

# Employer Guide to Apprenticeships and Traineeships

## The Queensland Apprenticeship and Traineeship System

Department of Employment and Training

Oversees and administers the apprenticeship and traineeship system and provides advice and assistance to all stakeholders.



Thinking  
ahead

For more information about the organisations featured above, refer to pages 9-11 of this guide.

## Acknowledgements

We would like to thank the training stakeholders and employers who provided comments and suggestions in the development of this guide.

## Published by

Training Communication Unit  
Department of Employment  
and Training  
LMB 527  
GPO BRISBANE QLD 4001  
Telephone: 1300 369 935

## Feedback

Your feedback helps us improve future editions. If you have any comments on this edition of the Employer Guide to Apprenticeships and Traineeships please visit the website [www.training.qld.gov.au](http://www.training.qld.gov.au) and go to the feedback section.

Comments can also be mailed to:  
Training Communication Unit  
Department of Employment  
and Training LMB 527  
GPO BRISBANE Q 4001.

Further copies of this publication are available by calling the Department of Employment and Training on 1300 369 935.

### Disclaimer

This publication is published by the Department of Employment and Training as an information source only and contains information about regulations which may be open to legal interpretation.

The Department of Employment and Training provides this information in good faith and disclaims all responsibility and all liability for any loss, injury, damage, costs, expenses or compensation of any kind arising directly or indirectly out of or in connection with any act or omission of the Department of Employment and Training in relation to this publication.

All rights are reserved by State of Queensland (Department of Employment and Training) 2002, however the copyright owner permits information contained in this publication to be reproduced in whole or in part without alteration with due acknowledgement of the source.

Published December 2002

## About this guide

The apprenticeship and traineeship system in Queensland is administered by the Department of Employment and Training\* and regulated by the *Training and Employment Act 2000*.

The department has client service centres in 22 locations throughout Queensland who support the apprenticeship and traineeship system.

The department works closely with new apprenticeships centres, registered training organisations and group training organisations to ensure participants in apprenticeships and traineeships achieve successful outcomes.

This guide outlines what you need to know as an employer of an apprentice or trainee.

It is important that you read this guide carefully so you understand your role and get the most out of the apprenticeship or traineeship.

Fact sheets on many of the topics covered in this guide are available on the Department of Employment and Training's website [www.training.qld.gov.au](http://www.training.qld.gov.au) or by calling 1300 369 935.

## Getting started

You have decided to take on an apprentice or trainee and have found the right person for the job. Before going any further, you will need to ask the following questions.

- Have I chosen an apprenticeship or traineeship that suits my business needs?
- Have I chosen a registered training organisation?
- Have I selected a new apprenticeships centre?

If you have not addressed any of these areas please refer to page 2 of this guide.

If you are ready to start the apprenticeship or traineeship then turn to “Things you need to know” on page 5 of this guide.

If you are unsure of the meaning of any of the terms referred to in this guide, go to “Common terms you need to know” on page 11.

\* The Department of Employment and Training is referred to as the department throughout this guide.

Thinking  
ahead

## Getting started

You have decided to take on an apprentice or trainee and have found the right person for the job. Before going any further, you will need to do the following.

### Choose the right apprenticeship or traineeship

Selecting the right apprenticeship or traineeship for your business means:

- deciding what the job is
- identifying the skills required to do the job
- determining whether the employee needs to be full-time or part-time. If you require someone on a part-time basis, think about whether a school-based apprentice or trainee will meet your needs.

If an apprenticeship or traineeship is chosen that does not suit the needs of your business you will not be able to provide sufficient training and your apprentice or trainee will not learn skills relevant to their employment.

To obtain a list of apprenticeships and traineeships currently available in Queensland go to [www.training.qld.gov.au/qtis](http://www.training.qld.gov.au/qtis) or call 1300 369 935.

Registered training organisations can give you detailed information about the training component of particular apprenticeships and traineeships and can advise you of the most appropriate program for your business.

To find a registered training organisation contact the department on 1300 369 935 or go to [www.training.qld.gov.au/qtis](http://www.training.qld.gov.au/qtis)

### Choose a registered training organisation

The Queensland Government has registered some training providers to deliver training to apprentices and trainees. They are called registered training organisations and will help you train your apprentice or trainee.

Each organisation offers different ways to train your apprentice or trainee. Shop around for the right one to suit your business needs.

You will need to discuss:

- what skills you want your apprentice or trainee to learn
- how and when the training organisation can deliver the training
- who will assess the apprentice or trainee and when the assessment will take place
- learning assistance available if required – for example, help with maths, reading or writing, or a disability
- what training methods suit your workplace and the apprentice or trainee.

For a list of registered training organisations relevant to the chosen apprenticeship or traineeship contact the department on 1300 369 935 or visit [www.training.qld.gov.au/qtis](http://www.training.qld.gov.au/qtis)

### Select a new apprenticeships centre

A new apprenticeships centre will:

- give you general information about apprenticeships and traineeships
- help you complete and lodge the training contract
- help you lodge claims for Commonwealth Government incentives.

To find a new apprenticeships centre in your local area, call 1800 639 629 or visit [www.newapprenticeships.gov.au](http://www.newapprenticeships.gov.au)

# Contents

<b>Things you need to know</b>	<b>5</b>
What you need to do and when	6
What your apprentice or trainee must do	8
Who's who in apprenticeships and traineeships	9
Department of Employment and Training	
Department of Industrial Relations (Wageline)	
New apprenticeships centres	
Supervising registered training organisations	
Group training organisations	
Common terms you need to know	11
Training tips	12
<b>A-Z of apprenticeships and traineeships</b>	<b>13</b>
Behavioural problems and conflict	14
Hints for resolving problems	
Misconduct and discipline	
Serious misconduct	
Business environment changes	15
What to do if business is slow	
What to do when the business is sold	
What to do if a business partnership is dissolved	
Changing your supervising registered training organisation	16
Employment options	16
Employing an existing worker as an apprentice or trainee	
<i>Recognition of work or training</i>	
Part-time apprenticeships and traineeships	
School-based apprenticeships and traineeships	
Financial assistance	18
Queensland Government financial assistance	
<i>Breaking the Unemployment Cycle incentives</i>	
<i>Employing a person with a disability</i>	
<i>Travel and accommodation assistance</i>	
<i>The Building and Construction Industry Training Fund</i>	
Commonwealth Government financial assistance	
<i>Employing a person with a disability</i>	
<i>Employing an Aboriginal or Torres Strait Islander</i>	

# Contents

Induction	20
Planning and recording	20
Training plan	
Training record	
Probation	21
Reviews, complaints and appeals	22
Local office review	
Apprenticeship and Traineeship Ombudsman	
Queensland Industrial Relations Commission	
Safety at work	23
Supervision	23
Training contract	23
Signing and registering the contract	
Changing the term of the contract	
Completing the contract	
Cancelling the contract	
Training costs	26
Training delivery	26
Training outcomes	27
Wages and entitlements	27
Wages	
Entitlements	
<i>Fair treatment</i>	
<i>Tools</i>	
<i>Workers' compensation</i>	
Index	29
Key contacts	33

Things you  
need to know

## What you need to do and when

The following table outlines what you need to do as an employer of an apprentice or trainee. More information on the responsibilities listed below can be found throughout this guide.

