Australian Apprenticeships
Support Services
Employer Reference Guide
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Welcome to State Training Services’ One-Stop Shop for Apprenticeships and Traineeships

The NSW Department of Education and Communities provides educational and training services to the population of New South Wales from pre-school to tertiary education.

State Training Services, a division of the Department, funds, promotes and supports vocational education and training to develop the skills base for the State and to grow the NSW economy. State Training Services also provides expert advice and information to industry, employers, training providers, apprentices and trainees.

State Training Services has commenced operating as a Commonwealth-funded Australian Apprenticeships Centre providing a fully integrated one-stop shop for all apprenticeship and traineeship services and broader vocational education and training advice. State Training Services is also responsible for mediation and dispute resolution between apprentices, trainees and their employers and issues certificates to those who successfully complete their training.

The One-Stop Shop service is designed to ensure industry, training organisations, employers and their employees have all the necessary support and advice to obtain the skills and qualifications their business needs.

For more information on our new Australian Apprenticeship Support Services please contact 1300 772 104 email sts.aac@det.nsw.edu.au or visit www.training.nsw.gov.au

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Our commitment to you

State Training Services strives to provide the unbiased, comprehensive and necessary advice that allows your business to make informed workforce development decisions. This information is provided with the interests of quality outcomes for your staff, and in turn, your business.

If you are a large national employer or a small or medium sized business our commitment to you is to provide a professional and timely approach to all your training issues, respond promptly to your requests and assist in achieving a positive outcome for all concerned. State Training Services will provide you with a single point of contact in the holistic management of all your employees throughout the duration of their traineeship or apprenticeship.
Why employ an apprentice or trainee?

• Invest in the future by giving people a specialist trade or vocation while ensuring your organisation has suitably trained and qualified staff.
• Apprentices and trainees bring current theory into the organisation through their training.
• Reduce recruitment costs by promoting from within the organisation.
• Increase in staff retention due to investment in their training.
• Gain highly-skilled staff that have been trained within the organisation.
• Help individuals achieve their personal goals while working towards organisational goals.
• Increase profit and productivity through increased staff engagement.
• Overcome skills shortages.
• Nationally-recognised qualifications are available in more than 120 trade and 800 registered vocations.
• Training can be customised to the specific needs of your business.
• Initiatives available to assist employers, including financial incentives to eligible employers and allowances for employees.

Employers of an apprentice or trainee may be eligible for financial assistance through >

• Standard, additional and special incentives,
• Support for adult apprentices or trainees,
• Assistance for apprentices or trainees with a disability,
• Support for employing a school-based apprentice or trainee.

State and Commonwealth Governments also provide a range of funding and other forms of assistance to support the apprenticeship and traineeship system.
How can State Training Services’ One-Stop Shop assist your business?

State Training Services’ one-stop shop can comprehensively support employers, apprentices and trainees for the whole of an Australian Apprenticeship, including:

- providing advice on the most appropriate apprenticeship or traineeship for your business,
- administering Commonwealth incentives for employers and entitlements for apprentices and trainees,
- administering state-based allowances for apprentices and trainees,
- providing support and advice throughout the contract period, e.g., conducting supervisor training, monitoring progress, advising on competencies and future pathways, and interpreting the rules and regulations,
- mediation and dispute resolution,
- managing all aspects of the training contract,
- certification and recognition of skills,
- issuing certificates at completion,
- liaison with other agents, such as your training provider and other government authorities, to ensure a smooth start-to-finish process.

A complete guide to apprenticeships and traineeships in New South Wales can be found on our website at [www.training.nsw.gov.au](http://www.training.nsw.gov.au)
How do I start an apprenticeship or traineeship in my business?

There are several simple steps to get the most out of an apprenticeship or traineeship for your business. State Training Services will provide ongoing support throughout the process.

Step 1  
**Contact State Training Services**

When you have made the decision to employ an apprentice or trainee, contact State Training Services. We will come to your business to provide you with the best advice and professional assistance to make the whole process as easy as possible.

Step 2  
**Assess your training needs**

Before you can put in place the right training for your business, you need to identify the skills needs of your workplace and your workers. State Training Services will assist you with finding the apprenticeship or traineeship that best suits your business.

Step 3  
**Find an apprentice or trainee**

There are many ways to find an apprentice or trainee for your business. You can >

- advertise,
- use the free Australian Job Search service, telephone 13 17 15,
- check with Job Services Australia to locate a local employment services provider through the [jobsearch.gov.au](http://jobsearch.gov.au) website,
- use a Group Training Organisation to put you in touch with potential candidates,
- contact a careers adviser at your local high school, TAFE college or private training organisation,
- allow an existing employee to start a traineeship or apprenticeship if they wish,

Step 4  
**Choose a Training Provider**

State Training Services can help you choose a registered training organisation that can provide the right training for your apprentice or trainee. The choice is yours and your apprentice/trainee’s to make.

