



Who do I contact for help?

Australian Apprenticeship Support Network (AASN) provider (Network provider)

- all aspects of employing an Australian Apprentice or undertaking an Australian Apprenticeship
- training contracts including cancellations, withdrawals and recommencements
- eligibility, application and progress of allowance, loan and incentive applications
- changes of details
- promotional materials

State and Territory Training Authorities (STAs)

- what qualifications are suitable as apprenticeships or traineeships in states or territories
- copies of previously held certificates/training records
- information about state or territory incentives that the Network provider is unable to provide

Registered Training Organisations

- all aspects of off-the-job training

Australian Government Department of Education and Training

- complaints about Network providers that cannot be resolved using their procedures
- debt recovery
- payment summaries for Support for Adult Australian Apprentices

Australian Skills Quality Authority (ASQA)

- quality of training from the Registered Training Organisation
- regulation of the vocational education and training sector

Note in Victoria the regulatory body is the Victorian Registration and Qualifications Authority (VRQA) and in Western Australia it is the Western Australian Training Accreditation Council

Fair Work Ombudsman

- wages, benefits, allowances and subsidies
- award requirements, such as 'who pays for the training?'
- employment conditions