What	When	More information	Tick when complete ✓
The probation period commences ( <i>probation is normally 90 days for a full-time apprenticeship and 30 days for a full-time traineeship and can be extended if required</i> )	On the day you and the person who is to become the apprentice or trainee agree to start the apprenticeship or traineeship	Page 21 ( <i>Probation</i> )	
Discuss the requirements of the apprenticeship or traineeship with your new apprenticeships centre	During the probation period	Page 9 ( <i>New apprenticeships centres</i> )	
Discuss the training component of the apprenticeship or traineeship with your chosen registered training organisation	During the probation period	Page 10 ( <i>Supervising registered training organisations</i> )	
When you are ready to complete the training contract, contact a new apprenticeships centre	During the probation period	Page 23 ( <i>Training contract</i> )	
Go through the induction information with your new apprenticeships centre and supervising registered training organisation	Prior to signing the training contract	Page 20 ( <i>Induction</i> )	
Complete and sign the training contract	During the probationary period	Page 23 ( <i>Training contract</i> )	
Forward the completed training contract to your new apprenticeships centre	Within one month after the end of the probationary period	Page 23 ( <i>Training contract</i> )	
Provide, or arrange to provide the facilities, range of work, and training required under your apprentice's or trainee's training plan	During the probationary period	Page 21 ( <i>Probation</i> )	
Work with your supervising registered training organisation and your apprentice or trainee to negotiate a training plan for your apprentice or trainee	During the probationary period	Page 20 ( <i>Planning and recording</i> )	
Ensure the apprentice or trainee receives workplace training, supervision and assessment according to the training plan	Throughout the apprenticeship or traineeship	Page 12 ( <i>Training tips</i> ) Page 20 ( <i>Training plan</i> ) Page 23 ( <i>Supervision</i> )	
Release the apprentice or trainee to attend training or undertake assessment	In accordance with the training plan	Page 26 ( <i>Training delivery</i> )	
Fill in the training record	At regular intervals throughout the apprenticeship or traineeship (at least every three months)	Page 21 ( <i>Training record</i> )	
Pay wages and provide entitlements specified in the relevant employment agreement or award as per the <i>Industrial Relations Act 1999</i>	Throughout the apprenticeship or traineeship	Page 27 ( <i>Wages and entitlements</i> )	
Meet all other lawful obligations of an employer, including workplace health and safety obligations	Throughout the apprenticeship or traineeship	Page 23 ( <i>Safety at work</i> ) Page 23 ( <i>Supervision</i> )	
Notify your local department office, in writing, if the following takes place: <ul style="list-style-type: none"> <li>• amendment, temporary assignment or cancellation of the training contract</li> <li>• sale or disposal of the business</li> <li>• dissolution or change of a business partnership</li> <li>• if you believe your apprentice or trainee is not making reasonable progress in the apprenticeship or traineeship</li> <li>• if you believe your apprentice or trainee will not complete their training within the timeframe shown on the training plan</li> </ul>	Within 14 days after the event takes place	Page 24 ( <i>Training contract</i> ) Page 16 ( <i>What to do if a business partnership is dissolved</i> ) Page 15 ( <i>What to do when the business is sold</i> ) Page 20 ( <i>Training plan</i> )	
For school-based apprenticeships and traineeships notify the department if the school-based apprentice or trainee is going to convert to a full-time or part-time apprenticeship or traineeship with your business	Prior to the end of the final school year of the school-based apprentice or trainee	Page 17 ( <i>School-based apprenticeships and traineeships</i> )	
Notify your supervising registered training organisation and new apprenticeships centre if the training contract is cancelled prior to completion	Within seven days of you and your apprentice or trainee agreeing to cancel the training contract	Page 25 ( <i>Cancelling the contract</i> )	
Notify your supervising registered training organisation when all the training outlined in the training plan is complete	Within 10 days of you and your apprentice or trainee agreeing that all training required under the training plan is complete	Page 25 ( <i>Completing the contract</i> )	

**Tip:** Write your key dates on your wall planner so you have plenty of time to seek assistance or complete the necessary paperwork.

**As an employer you must also:**

- deliver training to the apprentice or trainee as required in the training plan
- pay the wages and provide the entitlements as specified in the relevant employment agreement or award
- carry out all other obligations required of an employer including those related to safety
- release the apprentice or trainee from work duties to participate in training delivered by the supervising registered training organisation as outlined in the training plan.

**What your apprentice or trainee must do:**

- observe the conditions of the relevant employment agreement or award
- attend and perform work as directed by you
- behave in a courteous and professional manner
- obey all lawful instructions
- work toward achieving the competencies of the training plan
- undertake training and assessment as required under the training plan
- keep the training record and produce this when required
- acknowledge that all workplace instructions and any other work-related materials which come into their possession, as a result of the training, remain your property (except for entitlements outlined in the *Training and Employment Act 2000*)
- acknowledge that all information obtained from you and given in circumstances of confidence must be kept confidential and not used or disclosed to any person without your express approval.

While your apprentice or trainee is under 18, the parent or guardian who signed the training contract must ensure that these responsibilities are met.

Specific requirements may apply to certain apprenticeships and traineeships. You should ask your supervising registered training organisation if there are any specific requirements which affect you.

If you have any questions about your or your apprentice's or trainee's responsibilities within the apprenticeship or traineeship, contact the department on 1300 369 935.

**Who's who in apprenticeships and traineeships****Department of Employment and Training**  
*(also referred to as the department or DET)*

The department has offices throughout the state to provide you with assistance and information on all aspects of apprenticeships and traineeships, including:

- government-funded training
- lists of registered training organisations who can deliver your training
- the rights and obligations of the employer and the apprentice or trainee
- any administrative matter related to an apprenticeship or traineeship
- accessing travel and accommodation subsidies for your apprentice or trainee
- maths, reading and writing training
- providing advice about any problems between employers and apprentices and trainees, including communication problems, absenteeism and behavioural issues
- incentives and allowances
- support for apprentices and trainees with a disability
- the role of your supervising registered training organisation and your new apprenticeships centre
- tool allowances.

Officers from the department may also visit your workplace to check the progress of the training and assist you with any issues you may have.

If you have any questions about apprenticeships and traineeships call the department on 1300 369 935 or visit [www.training.qld.gov.au](http://www.training.qld.gov.au)

**Department of Industrial Relations (Wageline)**

Wageline provides information regarding employment conditions and wage rates for trainees and apprentices throughout Queensland.

Contact Wageline by calling 1300 369 945 or visit [www.wageline.qld.gov.au](http://www.wageline.qld.gov.au)

**New apprenticeships centres**  
*(also referred to as NACs)*

New apprenticeships centres are contracted by the Commonwealth Government to:

- give you general information on apprenticeships and traineeships
- help you complete and lodge the training contract
- give advice on your eligibility for Commonwealth Government incentives
- arrange payment of Commonwealth Government incentives and allowances
- make regular contact with you and the apprentice or trainee to check on the progress of the training
- provide you with induction information.

If you don't already have a new apprenticeships centre you can find the one closest to you by calling 1800 639 629 or at [www.newapprenticeships.gov.au](http://www.newapprenticeships.gov.au)

Thinking ahead



### Supervising registered training organisations (also referred to as SRTOs, training organisations or training providers)

The Queensland Government has registered some training organisations (that is TAFE or private training providers) to provide training for apprentices and trainees. Once you choose one of these registered training organisations to become part of the apprenticeship or traineeship, it then becomes your supervising registered training organisation and will work with you to develop a training plan and train your apprentice or trainee.