The Training Fact Finder on the State Training Services website provides information about registered training organisations that deliver NSW government-funded apprenticeship and traineeship training or contact State Training Services for more information on 1300 772 104.
Step 5
Approval and registration of the National Training Contract.

All apprenticeships and traineeships require a training contract that is signed by both the employer and the apprentice or trainee.

State Training Services approves the contract for you and, as the New South Wales Training Authority, will also register the contract.

We will then send you and your employee a letter advising of the approval of the apprenticeship or traineeship.

Step 6
Claiming your financial incentives

The Australian Government provides financial incentives and benefits to employers of apprentices and trainees. State Training Services will assist you in ensuring you receive all the financial incentives to which you are entitled. We will notify you when your claims are due and supply you with the appropriate forms. Our Employer Portal, Job Ready, also allows you to monitor the status of all your Australian Government incentives that may be due.

Step 7
Our Ongoing Commitment to you

State Training Services will keep in contact with you throughout the term of the training contract to:

- ensure that the training has commenced as agreed,
- assist in resolving any problems that may arise during the apprenticeship or traineeship, and
- ensure you and your employee are receiving all the financial incentives and allowances to which you are entitled.

Step 8
Completion

When you, your employee and the training organisation agree that all the requirements of your training plan have been completed, the training organisation will formally advise us.

We will then issue a certificate of completion and advise you in writing that the employee has completed. The employee will then hold a nationally-recognised qualification!

Group Training Organisations

Group training organisations (GTOs) employ apprentices and/or trainees and place them with ‘host employers’ to undertake their on-the-job work and training.

For further advice and information about group training arrangements or referral to a GTO contact The Group Training Association of NSW and ACT on 1800 819 747 or 9746 9333.
There are a number of initiatives to assist employers who take on an apprentice or trainee particularly where it is in an industry experiencing a skills shortage. These initiatives provide financial incentives to eligible employers through the Australian Apprenticeships Incentives Program.

<table>
<thead>
<tr>
<th>Employer Incentives (paid to the employer)</th>
<th>Certificate II</th>
<th>Certificate III/IV</th>
<th>Diploma / Adv. Diploma</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>COMMENCEMENT INCENTIVE</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• ‘New worker’ Australian Apprentices ¹</td>
<td>$1,250 ²</td>
<td>$1,500</td>
<td>$1,500 ³</td>
</tr>
<tr>
<td>• ‘Existing worker’ Australian Apprentices who are undertaking an Australian Apprenticeship that leads to an occupation on the National Skills Needs List (NSNL) ⁴</td>
<td>nil</td>
<td>$1,500</td>
<td>nil</td>
</tr>
<tr>
<td><strong>RECOMMENCEMENT INCENTIVE</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• ‘New worker’ Australian Apprentices ¹</td>
<td>nil</td>
<td>$750</td>
<td>$750 ³</td>
</tr>
<tr>
<td>• ‘Existing worker’ Australian Apprentices who are undertaking an Australian Apprenticeship that leads to an occupation on the NSNL ⁴</td>
<td>nil</td>
<td>$750</td>
<td>nil</td>
</tr>
<tr>
<td><strong>COMPLETION INCENTIVE</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• ‘New worker’ Australian Apprentices ¹</td>
<td>nil</td>
<td>$2,500</td>
<td>$2,500 ³</td>
</tr>
<tr>
<td>• ‘Existing worker’ Australian Apprentices who are undertaking an Australian Apprenticeship that leads to an occupation on NSNL ⁴</td>
<td>nil</td>
<td>$2,500</td>
<td>nil</td>
</tr>
<tr>
<td>• ‘Existing worker’ Australian Apprentices who are undertaking an Australian Apprenticeship that does not lead to an occupation on the NSNL¹</td>
<td>nil</td>
<td>$3,000</td>
<td>$3,000 ³</td>
</tr>
<tr>
<td>• ‘Part-time’ Australian Apprentices ⁵</td>
<td>nil</td>
<td>$1,500</td>
<td>nil</td>
</tr>
<tr>
<td><strong>APPRENTICE KICKSTART INCENTIVES</strong> ⁶</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Commencement Incentive</td>
<td>nil</td>
<td>$850</td>
<td>nil</td>
</tr>
<tr>
<td>• Retention Incentive</td>
<td>nil</td>
<td>$2,500</td>
<td>nil</td>
</tr>
<tr>
<td><strong>RURAL AND REGIONAL SKILLS SHORTAGE INCENTIVE</strong></td>
<td>nil</td>
<td>$1,000</td>
<td>nil</td>
</tr>
<tr>
<td><strong>GROUP TRAINING ORGANISATIONS CERTIFICATE II COMPLETION INCENTIVE</strong></td>
<td>$1,000 ²</td>
<td>nil</td>
<td>nil</td>
</tr>
<tr>
<td><strong>DECLARED DROUGHT AREA INCENTIVES</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Commencement Incentive</td>
<td>$1,500</td>
<td>nil</td>
<td>nil</td>
</tr>
<tr>
<td>• Completion Incentive</td>
<td>$1,500</td>
<td>nil</td>
<td>nil</td>
</tr>
<tr>
<td><strong>MATURE AGED WORKERS INCENTIVES (45 AND OVER)</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Commencement Incentive</td>
<td></td>
<td></td>
<td>$750</td>
</tr>
<tr>
<td>• Completion Incentive</td>
<td></td>
<td></td>
<td>$750</td>
</tr>
<tr>
<td><strong>AUSTRALIAN SCHOOL-BASED APPRENTICESHIP INCENTIVES</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Commencement Incentive</td>
<td></td>
<td></td>
<td>$750</td>
</tr>
<tr>
<td>• Retention Incentive</td>
<td></td>
<td></td>
<td>$750</td>
</tr>
<tr>
<td><strong>ASSISTANCE FOR AUSTRALIAN APPRENTICES WITH DISABILITY</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Disabled Australian Apprentice Wage Support ⁷</td>
<td></td>
<td></td>
<td>$104.30 per week</td>
</tr>
<tr>
<td>• Off-the-job Tutorial, Mentor and Interpreter Assistance ⁷</td>
<td></td>
<td></td>
<td>$38.50 per hour (up to $5,500 per year)</td>
</tr>
</tbody>
</table>
**Personal Benefits (paid to the Australian Apprentice)**

