



# Traineeship Handbook



For Employers, employees,  
workplace supervisors and trainers

This should be read in addition to the student handbook

# Traineeship Handbook

## Contents

Overview .....	3
What is a Traineeship? .....	3
Employment conditions.....	4
Types of training & assessment:.....	4
Employer Roles and Responsibilities.....	5
Payment of training fees .....	5
Employer Incentives.....	5
Provision of venue .....	5
Resource requirements .....	6
Workplace supervisor .....	6
Hours of work, student practice and learning .....	6
Food.....	6
General Conditions All parties.....	7
Assessments & Homework.....	7
Attendance & Structured Training Sessions .....	7
Confirming Competency .....	7
Unemployment of a trainee or reduced hours of work.....	7
Assessor Visits.....	8
Issuing the Qualification.....	8
Useful contacts.....	8

# Traineeship Handbook

## Overview

This handbook is for employers, employees and the designated workplace supervisor.

This handbook should be read and understood prior to entering into a contract with a trainee and signing a training plan with our organisation. This should be read in addition to the student handbook also available on the website.

As the employer of students participating in a course with Serve It Up there are particular roles and responsibilities that you must adhere to. This handbook is to be read and by the employer and the nominated workplace supervisor. This handbook covers trainees, apprentices and other students who may not be in a government funded traineeship.

## What is a Traineeship?

Australian Apprenticeships covers all apprenticeships and traineeships. They combine time at work with training and can be full-time, part-time or school-based.

As an employer you may be eligible to receive both federal and state based government training incentives for the up skilling of your staff in their area of expertise under a national recognised AQF (Australian Quality Framework) approved Certificate III to an Advanced Diploma. However Serve It Up don't have traineeships at Advanced Diploma level. Employers and the training organization should check each course to see if it is suitable for a traineeship or apprenticeship as some courses are not.

Simple eligibility requirements:

1. Be an Australian Citizen / Permanent resident residing in Victoria
2. Be considered a 'new worker' based on current or future employment within the business
3. Undertaking a qualification that is at a higher qualification than currently held
4. Paid at an awards wage and working a minimum of 13hrs P/T or 38hrs F/T

An employee participates in structured training as a part of their employment. The Employer can be given incentives by the Federal Government to help cover the costs of training for their employees.

The employer can only get funding for eligible employees, eligibility can differ between courses and industries, and you should check eligibility for employer funding with the Apprenticeship Network Providers. Or you can visit <http://www.australianapprenticeships.gov.au/programme/incentives>.

Apprenticeship Networking Providers are contracted by the Commonwealth Government to administer the Australian Apprenticeships program and:

- Provide information and advice to employers and other interested parties regarding qualifications, delivery of training and funding available under the AA program.
- Link Employers with appropriate Registered Training Organisations (RTO's) for training delivery.
- Register the National Training Contract with State Training Services
- Pay Commonwealth Government Incentives to employers and apprentices

The Registered Training Organisation (RTO) 'Serve It Up' in this instance can also receive funding from the Victorian Government to cover the additional costs of the training.

Generally employees need to be a new employee, enrolling in a course that is higher than the current level they successfully hold, be Australian or have permanent residency. Additional requirements will apply for eligibility for the Victorian Funding.

The objective of traineeships is to contribute to the development of a highly skilled and relevant Australian workforce that supports economic sustainability and competitiveness.

# Traineeship Handbook

## Employment conditions

The conditions of employment for Australian Apprentices are the same as for other employees working in similar occupations. This includes hours of work, overtime, holidays, personal leave, superannuation and other penalty provisions. Additional working conditions for Australian Apprentices require you to ensure they have:

- every opportunity to learn the skills and acquire the knowledge of their trade or traineeship
- access to structured on and/or off-the-job training
- **paid** time off work to attend training when necessary
- a safe working environment.

As the employer, it is your responsibility to inform your Australian Apprentice of the employment conditions under which they will be working.