They will:

- provide you with induction information on your rights and responsibilities under the training contract
- ensure you have the range of work and facilities required to train your apprentice or trainee
- work with you and your apprentice or trainee to design a training plan, including what training needs to occur, how and when it will take place, who will provide it and how it will be assessed

- provide your apprentice or trainee with a training record and any materials essential for their training
- train your apprentice or trainee and assist you to make sure the training is completed on time
- regularly make contact to check the progress of the training
- deliver additional learning support if required – for example, help with maths, reading or writing
- advise you of the costs of the training
- provide advice to apprentices or trainees on any student fees and charges they may have to pay
- provide advice on travel and accommodation subsidies
- issue the nationally recognised qualification.

Each registered training organisation offers different ways to train your apprentice or trainee. You will need to find one to suit your needs.

To help with your decision, you need to discuss:

- what skills or qualification you want your apprentice or trainee to learn
- how, when and where will the training be delivered
- what training you will need to provide in the workplace
- learning assistance available if required – for example, help with maths, reading or writing
- what training methods suit your workplace
- who will assess your apprentice or trainee
- what feedback or progress reports should you expect.

After the induction and initial training plan development, your supervising registered training organisation will make contact with you at least four times in each year of the apprenticeship or traineeship to monitor the training and provide support.

For a list of registered training organisations, contact your new apprenticeships centre or the department on 1300 369 935 or visit [www.training.qld.gov.au/qtis](http://www.training.qld.gov.au/qtis)

### Group training organisations (also referred to as GTOs or group schemes)

Group training organisations are not-for-profit organisations that employ apprentices and trainees and place them with different host employers on a short or long-term basis.

Host employers are employers who may not wish to commit themselves for the term of an apprenticeship or traineeship or work in an industry that has fluctuating demands for staff. Hiring an apprentice or trainee from a group training organisation enables host employers to participate in the employment and training of apprentices and trainees to suit their business needs.

To find a group training organisation in your area call 1800 819 747 or visit [www.gtald.com.au](http://www.gtald.com.au)

### Common terms you need to know

The language of apprenticeships and traineeships can sometimes be a bit confusing. Below are explanations of some common terms you may encounter.

**Australian Qualifications Framework (AQF)** – is the policy framework that defines all qualifications that are recognised nationally in post-compulsory education.

**Apprenticeship** – a training arrangement between an employer and an apprentice that combines structured training with paid employment. Apprenticeships usually take four years to complete with training taking place at the workplace and with a supervising registered training organisation.

**Competency-based training** – places primary emphasis on what a person can do as a result of their training and experience. This means that the time required to complete a competency-based apprenticeship or traineeship is flexible. For time-based apprenticeships and traineeships, the training contract operates for a specified term.

**New apprenticeships** – was the name given by the Commonwealth Government to apprenticeships and traineeships when competency-based training was introduced. In Queensland they are referred to as apprenticeships and traineeships.

Group training organisations may:

- screen and recruit apprentices and trainees
- handle the administrative requirements of the apprenticeship or traineeship
- pay the apprentice or trainee
- charge host employers an hourly rate for the time the apprentice or trainee works based on the cost of wages, WorkCover, superannuation and in some instances, an administrative charge
- arrange the off-the-job training component of the apprenticeship or traineeship.

**Probation** – a period of time at the start of an apprenticeship or traineeship which allows the employer and the apprentice or trainee to make sure they have made the right decision about entering into the apprenticeship or traineeship.

**School-based apprenticeships and traineeships** – allow secondary school students to achieve a Senior Certificate while they work and train in an industry area to achieve a nationally recognised qualification.

**Traineeship** – a structured training and paid employment arrangement which involves a contract between the employer and the trainee. Traineeships vary in length from 12 months to three years.

**Training contract** – is a legally binding contract between the employer and the apprentice or trainee (or parent or guardian if the apprentice or trainee is under 18 years of age).

**Training plan** – outlines the training and assessment to be undertaken.

**Training record** – records the progress and achievement of competencies by the apprentice or trainee as outlined in the training plan.

**User Choice** – refers to the policies and funding mechanisms that allow employers and the apprentice or trainee to choose which registered training organisation will provide the training. Registered training organisations with a User Choice contract are paid by the Queensland Government to deliver training to eligible apprentices and trainees.



## Behavioural problems and conflict

Like any employer and employee relationship, you may encounter a few bumps along the way. In these instances good communication and early resolution are extremely important. If either you or your apprentice or trainee are having problems communicating, training becomes difficult and this may lead to frustration, conflict and misunderstanding.

In the first instance, it is best if you try and work out difficulties directly with your apprentice or trainee. However, do not wait until you or your apprentice or trainee have had enough and are ready to give up before seeking assistance.

The department provides mediation services to help you deal with difficult situations. In many instances, an independent third party is the most effective way to resolve any differences. You may just want someone to talk to about the problem or you might prefer a department officer to visit the workplace and work through the issue face-to-face.

Any information provided to the department remains confidential and department officers, some of who are qualified psychologists and social workers, will generally only intervene at your request.

### Hints for resolving problems

#### Step 1

Identify what the problem is—be specific and identify particular behaviours which need to change.

#### Step 2

Identify who the problem affects, why it is a problem, what the consequence may be and who is contributing to the problem.

#### Step 3

If applicable, discuss the problem with the supervising registered training organisation to determine if the behaviour is occurring across all areas of the apprenticeship or traineeship.

#### Step 4

Identify possible solutions—what would you and your apprentice or trainee prefer to happen and how can you both make this happen.

#### Step 5

Communicate the specific behaviours you both expect and reach an agreement on exactly what the solution is and how to measure it. It is a good idea to put this in writing.

#### Step 6

Review the solution and give positive feedback.

### Misconduct and discipline

If your apprentice or trainee does not do the right thing, you can do something about it.

You should contact the department before disciplinary action can be taken if your apprentice or trainee:

- fails to carry out a reasonable and lawful instruction, consistent with the training contract obligations
- is absent from work without approval
- fails to attend training required under the training plan
- does not participate in training provided under the training plan
- does not keep a training record or fails to produce it on request
- fails to make reasonable progress in their training
- causes serious damage, or risk of serious damage, to your business or business reputation.

Depending on the situation, a range of actions may be taken by the department including:

- reprimand
- a fine
- written direction to comply with the training contract
- suspension without pay
- cancellation of the training contract.

### Serious misconduct

You can immediately suspend your apprentice or trainee for serious misconduct. Serious misconduct includes:

- theft, assault and fraud
- being under the influence of drugs or alcohol at work
- causing imminent risk of serious bodily injury, work-caused illness or a dangerous event
- behaving in a way that is inconsistent with the continuation of the training contract.

There are strict legislative requirements and time frames that you must comply with in order for the suspension and cancellation to be approved.

You will be required to:

- advise the apprentice or trainee of the suspension
- provide the apprentice or trainee with written notice confirming the suspension and the grounds for suspension within one working day of the suspension occurring
- advise the department of the suspension and supply the department with a copy of the written notice provided to the apprentice and trainee. The suspension applies until the department decides if the training contract should be cancelled
- apply to the department to cancel the contract.

If the department cancels the training contract you must notify your supervising registered training organisation.

If you do not fully comply with the legislative requirements or if the application for cancellation is not approved, you must immediately resume the training program and reimburse your apprentice or trainee for lost wages.

**You must contact the department immediately on 1300 369 935 in the event of serious misconduct.**

## Business environment changes

### What to do if business is slow

There are a range of options available to you should you be unable to provide the range of work required to train your apprentice or trainee.

It is recommended that you contact the department on 1300 369 935 before pursuing any of the following options.

- If you are employing your apprentice or trainee through a group training organisation, contact them to arrange placement for your apprentice or trainee with another host employer.

