



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

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# National Code of Good Practice for Australian Apprenticeships

July 2017

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.

This Code of Good Practice has been developed to assist both parties entering into a Training Contract with a clear understanding of each other's obligations and expectations.

A copy of this Code should be retained by the employer and the Australian Apprentice.

## 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.

Both parties have a clear understanding of their contractual obligations including the duration of the Training Contract.

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

## THE EMPLOYER WILL:

### Meet legal obligations

This involves:

- conforming with relevant Australian Government and State/Territory legislation, including that relating to Australian Apprenticeship arrangements.

13 38 73

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

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## Provide a safe working environment

This involves:

- providing a safe workplace, free from bullying and verbal, physical, racial and sexual abuse;
- ensuring that all occupational health and safety requirements are addressed; 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;
- lodging Training Contract documentation with the relevant authorities, selecting a Registered Training Organisation and enrolling the Australian Apprentice within the timeframe determined by your State/Territory Training Authority;
- 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 on-the-job training, supervision from competent people, mentoring, or time to undertake off-the-job training);
- ensuring that a record of training is maintained; and
- ensuring that the relevant authorities are notified on the completion of the Training Contract, or advising them in instances where the Training Contract is in danger of not being completed.

## 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; and
- being mindful that Australian Apprentices under the age of 18 are minors, and that their parents or guardians have legal responsibility for them.

## Advise Australian Apprentices of their rights and responsibilities

This involves:

- ensuring that Australian Apprentices are encouraged to raise issues and problems both in the workplace and with the Registered Training Organisation;
- advising them of entitlements, such as wages, conditions etc;
- ensuring that the Australian Apprentice is aware that help and assistance are also available from the relevant State/Territory Training Authority; and

- providing comprehensive induction processes for commencing Australian Apprentices to ensure that they are aware, from the time of commencement, of the proposed training program, 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;
- taking care of workplace property and resources;
- respecting the rights of other Australian Apprentices and employees in the workplace;
- remembering that information obtained from the employer must be kept confidential and not disclosed without approval from the employer; and
- obtaining consent from a parent or guardian, if you are less than 18 years of age.

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

This involves:

- making all reasonable efforts to achieve the competencies specified in the training plan and undertaking any training and assessment required;
- participating in the development of the training plan;
- 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 Apprenticeship Support Network provider in each State and Territory can provide further information on Australian Apprenticeships. Their contact details can be obtained by calling 13 38 73 or by visiting [australianapprenticeships.gov.au](http://australianapprenticeships.gov.au).

### Group Training

Information about group training is available at [grouptraining.ntis.gov.au](http://grouptraining.ntis.gov.au), or [www.australianapprenticeships.gov.au/group-training](http://www.australianapprenticeships.gov.au/group-training).

## State and Territory Training Authority

State and Territory Training Authorities are government departments responsible for the operation of the Vocational Education and Training (VET) system (including Australian Apprenticeships) within that jurisdiction. Contact details for State and Territory Training Authorities are listed below:

### Australian Capital Territory

Skills Canberra – ACT Government  
GPO Box 158, Canberra ACT 2601  
Ph: (02) 6205 8555  
Web: [www.skills.act.gov.au](http://www.skills.act.gov.au)

### New South Wales

NSW Department of Industry  
Locked Bag 53, Darlinghurst NSW 1300  
Ph: 13 28 11  
Ph: 02 9266 8450  
Web: [www.training.nsw.gov.au](http://www.training.nsw.gov.au)  
Email: [sts@det.nsw.edu.au](mailto:sts@det.nsw.edu.au)

### Queensland

Department of Education and Training  
LMB 527 GPO, Brisbane QLD 4001  
Ph: 1800 210 210  
Web: [www.training.qld.gov.au](http://www.training.qld.gov.au)

### Victoria

For apprenticeship regulatory matters, including the regulation of Group Training Organisations:

Victorian Registration and Qualifications Authority  
GPO Box 2317, Melbourne VIC 3001  
Ph: 1300 722 603  
Web: [www.vrqa.vic.gov.au](http://www.vrqa.vic.gov.au)

For all other apprenticeship matter:

Department of Education and Training  
GPO Box 4367, Melbourne VIC 3001  
Ph: (03) 9637 2000  
Web: [www.education.vic.gov.au/training/learners/apprentices](http://www.education.vic.gov.au/training/learners/apprentices)

### South Australia

Department of State Development  
GPO Box 320, Adelaide SA 5001  
Ph: 1800 673 097  
Web: [www.skills.sa.gov.au/apprenticeships-traineeships](http://www.skills.sa.gov.au/apprenticeships-traineeships)

### Western Australia

Department of Training and Workforce  
Development Apprenticeship Office  
Locked Bag 16, Osborne Park Delivery Centre WA 6916  
Ph: 13 19 54 (local)  
Ph: (08) 6551 5499  
Web: [www.apprenticentre.wa.gov.au](http://www.apprenticentre.wa.gov.au)

### Northern Territory

Department of Trade, Business and Innovation  
GPO Box 3200, Darwin NT 0801  
Ph: (08) 8999 5511  
Web: [www.nt.gov.au/employ/apprenticeships-and-traineeships](http://www.nt.gov.au/employ/apprenticeships-and-traineeships)

### Tasmania

Skills Tasmania  
GPO Box 536, Hobart TAS 7001  
Ph: 1800 655 846 (freecall)  
Web: [www.skills.tas.gov.au](http://www.skills.tas.gov.au)