<table>
<thead>
<tr>
<th>TOOLS FOR YOUR TRADE PAYMENTS</th>
<th>Certificate II</th>
<th>Certificate III/IV</th>
<th>Diploma / Adv. Diploma</th>
</tr>
</thead>
<tbody>
<tr>
<td>Three month / three month point</td>
<td>Eligible Certificate II Agriculture or Horticulture qualifications may be eligible for payments</td>
<td>$800</td>
<td>$1,000</td>
</tr>
<tr>
<td>12 month / 24 month point</td>
<td></td>
<td>$1,000</td>
<td>$1,200</td>
</tr>
<tr>
<td>24 Month / 48 month point</td>
<td></td>
<td>$1,200</td>
<td>$1,500</td>
</tr>
<tr>
<td>36 Months / 72 month point</td>
<td></td>
<td></td>
<td>nil</td>
</tr>
<tr>
<td>On successful completion</td>
<td></td>
<td></td>
<td>nil</td>
</tr>
</tbody>
</table>

**LIVING AWAY FROM HOME ALLOWANCE**

| First year rate | $77.17 per week |
| Second year rate | $38.59 per week |
| Third year rate | $25.00 per week |

**Employer Incentive / Personal Benefit (depending on the wage paid)**

| Support for Adult Australian Apprentices (25 and over) paid to the employer or the Australian | Certificate II | Certificate III/IV | Diploma / Adv. Diploma |
| AUSTRALIAN APPRENTICE PAYMENTS | nil | $150 / $75 per week, up to $7,800 | nil |
| First year full-time / first two years part-time | nil | $100 / $50 per week, up to $5,200 | nil |
| Second year full-time / second two years part-time | nil | | nil |

**Employer incentives key**

1. Part-time Australian Apprentices eligible where: - qualification leads to the NSNL (at the Certificate III or IV level); - apprenticeship is an Australian School-Based Apprenticeship; or - leads to the Aged Care, Child Care or Enrolled Nurses sectors (at the Diploma or Advanced Diploma level).

2. Nominated Equity Groups Only

3. Where the qualification is in the Aged Care, Child Care, or Enrolled Nurses sectors

4. Including part-time Australian Apprentices

5. Where the apprentice does not meet the part-time eligibility criteria listed in the other completion incentive rates

6. For commencements between 1/12/2012 and 30/4/2013 (inclusive) where the qualification leads to a Building, Construction or Engineering occupations on the NSNL

7. Part-Time paid at a proportion of the full-time rate

**Incentive paid to Registered Training Organisation**

Employer Incentive or Personal Benefit available where the Australian Apprenticeship is at the Certificate III or IV level and leads to an occupation on the National Skills Needs List (NSNL)
The State and Commonwealth Governments provide a range of additional funding and other forms of assistance to support the apprenticeship and traineeship system.

