



Australian Government

# A U S T R A L I A N A P P R E N T I C E S H I P S

Your Life. Your Career. Your Future.

# National Code of Good Practice for Australian Apprenticeships

Australian Apprenticeships, which may be referred to as apprenticeships and traineeships in some states and territories, offer many benefits to employers and Australian Apprentices. Employers can take on an Australian Apprentice who is trained to understand the specific requirements of their workplace and has the skills that match their business objectives. Australian Apprentices have the chance to gain valuable work experience, develop skills and acquire a nationally recognised qualification. Australian Apprenticeships can be undertaken full-time, part-time or while still at school.

The National Code of Good Practice for Australian Apprenticeships has been developed to assist both parties entering into a training contract with a clear understanding of each other's obligations and expectations together with the role of the Australian Apprenticeships Centre.

A copy of the code should be retained by the employer and the Australian Apprentice. Host employers working under group training arrangements could be provided a copy for their records.

## **Both Parties**

Both parties understand that there is a formal agreement to train the Australian Apprentice. This agreement is known as the Training Contract, and it sets out the legal obligations binding the employer and the Australian Apprentice.

Both parties enter into the employment and training arrangement with a commitment to mutual respect, honesty and fairness.

Both parties agree to determine the qualification and the competencies that the Australian Apprentice is working to attain. These should be detailed in the training plan.

Both parties have a clear understanding of their contractual obligations including the expected duration of the Training Contract and that completion is based on successful demonstration of the skills for the qualification.

Both parties are clear about available dispute resolution avenues and understand what is required to terminate or vary the Training Contract and training plan.

## **The Employer will:**

### ***Meet legal obligations***

This involves:

- conforming with relevant Australian Government and state or territory legislation, including that relating to Australian Apprenticeship arrangements.

### ***Provide a safe working environment***

This involves:

- providing a safe workplace, free from bullying and verbal, physical, racial and sexual abuse; and
- ensuring that all occupational health and safety requirements are met; and
- providing an appropriate introduction to the workplace, stressing those core occupational health and safety requirements essential to workplace safety.

## ***Support structured training***

This involves:

- providing opportunities to develop knowledge and skills; and
- investigating the flexibilities for delivery and assessment that are offered by Registered Training Organisations in a competitive training market; and
- participating in recognition of prior skills or Recognition of Prior Learning assessments conducted by Registered Training Organisations, which is particularly important for older workers with existing skills; and
- lodging Training Contract documentation with the relevant authorities, selecting a Registered Training Organisation and enrolling the Australian Apprentice within the timeframe determined by their State or Territory Training Authority; and
- participating in the development of the training plan and providing facilities and expertise to assist in the training of the Australian Apprentice in the agreed qualification. This may include negotiated aspects related to on-the-job training, supervision from competent people, mentoring, or time to undertake structured training; and
- confirming early completion if fully supported by the employer once the Australian Apprentice has been assessed by a Registered Training Organisation as having attained all the required competencies. This enhanced arrangement covers trade as well as non-trade areas; and
- ensuring that the Australian Apprenticeships Centre is notified on the completion of the Training Contract, or advising them in instances where the Training Contract is in danger of not being completed. In some cases, the training plan may need to be revised.

## ***Provide supervision and support***

This involves:

- providing the Australian Apprentice with a nominated workplace supervisor and could involve a coaching or mentoring arrangement, especially for Australian Apprentices with little experience of work or who have special needs; and

- being mindful that Australian Apprentices under the age of 18 are minors and consultation with parents/guardians in relation to contractual obligations may be required; and
- consulting with schools where the Australian Apprenticeship is school-based.

### **Advise Australian Apprentices of their rights and responsibilities**

This involves:

- ensuring that Australian Apprentices are encouraged to raise issues and problems in the workplace, with the Registered Training Organisation, State or Territory Training Authority and Australian Apprenticeships Centres; and
- advising them of all entitlements and conditions; and
- ensuring that the Australian Apprentice is aware that help and assistance are also provided by the relevant State or Territory Training Authority; and
- providing comprehensive induction processes for commencing Australian Apprentices to ensure from the time of commencement, that they are aware of the proposed training plan, workplace safety requirements and their rights and responsibilities.