- You can temporarily assign your apprentice or trainee to another employer for a maximum period of six months. However, you can apply for a longer assignment if required. At the end of the assignment the apprentice or trainee must return to your business. The department will need to approve any changes to the working arrangements.
- You may be able to negotiate for your apprentice or trainee to take annual leave to cover the slow period.
- You can apply for a temporary stand down of the apprenticeship or traineeship until your capacity to train improves. Temporary stand down is essentially unpaid leave, and can also include employing your apprentice or trainee for less than the full working week. The apprentice or trainee may also be able to do unrelated work in an alternative workplace during the stand down period. The maximum period of a stand down is 30 days and must be approved by the department.
- As a last resort, cancellation of the apprenticeship or traineeship may need to be considered.

### What to do when the business is sold

Your apprentice or trainee is contracted to you as the owner of your business. If you sell your business, your apprentice or trainee can have their training contract assigned to the new owner of the business, if they agree to continue to train the apprentice or trainee. For this to occur, you must advise the department of the new arrangements within 14 days of the transfer of the business.

You will also need to contact your new apprenticeships centre so they can make changes to their internal records.

The new owner should also contact the department to advise of their agreement to continue training.

If the new owner does not want to keep the apprentice or trainee on, you can arrange for your apprentice or trainee to be placed with another employer who will then assume responsibility for the training contract.

As a last resort, if your apprentice or trainee is unable to be placed with another employer, you may need to arrange for the training contract to be cancelled.

### What to do if a business partnership is dissolved

Your apprentice or trainee is contracted to you and your partner(s) as owners of the business. If the partnership is dissolved and you or your partner(s) continue the business, the training contract is assigned to the remaining owner(s) of the business.

The department needs to be advised in writing within 14 days of the partnership dissolution.

You will also need to contact your new apprenticeships centre so they can amend their records.

If the business is not continued, the department must be advised so that the training contract can be cancelled.

### Changing your supervising registered training organisation

You and your apprentice or trainee can change supervising registered training organisations during the apprenticeship or traineeship. As the employer you must:

- write to the supervising registered training organisation advising them that they are to be replaced, including the date for the replacement which can be no sooner than 14 days after the day written notice is given
- advise the department by completing the *Change of Supervising Registered Training Organisation* form which is available by telephoning the department or visiting [www.training.qld.gov.au/apptrain/forms/pdf/changesrto.pdf](http://www.training.qld.gov.au/apptrain/forms/pdf/changesrto.pdf)

The supervising registered training organisation you are replacing must provide your apprentice or trainee with a Statement of Attainment to confirm the training that has been completed. This must be provided on or before the replacement date.

Your new supervising registered training organisation will need to develop a new training plan with you and your apprentice or trainee.



### Employment options

#### Employing an existing worker as an apprentice or trainee

An existing worker is defined as a person who has been employed with an enterprise longer than three months full-time or 12 months part-time or casual.

An existing worker can be employed as an apprentice as a pathway from trades assistant to apprentice to tradesperson.

Existing workers can also be employed as trainees to develop skills but traineeships should not be used as avenue for skills recognition or a substitute for structured workplace training.

The Queensland Government does not provide funding for the training of existing workers who are undertaking a traineeship. However, funding is available for all workers who are completing an apprenticeship.

Your supervising registered training organisation will be able to advise you about the funding available for the training of existing workers.

#### Recognition of work or training

Recognition of work or training, or Trade Recognition, is a way of gaining formal recognition in a particular trade for skills acquired through work and/or training. It allows people who have not yet completed an apprenticeship or who have completed one overseas, to have their skills recognised and gain a formal qualification.

For more information about recognition of work or training contact the department on 1300 369 935 or visit [www.training.qld.gov.au/skillsrec/index.htm](http://www.training.qld.gov.au/skillsrec/index.htm)

### Part-time apprenticeships and traineeships

Part-time employees can undertake an apprenticeship or traineeship if the relevant industrial award or agreement has provision for this to happen. Under a part-time apprenticeship or traineeship the apprentice or trainee must work a minimum of 15 hours per week, which includes the time spent training at work and with the supervising registered training organisation. This must be averaged over each four-week period for the duration of the apprenticeship or traineeship.

A part-time apprentice or trainee must be rostered to work on a regular and continuous basis.

Casual or daily hire employees are not eligible to undertake part-time apprenticeships or traineeships as there is no guaranteed pattern of work which is a requirement of the training contract.

### School-based apprenticeships and traineeships

School-based apprenticeships and traineeships allow high school students (typically Years 11 and 12) to work with you as paid employees whilst studying for their Senior Certificate. At the same time students undertake a training qualification with a registered training organisation chosen by you and the student.

School-based apprentices and trainees must be able to document how their day is allocated over school, work and training. To do this, students must negotiate an *Education, Training and*

*Employment Schedule* with the support of their school, their employer, the supervising registered training organisation and their parents. This schedule must be negotiated at the same time the training contract is signed.

*Education, Training and Employment Schedules* can vary from student to student and must involve working and training. This may happen:

- one to two days a week, attending school on the remaining days
- for blocks at a time in the workplace
- on weekends, school holidays or after school.

Your apprentice's or trainee's employment and/or training arrangements must impact on their school timetable for the program to be considered school-based.

Unlike other apprentices and trainees, school-based participants:

- are not paid for the time spent undertaking training delivered by the supervising registered training organisation
- do not accrue entitlements to sick leave or recreation leave.

However, students are **paid** for the time spent working including a loading to compensate for not receiving recreation and sick leave.

Periods of paid employment must never fall below the minimum of 48 days per year for each school-based apprenticeship or traineeship.

Students who do not complete their apprenticeship or traineeship while at school are required to convert to a full-time or part-time apprenticeship or traineeship when they finish school. Once converted to full-time or part-time arrangements, normal award wages and conditions apply.

## Financial assistance

The Queensland Government and Commonwealth Government offer a range of incentives and allowances for employers to help them meet the costs of employing an apprentice or trainee.

If you are not already taking advantage of these incentives then contact the relevant organisation as outlined in this section.

### Queensland Government financial assistance *Breaking the Unemployment Cycle incentives\**

Private sector employers can receive a cash bonus of up to \$2000 for each additional apprentice or trainee employed in skills shortage, growth or emerging industries.

Generally, where the training period normally takes three or more years full-time to complete, a \$2000 payment will be made. Where the training period normally takes less than three years full-time to complete, a \$1000 payment will be made.

You do not need to apply for this incentive. The Queensland Government will automatically identify eligible employers.

Similar incentives are also available to public sector employers including state government departments, statutory authorities and local governments.

### Start-up assistance

A subsidy of up to \$300 is available to an apprentice or trainee, employed in an identified skill shortage industry, for the purchase of specialised equipment such as necessary tools and protective equipment (excluding uniforms). To find out if your industry is identified as being in skill shortage, call the department on 1300 369 925.

### Experience pays

Employers who hire unemployed mature-age job seekers (aged 45 years and over) may be eligible for wage subsidies of up to \$4000.

*\* These incentives are subject to change. Employers should contact the department to access current information on Queensland Government incentives.*

For more information on private and public sector employer incentives telephone 1300 369 925 or visit [www.employment.qld.gov.au](http://www.employment.qld.gov.au)

### Employing a person with a disability

The department operates the Vocational Education and Training Disability Support Service which provides support for eligible apprentices and trainees with a disability. The service includes assessment of a student's support requirements, adaptive equipment and support personnel to assist students to undertake training.

For more information about the programs and services to support apprentices and trainees with a disability contact the department on 1300 369 935 or visit [www.training.qld.gov.au/accesseq/disability.htm](http://www.training.qld.gov.au/accesseq/disability.htm)

### Travel and accommodation assistance

Apprentices and trainees who have to travel to attend the supervising registered training organisation for their training may be eligible for a travel and accommodation allowance. The allowance is paid to the apprentice or trainee after each period of course instruction.

