 'apprenticeship'), or other more suitable non-Vocational Education and Training (VET) pathways, using departmental approved assessment tools
- the capacity to connect prospective employers with prospective apprentices, either directly, through Employment Services Providers or through links with a job placement agency
- connect apprentices to appropriate training to provide them with the required skills for their employer and apprenticeship



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- an ongoing point of contact for both employers and apprentices for the duration of the apprenticeship to help ensure successful apprenticeship completions
- support and advice, delivered as required to assist employers and apprentices through to completion, including pastoral care and complex needs support, career guidance and advice, and access to peer support networks through Mentoring and Personal Support Services.
- advertising and information material that identifies the requirements of apprenticeships, that is consistent with all Australian Government and State legal requirements and reflects truth and accuracy; and
- a process for employers, apprentices, and other interested persons to notify inadequacies or problems in the delivery of support services under the Australian Apprenticeship Support Services.

In respect of the Department of Employment and Workplace Relations, the Provider will:

- provide accurate and complete information in relation to claims for payment under contractual arrangements and the determining of eligibility for Australian Apprenticeships Incentives Program, Australian Apprenticeships Incentive System payments, and Australian Apprenticeship Support Loans.
- comply with Australian Government fraud control and risk management requirements
- work closely, cooperatively, and openly with State and Territory Training Authorities and comply fully with State and Territory administrative and legislative requirements in relation to apprenticeships and the provision of information relating to their dealings with employers and apprentices
- participate completely in and support national arrangements for the promotion and growth of apprenticeships – in particular, the Provider must reflect this in their dealings with employers, apprentices, and other interested persons; and organisations, including other Service Providers and Registered Training Organisations.

In adhering to the Code of Conduct, Providers must:

- be open and honest at all times
- be respectful and courteous in their dealings with all clients
- inform clients of their rights, obligations, and entitlements
- ensure that information provided is current, accurate, impartial, and consistent
- ensure that advice about training options, particularly National Training Packages, best reflects the training needs of the employer and the apprentice
- adhere to the Australian Apprenticeship Support Services Operating Guidelines
- adhere to the Australian Apprenticeships Incentives Program Guidelines, the Australian Apprenticeships Incentive System Guidelines, and the Australian Apprenticeship Support Loans



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Guidelines when supporting employers and Australian Apprentices to claim incentives, and assist them to manage and process their claims (via the department's IT system, ADMS)

- refrain from making false or misleading statements to employers and apprentices in relation to eligibility for both Australian Government and State Government Australian Apprenticeships Incentives
- be easy to contact by telephone and email during normal business hours as well as maintaining easily accessible premises
- respond quickly and accurately to requests for information
- treat complaints seriously, learn from them, maintain a Complaints Register and make the complaints handling process readily available to apprentices, employers and associated persons/stakeholders.
- comply with obligations under laws including (but not limited to):
 - the Australian Apprenticeship Support Loans Act 2014
 - the Australian Privacy Principles (AAPs) under the Privacy Act 1988
 - the Freedom of Information Act 1982, and
 - the Competition and Consumer Act 2010
- not seek or accept fees, benefits, or advantages either directly or indirectly from employers, apprentices, or other interested persons
- not offer or provide gifts, benefits, or advantages either directly or indirectly to employers, apprentices, or other interested persons outside arrangements endorsed by the Department of Employment and Workplace Relations, in order to secure Provider preference
- make available to any interested persons, details of the controls and arrangements put in place to manage conflict of interest matters, where such conflicts exist
- maintain up-to-date knowledge in respect of all aspects of apprenticeships, particularly Training Packages available within industry sectors
- maintain up-to-date knowledge in respect of general VET training nationally and within the Provider's Service Region; and
- ensure that a positive reputation and outlook for apprenticeships is promoted to State and Territory Training Authorities, other key stakeholders, and the community.

Compliance with the Code

Providers will be bound to the Code of Conduct through their Deed with the Australian Government (Department of Employment and Workplace Relations). Providers should prominently display a copy of the Code of Conduct at all of their Sites and website, and ensure that all employers, apprentices, and other interested persons are fully aware of it.

For more information contact DEWR's National Customer Service Line on 1800 020 108