### **The Australian Apprentice will:**

#### ***Be aware of and make a commitment to fulfil work responsibilities***

This involves:

- attending and performing work in a professional and courteous manner in accordance with the employer's requirements; and
- taking care of workplace property and resources; and
- respecting the rights of other Australian Apprentices and employees in the workplace; and
- remembering that information obtained from the employer must be kept confidential and not disclosed without approval from the employer.

### ***Be aware of and make a commitment to fulfil training responsibilities***

This involves:

- participating in the development of the training plan; and
- taking advantage of recognition of prior skills or Recognition of Prior Learning assessments that are conducted by their Registered Training Organisation; and
- making all reasonable efforts to achieve the competencies specified in the training plan and undertaking any training and assessment required (including Recognition of Prior Learning); and
- attending training sessions or supervised workplace activities and taking advantage of learning opportunities; and
- maintaining a record of training such as a training record book.

### **For further information and assistance**

Australian Apprenticeships Centres provide information, administration services and support to employers and Australian Apprentices.

Their contact details can be obtained by:

Calling: **13 38 73**

or visiting: [www.australia.gov.au/australianapprenticeships](http://www.australia.gov.au/australianapprenticeships)

### **Group Training Hotline**

Information about group training is available by:

Calling: 1300 782 295

### **National Training Complaints Hotline**

If there is a training problem or concern, call the toll-free complaints hotline on 1800 000 674 or email [nationalcomplaintshotline@deewr.gov.au](mailto:nationalcomplaintshotline@deewr.gov.au). State and Territory Training Authorities can also provide further information.

#### **Australian Capital Territory**

ACT Department of Education and Training  
Training and Tertiary Education  
220 Northbourne Avenue, Braddon ACT 2612  
PO Box 158, Canberra ACT 2612  
Ph: 02 6205 8555  
Fax: 02 6205 8448  
Web: [www.det.act.gov.au](http://www.det.act.gov.au)

#### **Queensland**

Department of Education, Training and the Arts  
Apprenticeships Info  
LMB 527, Brisbane QLD 4001  
Ph: 1800 210 210 or 1300 369 935  
Fax: 07 3237 9774  
Web: [www.apprenticeshipsinfo.qld.gov.au](http://www.apprenticeshipsinfo.qld.gov.au)

#### **Tasmania**

Skills Tasmania  
GPO Box 169, Hobart TAS 7001  
Ph: 1800 655 846  
Fax: 03 6234 4358  
Web: [www.skills.tas.gov.au](http://www.skills.tas.gov.au)

#### **New South Wales**

NSW Department of Education and Training  
Locked Bag 53, Darlinghurst NSW 1300  
Ph: 13 28 11 (NSW callers)  
02 9266 8704 (interstate callers)  
Fax: 02 9266 8590  
Web: <http://apprenticeship.det.nsw.edu.au>

#### **Victoria**

Skills Victoria  
GPO Box 266, Melbourne VIC 3001  
Ph: 1300 722 603  
Fax: 03 9637 2450  
Web: [www.dliird.vic.gov.au](http://www.dliird.vic.gov.au)

#### **South Australia**

Department of Further Education, Employment, Science and Technology  
Traineeship and Apprenticeships Services  
GPO Box 320, Adelaide SA 5001  
Ph: 1800 673 097  
Fax: 08 8463 5654  
Web: [www.employment.sa.gov.au/employ](http://www.employment.sa.gov.au/employ)

#### **Northern Territory**

Department of Employment, Education and Training  
Employment and Training Division  
Mitchell Centre, 11th Floor, 55-59 Mitchell Street  
PO Box 4821, Darwin NT 0801  
Ph: 08 8901 1357  
Fax: 08 8901 1326  
Web: [www.deet.nt.gov.au](http://www.deet.nt.gov.au)

#### **Western Australia**

ApprentiCentre  
Department of Education and Training  
Locked Bag 145, Leederville WA 6903  
Ph: 08 9318 5450 or 13 19 54 (WA callers)  
Fax: 08 9264 8952  
Web: [www.apprenticentre.wa.gov.au](http://www.apprenticentre.wa.gov.au)