If your apprentice or trainee lives more than 50 kilometres one-way from where the supervising registered training organisation provides the training they may be eligible for this allowance. The distance is measured from the apprentice's or trainee's usual place of residence. This may not be a home address if he or she usually lives away from home to attend work.

For more details or to get an application form, talk to your supervising registered training organisation or contact the department. School-based apprentices and trainees will need to contact their school to access travel and accommodation assistance.

### The Building and Construction Industry Training Fund

The Queensland Government, with the support of industry, provides additional financial incentives to employers within the building and construction (and related) industries.

A further incentive is also available to employers in selected skill shortage areas within the building and construction (and related) industries who employ a female apprentice or trainee.

For more information telephone 1800 355 026 or visit [www.bcif.com.au](http://www.bcif.com.au)

*\* These incentives are subject to change. For more information go to [www.newapprenticeships.gov.au](http://www.newapprenticeships.gov.au) or call 1800 639 629.*

### Commonwealth Government financial assistance\*

You may also be eligible for a Commonwealth Government employer incentive or subsidy as a result of employing an apprentice or trainee. You and your apprentice or trainee must satisfy the eligibility criteria set out in the *Commonwealth New Apprenticeships Incentives Program Guidelines* to receive incentives. A time limit applies for the lodgement of incentive claims.

Your new apprenticeships centre will be able to provide you with more information about the following incentives.

- Commencement incentive of \$1375 is payable for apprentices and trainees at AQF Levels 2, 3 or 4.
- Progression incentive of \$1375 is payable for apprentices and trainees who complete AQF Level 2 training and progress to AQF Level 3 or 4 training.
- Completion incentive of \$1650 is payable for apprentices and trainees at AQF Levels 3 and 4 who successfully complete their training.
- Recommencement incentive of \$825 for employers who recommence an out of trade apprentice or trainee at AQF Level 3 or 4.

Other special Commonwealth Government incentives and allowances may apply in certain circumstances, including:

- **School-based incentives** which include \$825 for taking on a school-based apprentice or trainee and an additional \$825 for retaining them within six months of completing Year 12.
- **Innovation incentive** of \$1210 for employers who commence an apprentice or trainee in an identified innovation training package.
- **Rural and regional skills shortage incentive** of \$1100 payable to eligible rural and regional employers who take on an apprentice or trainee in AQF Level 3 or 4 training in defined trades and occupations that are experiencing a skill shortage.

Only a new apprenticeships centre which is contracted by the Commonwealth Department of Education, Science and Training can advise you of your eligibility for these incentives.

### Employing a person with a disability

The Disabled New Apprentice Assistance Program provides additional assistance to eligible employers who recruit a person with a disability by providing:

- a wage support payment amount of \$114.73 per week or an amount equivalent to the award age (whichever is the lesser) **for an apprentice with a disability**
- assistance for tutorial, interpreter and mentor services **for an apprentice with a disability**
- assistance for leasing or purchasing essential equipment or modifying the workplace to accommodate **an apprentice or trainee with a disability**.

Your new apprenticeships centre can provide you with information on these incentives and allowances and assist you in lodging claims.

### Employing an Aboriginal or Torres Strait Islander

Employers who recruit eligible Aboriginal and Torres Strait Islander jobseekers can receive up to \$4400 over six months for ongoing full-time work and \$2200 for ongoing part-time work exceeding 15 hours per week.

Employers should contact the Indigenous Employer Line on 1 802 102 for more information.

### Induction

You and your apprentice or trainee should complete a thorough induction at the start of the apprenticeship or traineeship to set you in the right direction. Your supervising registered training organisation and your new apprenticeships centre will provide you with induction information during the probationary period of the apprenticeship or traineeship.

Refer to the *Safety at work* section of this guide (page 23) for more information about the health and safety issues you should cover when introducing your apprentice or trainee to the workplace.

You may also want to undertake further workplace induction. To help you do this, get a copy of the *Employee induction booklet for small business* by calling 1300 369 935 or going to [www.training.qld.gov.au/reports/eib/eib.pdf](http://www.training.qld.gov.au/reports/eib/eib.pdf)

### Planning and recording

#### Training plan

You, your apprentice or trainee and the chosen supervising registered training organisation need to develop a training plan. This outlines:

- your apprentice's or trainee's current skills
- what training the apprentice or trainee needs to do
- who will deliver the training
- when and where it will be done
- how long it will take
- when and how it will be assessed and monitored
- what qualification will be issued on completion
- any special training needs.

The training plan will assist you to manage your apprentice's or trainee's training program, work rotation and holidays.

The training plan is to be completed and signed by you, your supervising registered training organisation your apprentice or trainee and their parent or guardian if they are under 18, before the end of the probationary period. Three copies must be kept: one by you; one by your apprentice or trainee; and one by your supervising registered training organisation.

The training plan is a flexible document and must be altered if your circumstances change. Your supervising registered training organisation will help you with this.

The majority of training plans outline what the apprentice or trainee needs to achieve in the form of competencies. This is called competency-based training and aims to develop skills and knowledge to enable the apprentice or trainee to perform tasks to the standard expected in employment.

Competency is determined through competency-based assessment where evidence is gathered and judged in order to decide whether a person has achieved the standard set by the relevant industry. The time required to complete competency-based training is flexible.

#### Training record

Within 14 days of the training plan being developed and signed, your supervising registered training organisation will provide your apprentice or trainee with a training record. This should be used to record the achievement of competencies agreed within the training plan.

Your apprentice or trainee is responsible for looking after the training record. As each new skill is learnt, you and your supervising registered training organisation should complete the relevant section.

This record belongs to your apprentice or trainee and can be used to:

- demonstrate what training has been completed
- gain credit or exemptions in other training courses
- determine achievement of competency
- assess wage progression where applicable
- confirm completion of the training program
- assess skill levels.

The department regularly checks training plans and training records to ensure that apprentices and trainees are receiving high quality training and their records are up-to-date.

#### Probation

Each apprenticeship and traineeship has a set probation period. This gives you and your apprentice or trainee time to work together and decide whether to continue with the apprenticeship or traineeship. During this time you should assess your apprentice's or trainee's work ethic, reliability and potential to succeed in the chosen apprenticeship or traineeship.

**Probation begins on the day you and your apprentice or trainee agree to start the apprenticeship or traineeship.**

It usually lasts 90 days for a full-time apprentice and 30 days for a full-time trainee.

To find out what the probation period is for your apprenticeship or traineeship:

- visit the department's website and search for your particular qualification at [www.training.qld.gov.au/qtis](http://www.training.qld.gov.au/qtis)
- contact the department on 1300 369 935
- contact your new apprenticeships centre.

During probation you must sign the training contract and develop the training plan with your apprentice or trainee and your supervising registered training organisation.

At this time your supervising registered training organisation will also conduct an *Employer Resource Assessment* to determine the following:

- the ratio of apprentices and trainees to qualified persons meets legislative requirements
- the minimum requirement for supervision is met
- the facilities and range of work identified as necessary to train the apprentice or trainee are available.

In some circumstances, you or your apprentice or trainee may apply to extend or reduce the probation period before the end of probation. Contact the department on 1300 369 935 if you wish to do this.

You or your apprentice or trainee may also terminate the apprenticeship or traineeship during probation by giving a week's notice. If you decide to terminate without providing your apprentice or trainee with a week's notice you will have to pay that person a week's wage. If your apprentice or trainee decides to terminate and does not give you a week's notice, you are entitled to deduct an amount equal to one week's wages.

