

# Induction Information

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## Guide for Supervising Registered Training Organisations

For an apprentice or trainee to successfully complete their chosen apprenticeship or traineeship they will need to undertake training with their employer, and with their supervising registered training organisation (SRTO).

Most often the SRTO will provide structured training and the employer will provide workplace tasks to support the structured training.

Most importantly the SRTO, employer and apprentice or trainee will need to discuss and choose the structured training and workplace tasks the apprentice or trainee must undertake to achieve the qualification and completion certificate. Once chosen, these will be recorded in the training plan.

These workplace tasks and structured training should be made available as soon as possible so that the apprentice or trainee may progress at a reasonable rate and successfully complete their apprenticeship or traineeship.

The Department of Education and Training monitors the training an apprentice or trainee receives and his/her rate of progression through the apprenticeship or traineeship.

Once the employer, apprentice or trainee and SRTO agree the apprentice or trainee is competent in the workplace tasks and has achieved all the competencies of the qualification, the qualification is issued and the apprenticeship or traineeship completed.

### **Role of the supervising registered training organisation**

The SRTO, selected by the employer and apprentice or trainee, will provide structured training to the apprentice or trainee.

Details of the structured training to be provided will need to be agreed by the employer, apprentice or trainee and the SRTO and once agreed outlined in a training plan. The training plan will be developed by the SRTO and each party will receive a copy.

Additional information such as the sequencing and timing of training and assessment arrangements will also be provided by the SRTO. Such information may be contained in the training program developed by the SRTO for each qualification.

The SRTO will assist the employer and others who contribute to the apprentice's or trainee's training and assessment to understand their roles and responsibilities in planning workplace tasks and delivering workplace training relevant to the apprentice's or trainee's training.

It is important that training and access to workplace tasks are made available as soon as the apprenticeship or traineeship commences, therefore the SRTO should contact the employer and apprentice or trainee as soon as possible after the apprenticeship/traineeship commences.

The SRTO will also identify and explain any additional arrangements necessary to address the apprentice's or trainee's particular learning needs including:

- recognition of prior learning and/or employment
- learning styles
- physical or intellectual abilities
- language, literacy and numeracy levels
- training location
- cultural or ethnic background
- socio-economic factors.

### **Role of the employer**

The employer will provide workplace tasks suitable to support the apprentice's or trainee's structured training as outlined in the training plan.

In some instances the employer may also provide structured training.

The employer must allow the apprentice or trainee to attend structured training and must not directly or indirectly obstruct an apprentice or trainee from attending the structured training outlined in the training plan.

Training (structured or workplace tasks) should commence as soon as possible in the apprenticeship or traineeship. It is important therefore that the employer and apprentice or trainee selects and contacts the SRTO as soon as the apprenticeship/traineeship commences.

### **Training contract**

Every apprentice or trainee will have a signed training contract.

The training contract outlines each party's roles and responsibilities and will have an agreed start date and a nominal end date.

However, all apprenticeships and traineeships are competency-based. This means that each apprenticeship or traineeship has a number of competencies that must be achieved before the apprenticeship or traineeship is able to be completed and the qualification and completion certificates issued.

All these competencies may be achieved on a date different from the end date of the training contract. This is not a problem as the training contract end date is only a nominal date.

### **School-based apprenticeship or traineeship**

A school-based apprenticeship or traineeship is a contract of training and paid employment where a school student's timetable or curriculum reflects a combination of work, training and school study.

If the apprenticeship or traineeship does not impact on the school timetable, it is not considered school-based, and will be undertaken under full-time or part-time training arrangements.

A school must approve the student's participation in the school-based apprenticeship or traineeship program before it can commence.

A schedule known as the Education, Training and Employment Schedule (ETES), indicating the student's participation in work, training and school will be prepared collaboratively by the student and their parent or guardian, the employer, the school, and the SRTO.

### **Training plan**

Every apprentice and trainee will have a training plan. The initial training plan will be developed, during probation, by the SRTO in consultation with the employer and apprentice or trainee. The training plan will outline the training to be delivered to the apprentice or trainee by the employer and SRTO.

### **Training record**

Within 14 days of signing the training plan, the SRTO will issue the apprentice or trainee a method of recording training in the selected competencies.

This training record is very important and must be retained by the apprentice or trainee. It must be given to the employer and/or SRTO on a regular basis (every 3 months) to have the training undertaken entered into it.

A properly kept training record will allow the employer, apprentice or trainee and SRTO to identify, at any stage, training undertaken, skills and competencies attained.

### **Training**

The employer and SRTO are responsible for providing competency-based training to be apprentice or trainee.

Competency-based training and assessment focuses on what a person can do as a result of their training and experience rather than time served.

To provide the competency-based structured training and workplace tasks the SRTO and the employer must have, or arrange to have, the facilities, range of work, supervision and training ability necessary to allow the apprentice or trainee to acquire skills.

All apprentices and trainees must have access to suitably qualified personnel designated to train them.

To acquire skills within the apprenticeship or traineeship timeframe, it is important that the apprentice or trainee commences training as soon as possible.

Recognition of the apprentice's or trainee's learning prior to commencing the apprenticeship or traineeship and skills achieved may be applied at the beginning and also throughout the apprenticeship or traineeship.

### **Training delivery**

The way the SRTO provides competency-based structured training can be negotiated and may be one of the factors that influence the choice of SRTO.

Structured training may be conducted in a classroom or in the workplace, and may be delivered in various modes including electronic such as online interaction, correspondence such as workbooks, or face-to-face instruction. Some SRTOs may use a variety of delivery arrangements.

Irrespective of the type of delivery chosen the apprentice/trainee must be withdrawn from routine work practices/productive work to undertake structured training and assessment.

### **Completion**

Apprenticeships and traineeship are competency-based, which means when all the competencies have been achieved the apprenticeship or traineeship is completed and the qualification and completion certificate issued – irrespective of time served.

All parties share the responsibility of ensuring the qualification is issued and notification is given to the department for the issue of the completion certificate.

### **Dealing with issues**

Whenever an issue arises during an apprenticeship or traineeship which the employer, apprentice or trainee cannot resolve, they should immediately seek assistance.

### **Further information and assistance**

Further information and assistance may be obtained on a range of topics by contacting Apprenticeships Info on **1800 210 210** or by visiting the website at [www.apprenticeshipsinfo.qld.gov.au](http://www.apprenticeshipsinfo.qld.gov.au).