## Types of training & assessment:

**Off-the-job structured training:** refers to training that is conducted by the RTOs training staff at the RTOs training facility, often referred to as trade school, block release or on-campus training.

**Workplace Based Structured Training:** refers to training that is conducted by the RTOs training staff at the Trainees workplace. The apprentice/trainee must be withdrawn from regular work duties in order to participate in training.

### **Prior to sign-up**

Prior to commencing sign-up and starting the employer needs to complete the eligibility spreadsheet with all employees' details. This needs to be sent to the RTO and ACC approximately 5 working days prior to sign-up and the information session.

The employer must also approve the preliminary draft of the training timetable, with dates and times for training sessions and check holiday periods are accounted for.

Serve It Up will conduct a workplace inspection and induction prior to commencing training and sign-off of the training plan.

**The employer must be present at sign-up and the information session.**

# Traineeship Handbook

## Employer Roles and Responsibilities

### Payment of training fees

Ensure all invoices to Serve It Up are paid within their required time frame. You fees may increase if group size decrease this will be documented in your employer Pre-Training review and Contract.

Pay your apprentice/trainee the agreed wage and inform them of the terms of their employment. Provide Superannuation and Work cover insurance.

If your apprentice/trainee ceases employment, notification needs to be made within 5 days to Serve It Up and the ACC.

### Employer Incentives

Employer incentives (to cover your employee's costs of training) are arranged between the company and the Apprenticeship Network Provider. **The training organisation does not manage these.** Please discuss these payments with the nominated Apprenticeship Network Provider. Generally most payments will not be processed to you for a minimum of 6 months, assuming the employees is still continuing their work and study. You will need to sign 2 forms (1237) per student at a minimum to claim your funding. Serve It Up also needs to sign the same forms, to confirm training has been commenced and delivered.

There are a number of incentives currently available to eligible employers of Australian Apprentices (Trainees). Each incentive payment has a number of eligibility criteria that will be assessed by an Apprenticeship Network Provider. The standard commonwealth incentive payments may be due for claim, six months from commencement of the training contract and upon successful completion. The claim process is made in direct liaison with the Apprenticeship Network provider and employer/Australian Apprentice.

### Provision of venue

If training is conducted in your workplace, ensure your venue meets the criteria for the training program.

You must be able to provide a space for a training session to be conducted, where possible out of operational hours. The venue must be accessible at the time training is conducted, ensuring a staff member has key access at all times.

If training sessions are conducted into the evening the venue should be secure. You need to be able to provide sufficient lighting, tables and chairs for staff to use during the training session.

You should also provide a safe workplace; free from hazards that could cause harm to student, trainers and assessors.

# Traineeship Handbook

## Resource requirements

In liaison with the training manager, you are to discuss resources that can be provided by your workplace to improve the quality of the training delivered. You must be able to provide access to power and a suitable training environment free from interruptions if training is conducted in the workplace.

Ideally we suggest you utilise our specially equipped training facilities in Little Latrobe Street for the face-to-face classes. We have a fully equipped bar, 2 commercial coffee machines & training restaurant.



## Workplace supervisor

You, the employer, are required to appoint a workplace supervisor for the employees whilst in the workplace. The workplace supervisor will be the liaison between Serve It Up and the students. When required, they will need to forward messages to students and encourage their participation in class and completion of homework tasks.

The workplace supervisor (which could be the owner/manager or person in a supervisory position of the student) will be required to complete reports for the student's performance in the workplace. They will also be required to sign off the completion of tasks in the student's logbook. The workplace supervisor needs to oversee the student/employee in the workplace, as they will be required to practice the skills required for the course in the workplace.

## Hours of work, student practice and learning

You must ensure students have sufficient time to practice the skills that they have learned in the workplace.

Trainees and apprentices should be working a minimum of 13 hours per week (can be averaged if work longer over holidays) and attending our structured training sessions. Pro-rata for part-time employees.

## Food

If a training session is scheduled over a dinner period we encourage the employer to cover the cost of food for the class. This can be facilitated with an Serve It Up team member.