If the person was employed by you (in other than casual arrangements) immediately prior to commencing the apprenticeship or traineeship and the training contract is terminated during the probationary period, you must offer that person reinstatement to his or her previous position.

At the end of probation, you both must decide whether you want to continue with the apprenticeship or traineeship. Once probation is completed, you and your apprentice or trainee are contracted to each other until the end of the training contract. If either of you subsequently wish to cancel the training contract you will need to contact the department on 1300 369 935.

## Reviews, complaints and appeals

If you disagree with a decision made by the department on any apprenticeship or traineeship matter you can:

- request a review of the decision by your local department office
- refer the matter to the Apprenticeship and Traineeship Ombudsman
- lodge an appeal to the Queensland Industrial Relations Commission.

### Local office review

If you believe that the department did not know or fully consider information relating to an apprenticeship or traineeship decision, you can request a review by your local department office.

In your written application you should state why you believe the decision should be reconsidered and include any relevant information.

Local office contact details are listed at the back of this guide.

### Apprenticeship and Traineeship Ombudsman

The Apprenticeship and Traineeship Ombudsman provides free, impartial advice to anyone with an interest in an apprenticeship or traineeship. The role also provides an independent office for resolving complaints about the nature, scope and quality of training.

The Ombudsman deals with matters such as:

- training delivered to the apprentice or trainee under the training contract
- adequacy of facilities, range of work and supervision provided by the employer
- circumstances in which a training contract was signed, amended or cancelled
- failure of the apprentice or trainee to make reasonable progress under the training plan
- decisions or actions affecting an apprenticeship or traineeship.

The Ombudsman can not deal with a matter if it is before the Queensland Industrial Relations Commission.

You can contact the Apprenticeship and Traineeship Ombudsman on **1300 306 699** or at [training.ombudsman@det.qld.gov.au](mailto:training.ombudsman@det.qld.gov.au)



### Queensland Industrial Relations Commission

You may lodge an appeal with the Commission if you disagree with a decision relating to:

- refusal to register a training contract
- amendment or assignment of a registered training contract
- order for discipline
- cancellation of a training contract
- cancellation of the registration of a training contract
- cancellation of a completion certificate
- cancellation, or refusal to cancel, a qualification or statement by a supervising registered training organisation
- extension of the nominal term of a registered training contract
- declaration, variation of a declaration or refusal to vary a declaration of a prohibited employer
- stand down, or refusal to approve the stand down of an apprentice or trainee.

For assistance telephone the Queensland Industrial Relations Commission on **(07) 3227 8060**.

## Safety at work

As an employer, you are responsible for the health and safety of your apprentice or trainee whilst in the workplace in the same way as your other employees. You are obliged to provide your apprentice or trainee with:

- an introduction to the workplace which covers hazard identification and risk prevention
- training in safe work procedures
- initial and ongoing supervision
- personal and protective equipment including instructions on how to properly use and wear equipment.

You must also:

- guard hazardous plant and machinery
- prevent or minimise the risk of exposure to hazardous substances and manual handling injuries.

Under workplace health and safety legislation, your apprentice or trainee also has responsibilities, including:

- complying with your health and safety instructions
- using the personal protective equipment you provide
- not to wilfully or recklessly interfere with or misuse health and safety provisions
- not to wilfully place at risk the health and safety of others
- not to wilfully injure himself or herself.

For more information telephone the Department of Industrial Relations on **1300 369 915** or visit [www.whs.qld.gov.au](http://www.whs.qld.gov.au)

Thinking  
ahead

## Supervision

Your apprentice or trainee needs to be supervised in the workplace. This gives you and your apprentice or trainee plenty of opportunity for feedback and proper instruction.

During the development of the training plan your supervising registered training organisation will assess your capacity to supervise the apprentice or trainee, against the requirements of the specific apprenticeship or traineeship.

As a general rule, there should be one tradesperson or qualified person to each apprentice or trainee. This person needs to permanently work in the same workplace as the apprentice or trainee during the same working hours.

You can apply to the department to exceed the supervision ratio for both apprentices and trainees.

To determine the best level of supervision think about:

- the level of training undertaken
- the industry you belong to and your workplace
- the equipment and methods you use for work and training
- the health and safety regulations for your workplace
- your duty of care.

## Training contract

### Signing and registering the contract

A training contract legally binds you and your apprentice or trainee. It is signed by you and your apprentice or trainee, and their parent or guardian if they are aged under 18.

If you do not already have a training contract, you can obtain one from your new apprenticeships centre or department office.

Your new apprenticeships centre or your supervising registered training organisation can assist you to complete the training contract. Once it is completed, it should be sent to your new apprenticeships centre who will lodge it with the department for registration.

## Training contract (cont.)

The contract must be registered to receive any relevant Queensland Government funded training and incentives and to access Commonwealth Government incentives and allowances.

The training contract and training plan need to be completed during the probation period of the apprenticeship or traineeship. It is important to do this as soon as possible as the department must receive the signed training contract within one month of the end of the probation period.

When the training contract is registered, you will receive a letter from the department and a copy of the training contract.

Please remember that the training contract is **legally binding**.

When you sign the training contract you are bound by the conditions contained in the *Training and Employment Act 2000* and the contract. It is therefore important that it does not contain any false or misleading information.

**Make sure you understand and check the information on the training contract before you sign it.**

If the contract is cancelled, the department may take action including:

- recovering funds provided for training
- recovering incentives or allowances
- prosecuting for breaches of the *Training and Employment Act 2000*.

### Changing the term of the contract

All apprenticeships and traineeships have a completion date, which is the anticipated end date. You do not need to reduce the term of the apprenticeship or traineeship if it is likely that your apprentice or trainee will finish the training before this date.

As the majority of apprenticeships and traineeships operate using competency-based training the time required to achieve skills and knowledge is flexible. This allows the apprentice or trainee to finish their apprenticeship or traineeship when they achieve competency in the areas outlined in the training plan.

However, if it is unlikely that your apprentice or trainee will complete the training before the completion date you will need to apply to the department for an extension and amend the training contract. This application must be made prior to the end date of the apprenticeship or traineeship.

You and your supervising registered training organisation can do this by writing a letter or completing the form *Extension of Nominal Term of an Apprenticeship or Traineeship*, and sending it to your local department office. This form is available at [www.training.qld.gov.au/apprtrain/forms/extend.pdf](http://www.training.qld.gov.au/apprtrain/forms/extend.pdf) or by contacting the department on 1300 369 935 or your new apprenticeships centre.

If your apprentice or trainee has had an extensive absence from work due to illness or injury, you may be able to extend the specific wage level or year of the apprenticeship or traineeship. This extension will allow the apprentice or trainee to achieve the competencies required to progress through the apprenticeship or traineeship.

For further information (including advice on what to cover in your letter), please contact the department on 1300 369 935.



## Completing the contract

The apprenticeship or traineeship is complete once you, your apprentice or trainee and the supervising registered training organisation agree that all the requirements of the training plan have been fulfilled.

To complete the training contract the following must take place.

1. You and your apprentice or trainee must advise the supervising registered training organisation in writing that all the competencies have been achieved.
2. Your supervising registered training organisation will confirm that all the training is complete and then provide you and your apprentice or trainee with an agreement to sign. You will be provided with a copy of this agreement.
3. Within 21 days of signing this agreement, a qualification or statement of attainment will be issued by the supervising registered training organisation to your apprentice or trainee. You will receive advice from the training organisation when this happens.
4. After advice is received from the supervising registered training organisation, the department will issue a Certificate of Completion to your apprentice or trainee and advise you in writing that this has been provided.

