

Trainee's Supervisor Information Pack



Upskilled
Innovation in education

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Table of Contents

Introduction.....	3
Abbreviations	4
Student Role	4
Employer/Supervisor Role.....	4
AAC Role	5
RTO Role	5
STA Role.....	5
Licensing Requirements	5
FAQ	6
Responsibility matrix for Existing Worker Traineeship	7

Introduction

Welcome to Upskilled.

As a Supervisor or Manager of a trainee you have a vital role to play in the progress and completion of their traineeship. In most cases you will already be supporting your employees at this level or above as part of their existing employment contract and as part of general good business practice. We have detailed the requirements and as such, this will become a check list for you.

Upskilled's staff and trainers have a long history in industry and are committed to providing quality training and assessment services to support your trainee. Our trainers and assessors are highly qualified and have extensive experience. We are here to support you and your trainee throughout the traineeship.

The term trainee is used in this document to identify the learner. We could have easily used the terms student, learner, participant or client. We have favoured the term trainee as this document is particularly aimed at Existing Worker Traineeships that attract government incentive payments. Learners come in all shapes and sizes with varied experience and a multitude of organisational titles.

Trainees may be completing the formal training using a variety of methods. This could be in face to face classes, online learning or through distance study. The student requires support from you in order to complete the requirements of the traineeship. A student may attend a face to face session per month but are required to do more self-directed study in order to fulfil the training requirement. The training package to which the qualification belongs is reviewed by each state training authority and allocated a range of nominal hours that it should take a student to complete successfully. Engagement hours are defined as time spent in formal training, engaging with study materials and researching and completing assessment activities. This **does not** include 'on the job' training.

Here are some examples of typical courses and the required hours of engagement required to be successful:

Example 1

Certificate IV in Frontline Management

Engagement hours – 385-490 (Vic recommendation) – Upskilled 438 for standard program

Face to face component may be 60 hours

Assessment tasks may be 80 hours

Study and research may make up the balance

A student endeavouring to complete this qualification in 12 months would be recommended to allocate around 7-8 hours per week for additional study and assessment outside of face to face training or online training.

Example 2

Diploma of Information Technology (Networking) (online)

Engagement hours – 590 (WA recommendation) – Upskilled 600 for standard program

Online component may be 260 hours

Assessment tasks may be 120 hours

Study and research may make up the balance

A student endeavouring to complete this qualification in 24 months would be recommended to allocate a total of around 6-7 hours per week for online training, study and assessment.

This document will provide you with information and answers to questions you may have in order to support your trainee throughout the learning journey they are about to commence.

If after reading this document you require further information the following links are good sources:

<http://skills.gov.au>

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

State training sites:

[ACT, SA, NSW, TAS, NT, VIC, QLD, WA.](#)

Abbreviations

Here are some of the most commonly used terms in abbreviated form as follows:

DET = Department of Education and Training

STA = State Training Authority

AAC = Australian Apprenticeships Centre

RCC = Recognition of Current Competencies

RPL = Recognition of Prior Learning

RTO = Registered Training Organisation

USP = Upskilled Student Portal

NVR = National VET Regulator

VET = Vocation Education and Training

OH&S = Occupational Health and Safety

Trainee = Eligible student of Government Incentive payment under an Existing Worker Traineeship

Student Role

Be open to learn new things and enjoy the learning journey

Accept lawful instruction given by you in regard to work, training and instruction in the workplace

Attend/participate in the formal training process, be it face to face sessions or online activities

Abide by the policies and procedures outlined in the Upskilled Student Handbook

Complete tasks, assessments, assignments, etc. that are set by the RTO

Keep and update progress on either a copy of the training plan/record or Upskilled Student Portal and produce/show it to you upon request

Notify you or the RTO if they are going to be late or absent from work or training

Notify you or the RTO of any change to personal details such as address, name, etc.

Abide by OH&S regulations

If the trainee is under 18 a parent or guardian must co-sign the training contract

Employer/Supervisor Role

Provide access to, full range of facilities/tools/work and other staff to complete the traineeship requirements

Provide the trainee with worker's compensation insurance coverage

Ensure OH&S regulations are applied to the trainee

Provide annual and other leave entitlements

Provide superannuation in accordance with relevant legislation or award or workplace agreements

Endorse the training plan/record with the RTO and trainee

Ensure trainees are allocated paid time to attend or complete training activities provided by the RTO

Monitor the trainee's progress at work

Ask for progress reports from the trainee at least monthly and view the training plan/record or USP

Liaise with the RTO regarding the trainee's participation and attendance in formal training

Discharge obligations as specified in the training contract

Liaise with AAC in regard to any changes of circumstances with the trainee or the workplace

Confirm workplace competency with the RTO as required

Read the student information pack which outlines the conditions and policies of the training provided by Upskilled