# Traineeship Handbook

## General Conditions All parties

### Assessments & Homework

Students will be required to complete a number of written and practical assessments. These are to be completed by each individual student. In each logbook/placement book is a section for the workplace supervisor to complete, these are only to be marked off and signed when the student has completed the required tasks in the workplace to an acceptable standard. We will keep a checklist of assessment submission and this will be sent to the employer monthly at a minimum.

### Attendance & Structured Training Sessions

It is the employer's responsibility to ensure employees/students show up for the training sessions. Serve It Up will send the employer a copy of the attendance sheet after every structured training session. If a student misses a session they, must catch up.

Block training will be conducted for many courses and this will be identified in the specific course timetable. Generally block training will be conducted over a number of weeks and will focus on compliance and regulatory units and ensuring the students obtain the required knowledge and practice of skills before conducting them in the workplace.

### Extending your course

An application for an extension to the term of the Training Contract must be made if your employees/students are unable to complete the Structured Training prior to the nominal completion date of the Training Contract. If this student is a trainee, this application should be lodged by yourself, the employer, via the relevant Apprenticeship Network Provider.

### Communication

The trainer will inform the RTO and employer of attendance of structured training directly after the session – email photo of attendance register.

Prior to the commencement of training the employer should send Serve It Up and the trainer specific requirements for their training and discuss these options in a meeting. These requirements should be emailed to the RTO where possible. Serve It Up will respond back with a desired action plan.

Serve It Up will make monthly contact with the employer and employee via email/phone/face-to-face to communicate the following:

1. Employee/student attendance and progress towards competency
2. Additional practice of skills required in the workplace
3. Students assessments that still need to be submitted
4. Logbook progression

If we can't make contact with the student/employee, if they fail to attend training session, or if they are not progressing satisfactorily we may need withdraw them from the course, suspend and/or cancel their traineeship.

Serve It Up will need to notify the Apprenticeship Network Provider within 2 weeks of a situation, including absences, which has the potential to affect successful completion of the course. Thus, the employer also needs to notify Serve It Up and the Apprenticeship Network Provider if they identify a similar situation prior to the RTO.

### Confirming Competency

Final competency of the employee/students' performance will be documented by the employer in the logbook. This logbook should be signed by all parties and returned to Serve It Up within 10 working days of assessing the employees/students final competency.

### Unemployment of a trainee or reduced hours of work

If your business is slow, you may need to reduce your Australian Apprentice's working hours until business picks up again. You may need approval from your State Training Authority before you can reduce your Trainees hours. If you

# Traineeship Handbook

are considering closing or selling your business, the traineeship can be suspended or assigned to the new owner of the business if they agree to continue the training.

You must advise the Apprenticeship Network Provider and Serve It Up immediately if any of the above happen.

Further information can be accessed here. <http://www.australianapprenticeships.gov.au/training-contracts>

## Assessor Visits

Serve It Up will conduct assessor visits in the workplace, to the following ratios, during these visits the assessor will observe the students practical performance of skills, these will be documented in the practical observation section of the relevant assessment. Serve It Up will, depending of the portion of Training & Assessment in the workplace, conduct a minimum of additional visits:

1. Conduct 1 visits if 25% or less of nominal hours of the qualification
2. Conduct 2 visits for 26-50% or less of nominal hours of the qualification
3. Conduct 3 visits for 51-75% or less of nominal hours of the qualification
4. Conduct 4 visits for more than 75% or less of nominal hours of the qualification

## Issuing the Qualification

On successful completion of the qualification your certificate will be sent to your employer for you to collect, unless another arrangement has been made.

## Useful contacts

<http://www.australianapprenticeships.gov.au/>

### Serve It Up

1300 555 748

info@serveitup.com.au

www.serveitup.com.au

*\*Please double check all information relating to Federal government incentives directly with the Apprenticeship Network Provider, incentive programs can change from time-to-time and we want to make sure you have up-to-date information.*