### Payroll tax rebates
Prior to 1 July 2008, wages paid to apprentices and new entrant trainees in NSW were exempt from payroll tax. From 1 July 2008, the offset rebate scheme replaced this exemption.

Rebates are provided by the Office of State Revenue (OSR) by allowing the amount of the rebate to be offset against monthly payroll tax payments.

OSR provides this offset facility through its online monthly calculator.


*All incentives are subject to the employer and apprentice or trainee meeting all government eligibility requirements*

### Exemption from Workers Compensation insurance premiums
Employers can receive exemptions from workers compensation premiums for their apprentices. This exemption is not available to employers of trainees.

To be eligible for the apprentice premium exemption you must:
- Have a valid workers compensation policy and,
- Have entered into a NSW Department of Education and Communities (NSW DEC) approved Training Contract.

More information is available at the WorkCover website [www.workcover.nsw.gov.au](http://www.workcover.nsw.gov.au)

### Australian Apprenticeships and Traineeships - Employer portal
Employers of Australian apprentices and trainees can view financial and incentive information online in real time using the State Training Services’ secure web portal.

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For more information on incentives or allowances please contact 1300 772 104
Email sts.aac@det.nsw.edu.au
Or visit [www.training.nsw.gov.au](http://www.training.nsw.gov.au)
How else can State Training Services assist my business?

As the New South Wales Training Authority, State Training Services funds training in skills important to the NSW economy - for priority industries, skill shortages and in skills that support innovative industry and jobs. If the apprenticeship or traineeship model does not suit your business needs, there may be alternative training options available to enable you to up skill your existing employees or to train new employees.

State Training Services also manages a range of programs that focus on improving access to employment and creating business opportunities for Aboriginal and Torres Strait Islander people.

State Training Services offers a wide range of services to assist your business improve its productivity. For more information on how State Training Services can assist your business please contact 1300 772 104, email sts.aac@det.nsw.edu.au or visit www.training.nsw.gov.au
Under the Apprenticeship and Traineeship Act 2001 you are responsible for ensuring that the apprentice or trainee has access to the full range of work required to develop the skills and industry knowledge they need on the job. You also need to observe their progress and confirm that they are developing the required skills and knowledge by liaising regularly with the training organisation.

As an employer of an apprentice or trainee you must provide your apprentice or trainee with:

- every opportunity to learn the skills and acquire the knowledge of the apprenticeship or traineeship,
- a suitably qualified or appropriately experienced person to facilitate the training and supervise the apprentice/trainee in the workplace,
- access to structured on- and/or off-the-job training,
- time off work with pay to undertake training and assessment delivered by the supervising registered training organisation,
- a safe working environment,
- a work environment free from any form of harassment,
- other benefits specified in the training agreement or industrial arrangement (e.g., a tool allowance).

Apprentices and trainees also have responsibilities or obligations under the Apprenticeship and Traineeship Act 2001. Additional obligations are also outlined in the training contract signed at the commencement of the apprenticeship or traineeship.

The training advisors at your nearest State Training Services regional office can provide further information.

For more information on your obligations please contact
1300 772 104
email sts.aac@det.nsw.edu.au
or visit www.training.nsw.gov.au
<table>
<thead>
<tr>
<th>Useful Contacts</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>If I require further information about Australian Apprentices</strong></td>
</tr>
<tr>
<td><strong>Australian Government employer incentive eligibility and payment</strong></td>
</tr>
<tr>
<td><strong>To obtain a Trade Certificate of Completion for my apprentice</strong></td>
</tr>
<tr>
<td><strong>Group Training - or hassle free paperwork, hire an apprentice or trainee from a Group Training Organisation</strong></td>
</tr>
</tbody>
</table>
| **Superannuation**  
  **Arrange to pay superannuation payments into my apprentices & trainees chosen fund** | Superannuation Guarantee Hotline 13 10 20  
| **If I need information on, or have any queries about, wages and terms and conditions of employment** | Fair Work Australia  
  www.fairwork.gov.au |
| **If I am experiencing difficulties with my apprentice or trainee** | State Training Services regional office  
  www.training.nsw.gov.au |
| **WorkCover insurance to determine what is applicable in my state** | WorkCover 13 10 50  
  www.workcover.nsw.gov.au |
| **Workplace safety to ensure I provide a safe workplace that meets workplace health and safety guidelines** | |
| **To obtain credit for prior learning (Recognition of Prior Learning – RPL)** | Contact your chosen Registered Training Organisation (RTO) |
State Training Services

Customer Support Centre  1300 772 104
Email  sts.aac@det.nsw.edu.au
www.training.nsw.gov.au