If the trainee is under 18 a parent or guardian must co-sign the training contract

Provide a supportive communication mechanism for trainees

Provide mentoring support in the workplace for trainees

Record Keeping – retain the following:

- Training contract approval letter
- Employer's copy of the training contract
- Records of time worked and wages paid to the trainee
- A copy of the award or workplace agreement under which the trainee is employed
- Employer's copy of the training plan/record
- Information received on trainee attendance at RTO's training sessions, if applicable
- Results of formal training undertaken by the trainee

AAC Role

AACs assist employers, apprentices and trainees to establish apprenticeships and traineeships and apply for Australian and State Government financial incentives, subsidies and concessions
Advise trainees and employers of their rights, responsibilities and the administrative requirements of the contract
Provide advice on the range of traineeships available and the qualifications available
Conduct traineeship eligibility test and assist with the application process
Assist employers seeking to recruit a trainee
Register the training plan with STAs
Facilitate training contract approval process
Provide information on funding and incentive payments
Support the employer and trainee with information about any changes to the programs
If the trainee is under 18 a parent or guardian must co-sign the training contract

RTO Role

Develop a training plan/record for the trainee in consultation with the employer
Provide a copy of the training plan/record to the employer and trainee
Provide formal training and assessment activities of the traineeship
Provide training attendance records for employers as requested
Process and assess any applications for RCC or RPL
Ensure traineeship is competency based
Liaise with the employer to confirm workplace competence
Offer flexible training arrangements to the trainee and employer that suit the identified need
Issue certificates for qualifications based on the AQF once requirements are met
Issue statements of attainment for trainees who may not complete the whole qualification
Conduct all RTO operations to the NVR standards of registration
If the trainee is under 18 a parent or guardian must co-sign the training contract
Provide a child safe environment for trainees under the age of 18

STA Role

Administration of traineeships
Ensuring the best quality of education and training standards are maintained
Advising and assisting employers and trainees
Assessing, approving, administering and registering training contracts between trainees and employers
Approving RTOs to deliver to trainees, in some states and territories
Monitoring trainee training arrangements
Issue certificates to trainees who successfully complete the traineeship, different from the RTO certificate
Carry out spot site or training checks at employer or RTO locations
Survey trainees in regard to the traineeship

Licensing Requirements

Licensing requirements may be required in some industries. If your industry has licensing requirements then you will need to ensure that upon completion the trainee applies for any licenses that are required in order to work in the industry.

E.G.

- air conditioning and refrigeration
- electrical
- carpentry and joinery
- bricklaying
- floor and wall tiling
- glazing
- painting and decorating
- landscaping
- plumbing, gasfitting and draining

FAQ

Do I have to pay the trainee the same rate of pay when they are training?

Yes, trainees must be paid at least the minimum or training wage as set out in the State or Federal industrial award or workplace agreement under which they have been employed.

Can the apprentice take the traineeship with them if they leave my employ?

Yes, a trainee can transfer to another employer providing that all parties are in agreement. Applications are to be made to the STAs within 14 days of the transfer. This process can be assisted by your AAC.

What happens if I need to terminate a trainee's employment?

A trainee may be terminated by either the employer or trainee giving notice in accordance with the provisions of the award or agreement under which the trainee is employed.

Can I cancel the traineeship?

Yes, a traineeship can be cancelled by mutual agreement between the employer and trainee at any time if both parties agree to do so. This application must be submitted to the STA, your AAC can assist with this process. Check with your AAC to see how much notice you need to give the STA.

We are experiencing a lack of work. Can I put the traineeship on hold?

Yes, this is called a suspension of the contract. It is also a mutual agreement between the employer and the trainee. This application must be submitted to the STA, your AAC can assist with this process. Check with your AAC to see how much notice you need to give the STA.

Can I change the way the trainee does the training, like online or face to face?

Yes, changes to the training plan will require a change in the contract. This application must be submitted to the STA, your AAC can assist with this process. Check with your AAC to see how much notice you need to give the STA.

How do I know when the trainee has finished the traineeship?

STAs will notify you by mail when a traineeship is due for completion. As you have been monitoring your trainee's progress you will know if they have completed the requirements.

I received a letter stating that my trainee is due to complete, but not all the requirements have been met. Will I still get my incentive payment?