As set time frames apply for undertaking this completion process, contact your supervising registered training organisation or the department for advice on what you need to do.

The actual date of completion is the date on which you, your apprentice or trainee and your supervising registered training organisation sign the completion agreement.

When the apprenticeship or traineeship ends, wage entitlements will change. You may also find that you will have to meet the cost of any training provided after the apprenticeship or traineeship has ended. For these reasons, it is very important to arrange for the formal completion of the training contract or apply for an extension to the contract.

Having invested time and money in developing your apprentice or trainee you can now offer ongoing employment. However, you have no legal obligation to do so.

## Cancelling the contract

The training contract you have entered into with your apprentice or trainee is legally binding. If you are considering cancelling the training contract due to a communication breakdown or behavioural issue, you should seek help to see if you can resolve your differences and proceed with the training. Specialist officers from the department are available to help work through any issues you and your apprentice or trainee may have. **Cancellation of a training contract should only be considered as a last resort after all efforts have been made to resolve the issues that threaten the continuation of the training.**

You or your apprentice or trainee can cancel the apprenticeship or traineeship during probation by giving a week's notice.

If you wish to cancel the training contract after the probation period, it is important that you contact your local department office for assistance as set time frames apply.

### When you both agree to cancel

1. Write a letter to your local department office or fill in a *Cancellation of Training Contract* form within 14 days of you and your apprentice or trainee agreeing to cancel the apprenticeship or traineeship.

The *Cancellation of Training Contract* form is available at [www.training.qld.gov.au/apprtrain/forms/cancel.pdf](http://www.training.qld.gov.au/apprtrain/forms/cancel.pdf) or by telephoning the department or your new apprenticeships centre.

2. The department will review your application. Until a decision is made, the training contract still applies and you and your apprentice or trainee must continue to honour your commitments.
3. When the contract has been legally cancelled you will receive written advice from the department.
4. You will need to advise your supervising registered training organisation that the contract has been cancelled. You should also ask your supervising registered training organisation to provide your apprentice or trainee with a statement of attainment to demonstrate the competencies they have achieved.

## cancelling the contract (cont.)

If the apprentice or trainee was employed by you (in other than casual arrangements) immediately prior to commencing the apprenticeship or traineeship, and the training contract is cancelled by mutual agreement, you must offer that person reinstatement.

### When only one of you wishes to cancel

1. The person who wishes to cancel the training contract will need to write a letter to the local department office or fill in a *Cancellation of Training Contract* form.

The *Cancellation of Training Contract* form is available at [www.training.qld.gov.au/apprain/forms/cancel.pdf](http://www.training.qld.gov.au/apprain/forms/cancel.pdf) or by telephoning the department or your new apprenticeships centre.

2. The department will review the application. Until a decision is made, the training contract still applies and both you and your apprentice or trainee must continue to honour your commitments.
3. If the application to cancel the training contract is disputed the department will investigate the situation.
4. When the contract has been legally cancelled you will receive written advice from the department.
5. You will need to advise your supervising registered training organisation that the contract has been cancelled. You should also ask your training organisation to provide your apprentice or trainee with a statement of attainment to demonstrate the competencies they have achieved.

**When can the department cancel training contracts?** Training contracts can also be cancelled by the department in instances where:

- you or your apprentice or trainee provided false and/or misleading information on the training contract
- the training contract was registered in error
- you or your apprentice or trainee have been convicted of an offence against the *Training and Employment Act 2000*
- there has been a change in your circumstances or those of your apprentice or trainee that make it unlikely that the contract will be completed
- the apprentice or trainee has left your employment and can't be contacted.

## Training costs

The department subsidises the training component for apprenticeships and traineeships in areas of employment growth and economic development.

As a result, for all apprenticeships and some traineeships the employer will not be required to pay for the training delivered by the supervising registered training organisation.

In instances where a traineeship is not subsidised by the department, employers will be required to pay for training.

Your supervising registered training organisation will be able to advise you if the training component of a traineeship is subsidised.

Your apprentice or trainee may also have to pay student fees to the supervising registered training organisation. Your supervising registered training organisation must advise your apprentice or trainee of any fees to be paid. You can choose to pay these fees on behalf of your apprentice or trainee.

## Training delivery

The way your apprentice or trainee receives training will depend on their chosen apprenticeship or traineeship as well as your preferred method of delivery.

- **Off-the-job delivery** sees the apprentice or trainee removed from routine work duties to undertake training. This could be in a training room at the workplace or at the supervising registered training organisation.
- **Flexible delivery** can include training and assessment undertaken in the workplace, via correspondence or using information technology – for example, Internet, Videolink or interactive CD ROM.

You should discuss the kind of training required for your apprentice or trainee with your supervising registered training organisation when you formulate the training plan. At this stage you also need to identify if your apprentice or trainee requires any special training such as extra help with maths or reading.

You must release your apprentice or trainee from work duties to participate in training as required in the training plan.

## Training outcomes

It is important that your apprentice or trainee is undertaking the most appropriate apprenticeship or traineeship for your business.

If an apprenticeship or traineeship is chosen that does not suit the needs of your business you will not be able to provide sufficient training and your apprentice or trainee will not be learning the appropriate skills.

You should work closely with your new apprenticeships centre and supervising registered training organisation to ensure the training plan will deliver the desired training outcomes.

If you need further advice call the department on 1300 369 935.

## Wages and entitlements

### Wages

As a minimum, you must pay your apprentice or trainee a training wage according to the relevant award or agreement.

The wage paid will depend on the individual apprenticeship or traineeship and the progress made during the training arrangement.

For most apprenticeships and traineeships the wage is calculated as a percentage of the adult wage dependent on the year or level of the apprentice or trainee.

The conditions of employment for apprentices and trainees, including hours of work, overtime, holidays, sick leave, superannuation and other penalty provisions are also covered in the relevant award or agreement.

Your apprentice or trainee must be paid for the time they spend training with the supervising registered training organisation (*this does not apply to school-based apprentices and trainees*).

For more information contact Wageline on 1300 369 945 or visit the Wageline apprenticeship and traineeship web site at [www.wageline.qld.gov.au](http://www.wageline.qld.gov.au)

## Entitlements

Unless otherwise provided for, apprentices and trainees receive all award entitlements due to other employees working in similar occupations.

### Fair treatment

Apprentices and trainees should be treated the same as any other employee. Just like other employees, apprentices and trainees can take action if they feel they have been bullied, harassed, discriminated against or their safety has been jeopardised.

To access an employer's guide to workplace bullying go to [www.whs.qld.gov.au/guide/gde31v1.pdf](http://www.whs.qld.gov.au/guide/gde31v1.pdf) or call the Department of Industrial Relations on 1300 369 915.

### Tools

For some apprenticeships you must provide tools to your apprentice. To find out which apprenticeships require you to supply tools, contact Wageline on 1300 369 945 or visit the Wageline apprenticeship and traineeship web site at [www.wageline.qld.gov.au](http://www.wageline.qld.gov.au)

As part of the *Breaking the Unemployment Cycle* initiative, the Queensland Government also offers up to \$300 in start-up assistance for eligible apprentices and trainees. This is to help apprentices and trainees buy equipment such as tools and protective equipment (not uniforms).

