

A photograph of two men in work attire shaking hands. The man on the left is wearing a dark polo shirt and light-colored cargo shorts. The man on the right is wearing a light-colored short-sleeved button-down shirt and dark cargo shorts. They are both smiling. The background is a solid orange color.

Employer

Guide to Australian Apprenticeships

Calbey Lueth
ELECTRICAL APPRENTICESHIP

Welcome

Congratulations

Your journey as an employer with Mas National begins here.

On behalf of the entire Mas National (Mas) team, we would like to congratulate you on making the decision to embark on this journey towards fostering the growth and development of your employees through the Australian Apprenticeship program.

We understand that choosing to invest in the future of your workforce requires careful consideration and commitment. That's why we want you to know that throughout this journey, you're not alone. Our experienced team is here to guide and support you every step of the way, from the initial stages to the successful completion of your Australian Apprentices qualification.

We're honoured that you've chosen Mas to partner with you on this important journey. We're excited to share in all the future moments of happiness, success, and opportunities that lie ahead for both you and your Australian Apprentices - so thank you for placing your trust in us!

If at any stage throughout the Australian Apprenticeship program you feel you need any assistance or have any questions, please don't hesitate to reach out to any of our knowledgeable 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 and celebrating your successes together.

Yours sincerely,

Mas National Team

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 (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:

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



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

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



What are my obligations?

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

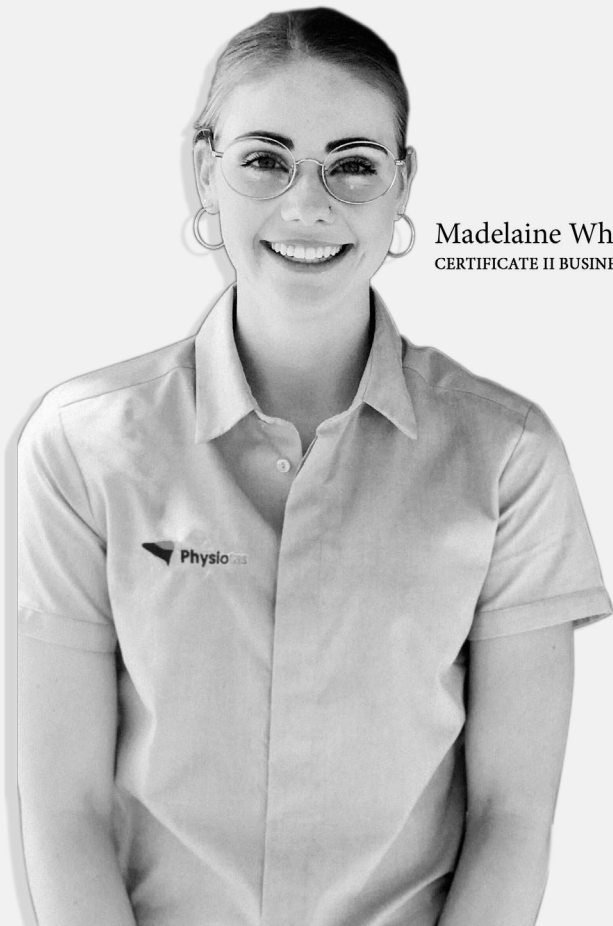
- Conforming with relevant Australian Government and State legislation, including that relating to Australian Apprenticeship arrangements.
- Providing a safe working environment that is free from bullying, discrimination and abuse - both verbal and physical. Ensuring all occupational health and safety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

Support structured training including:

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



Madelaine White
CERTIFICATE II BUSINESS

The Mas National Support from 'Start' to 'Finish'.



Are you looking to employ an Australian Apprentice?

Mas National 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.



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.



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 Mas Achieve Program.

1300 627 628

info@masnational.com.au

masnational.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 when your Australian Apprentice commenced/recommended with you.

From 1/7/2024, to be eligible for incentives/payments, all employers must now register for Single Touch Payroll or have a 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 when they commenced/recommended their Australian Apprenticeship with you.

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.

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 state based incentives.

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
New South Wales	User Choice / Funded Training Workers' Compensation Insurance - Apprenticeship Incentive Scheme Payroll Tax Rebates Continuing Apprentices Placement Service (CAPS)
Australian Capital Territory	ACT Building and Construction Training Fund Authority
Victoria	User Choice / Funded Training WorkSafe VIC Exemptions
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 2024.*

Who to contact?

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

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.

Mas National

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

myGovID

www.mygovid.gov.au
1300 287 539 (then select #2)

ADMS

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

Fair Work Commission

www.fairwork.gov.au

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

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

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 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?

Need further assistance?

Contact your local Mas Consultant on:

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

Useful resources.

National:

[The Australian Apprenticeship Support Network 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](#)
[Single Touch Payroll Factsheet](#)
[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