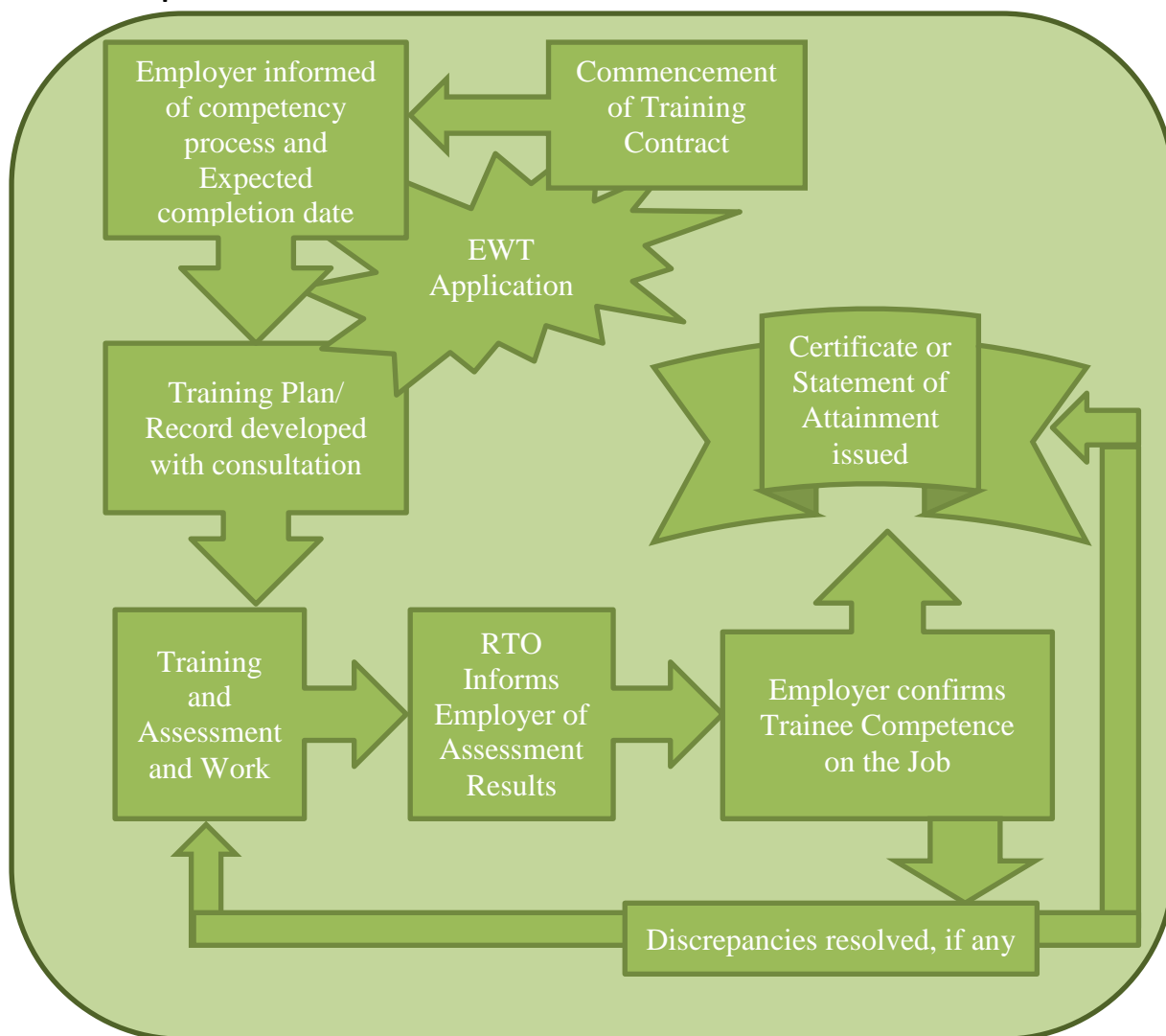
No, if the traineeship contract date of completion is due and not all areas of the program are complete then you will not receive incentive payments. You need to apply for an extension of contract so that the trainee can complete the requirements. This is a straight forward process that you can take with the STA, or the AAC could assist you with this.

The trainee just finished all of the requirements but the contract is not due for a few months. What happens now, do I need to wait or can we get our incentive early?

Once you have received the certificate from the RTO you can apply for early completion. Upskilled normally forwards all the required information to complete the traineeship with instructions on how to achieve this. You may want to contact your AAC, as early completion may have an impact on other benefits you may be receiving under the traineeship, like reductions on payroll tax if applicable to your circumstance and state.

Responsibility matrix for Existing Worker Traineeship

How this process looks



RASCI CHART

R – Performs the Action

A – Accountable for the quality and process of the action

S – Supports the 'R' role with the action

C – Consulted with prior to the activity being performed

I – Informed that the action has been completed

Action	Student	Employer	AAC	RTO
Course Enrolment	R	C	I	A/S
Existing Worker Traineeship application	R	R	A/S	I
Training Plan/Training Record creation	C	C	I	A/R
Formal Training	R	C/S	I	A
Formal Assessment of competency	R	I	I	A/S
Work Based competency	R	A/S	I	C/S
Monitoring Progress	R	A/R	I	S
Certificate Issuance	I	C	I	A/R