For more information telephone 1300 369 925 or visit [www.employment.qld.gov.au](http://www.employment.qld.gov.au)

### Workers' compensation

Apprentices and trainees are entitled to workers' compensation in the same way as other employees. For information contact WorkCover Queensland on 1300 362 128 or visit [www.workcover.qld.gov.au](http://www.workcover.qld.gov.au)

Thinking ahead



## A

apprenticeship	11
– choosing the right apprenticeship or traineeship	2
Apprenticeship and Traineeship Ombudsman	33
– resolving complaints	22
Australian Qualifications Framework (AQF)	11

## B

behavioural problems	14
Breaking the Unemployment Cycle incentives	18
Building and Construction Industry Training Fund	19
business changes	
– if business is slow	15
– if the business is sold	15
– if a business partnership is dissolved	16

## C

cancelling the training contract	25
Commonwealth Government financial assistance	19
competency-based training	11, 20
complaints	22
conflict	14
costs	
– training	26
– wages	27
– entitlements	27

## D

Department of Employment and Training	9, 33
Department of Industrial Relations (Wageline)	9, 33
disability, employing an apprentice or trainee with a	18, 20
discipline	14

## E

Education, Training and Employment Schedule	17
employer	
– host employer	11
– roles and responsibilities	6, 8
– supervision	23
entitlements	27
– fair treatment	27
– tools	27
– workers' compensation	27
existing worker	16

## F

flexible training delivery	26
financial assistance	
– Queensland Government	18
– Commonwealth Government	19

## G

group training organisations	11, 33
------------------------------	--------

## H

host employer	11
---------------	----

## I

incentives	18
induction	20
Industrial Relations Commission, Queensland	22, 33

## M

misconduct	14
– serious misconduct	14

## N

new apprenticeships centres	9, 33
new apprenticeships	11

## O

off-the-job training delivery	26
-------------------------------	----

## P

part-time apprenticeships and traineeships	17
probation	21

## Q

Queensland Training Awards	12
----------------------------	----

## R

recognition of work or training	16
roles and responsibilities	
– apprentice or trainee	8
– Department of Employment and Training	9
– employer	6, 8
– group training organisations	11
– new apprenticeships centres	9
– supervising registered training organisations	10

## S

safety at work	23
school-based apprenticeships and traineeships	11, 17
stand down	15
supervising registered training organisations	10, 33
– changing your supervising registered training organisation	16
supervision	23
suspension of the training contract	14

## T

Trade Recognition	17
traineeship	11
– choosing the right apprenticeship or traineeship	2
training contract	11, 23
– cancelling	25
– changing the term	24
– completing	25
– signing and registering	23
– suspending	14
training costs	26
training delivery	26
– off-the-job	26
– flexible	26
training plan	11, 20
training record	11, 21
training tips	12
travel and accommodation assistance	19

## U

User Choice	11
-------------	----

## V

Vocational Disability Support Service	18
---------------------------------------	----

## W

wages	27
Wageline (Department of Industrial Relations)	9, 33
workers' compensation	27

## Key Contacts

### Department of Employment and Training

For information about apprenticeships and traineeships call **1300 369 935** or visit [www.training.qld.gov.au](http://www.training.qld.gov.au)

For information about employment initiatives call **1300 369 925** or visit [www.employment.qld.gov.au](http://www.employment.qld.gov.au)

<b>Atherton Tableland</b> 1-3 Main Street PO Box 30 Atherton Tableland 4883	<b>Ipswich</b> Courthouse Building Cnr Limestone and East Streets PO Box 226 Ipswich 4305	<b>Nambour</b> Level 1, Centenary Square 52-64 Currie Street PO Box 501 Nambour 4560
<b>Ayr</b> 193 Queen Street PO Box 639 Ayr 4807	<b>Logan</b> Level 1, Wembley Place 91 Wembley Road Logan Central PO Box 829 Woodridge 4114	<b>Rockhampton</b> Level 2, State Government Centre 209-213 Bolsover Street LMB 7 Rockhampton 4700
<b>Bundaberg</b> Queensland Government Offices 11 Bourbong Street PO Box 955 Bundaberg 4670	<b>Lutwyche</b> Level 4, Lutwyche Shopping Centre 543 Lutwyche Road PO Box 820 Lutwyche 4030	<b>Roma</b> 116 McDowall Street PO Box 697 Roma 4455
<b>Cairns</b> Ground Floor Queensland Government Offices 10-12 McLeod Street PO Box 2465 CMC Cairns 4870	<b>Mackay</b> Level 1 Post Office Square Cnr Sydney and Gordon Streets LMB 1 Mackay 4740	<b>Southport</b> 10 Cloyne Road LMB 91 Southport 4215
<b>Charters Towers</b> Cnr Church and Hodgkinson Streets PO Box 1049 Charters Towers 4825	<b>Maryborough</b> Level 1, 319-325 Kent Street LMB 63 Maryborough 4650	<b>Thursday Island</b> 98 Douglas Street PO Box 341 Thursday Island 4875
<b>Emerald</b> Clerana Centre Cnr Clermont and Anakie Streets PO Box 1814 Emerald 4720	<b>Mount Isa</b> 75 Camooweal Street PO Box 2249 Mount Isa 4825	<b>Toowoomba</b> Level 1, James Cook Centre Cnr Herries and Ruthven Streets PO Box 234 Toowoomba 4350
<b>Gladstone</b> Level 2 State Government Building Cnr Oaka Lane and Roseberry Street LMB 15 Gladstone 4680	<b>Mt Gravatt</b> Level 2, Block C, Garden Square 643 Kessells Road PO Box 6500 Upper Mt Gravatt 4122	<b>Townsville</b> 254 Ross River Road LMB 15 Aitkenvale 4814
		<b>Warwick</b> Cnr Fitzroy and Guy Streets PO Box 57 Warwick 4370

### Wageline (Department of Industrial Relations)

For information about wages and employment conditions call **1300 369 945** or visit [www.wageline.qld.gov.au/apprtrain/index.htm](http://www.wageline.qld.gov.au/apprtrain/index.htm)

### New apprenticeships centres

For assistance with apprenticeships and traineeships and information on Commonwealth Government incentives call **1800 639 629** or visit [www.newapprenticeships.gov.au](http://www.newapprenticeships.gov.au)

My new apprenticeships centre is:

Organisation name \_\_\_\_\_

Contact name \_\_\_\_\_

Phone \_\_\_\_\_

### Supervising registered training organisations

To find a supervising registered training organisation to help you train your apprentice or trainee call **1300 369 935** or visit [www.training.qld.gov.au/qtis](http://www.training.qld.gov.au/qtis)

My supervising registered training organisation is:

Organisation name \_\_\_\_\_

Contact name \_\_\_\_\_

Phone \_\_\_\_\_

### Group training organisations

To help you find an apprentice or trainee call **1800 819 747** or visit [www.gtald.com.au](http://www.gtald.com.au)

My group training organisation is:

Organisation name \_\_\_\_\_

Contact name \_\_\_\_\_

Phone \_\_\_\_\_

### Apprenticeship and Traineeship Ombudsman

To help resolve complaints about the nature, scope or quality of training call **1300 306 699** or email [training.ombudsman@det.qld.gov.au](mailto:training.ombudsman@det.qld.gov.au)

### WorkCover Queensland

For information about workers' compensation call **1300 362 128** or visit [www.workcover.qld.gov.au](http://www.workcover.qld.gov.au)

### Workplace health and safety (Department of Industrial Relations)

For information about health and safety issues call **1300 369 915** or visit [www.whs.qld.gov.au](http://www.whs.qld.gov.au)

### Queensland Industrial Relations Commission

For resolution of industrial matters call **(07) 3227 8060** or visit [www.qirc.qld.gov.au](http://www.qirc.qld.gov.au)