**Workplace Supervisor Handbook**

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Table of Contents

**Introduction 3**

**What are the roles and responsibilities of those involved? 3**

**Employer** **3**

**The Workplace Supervisor 4**

**The Apprentice 6**

**Apprenticeship Network Provider 6**

**The Registered Training Organisation7**

**The State Training Authority (STA) 8**

**Induction to the workplace 9**

**Enrolment 9**

**Training Plan 9**

**Language, literacy and numeracy (LLN) 9**

**Initial Skills Assessment9**

**Training**  **10**

**Assessment 11**

**What it means for the participant to be competent 11**

**Fees and Charges** **12**

**Training issues12**

**Dealing with workplace issues12**

**Course delivery 13**

**Qualifications and Statements of Attainments……………………………………………………………………………………………14**

**Financial incentives14**

**Assistance from the State Training Authority (STA) 14**

**National Training Complaints Hotline 14**

**Relevant legislation** **15**

**Contact Details of Skills Canberra (STA)**

**Basic overview of apprenticeships18**

**Introduction**

Workplace supervisors play a central role in the success of apprenticeships.

Recent studies show that the main reasons given by learners in their decision to leave or stay with training arrangements are to do with:

* The extent to which their choice of apprenticeship meets their expectations
* General workplace conditions and effective workplace relationships
* The extent to which they feel supported as learners in the workplace

By helping participants with these issues in their workplace, employers and workplace supervisors are in a key position to maximise the success of training and provide skilled employees to mentor the next generation of workers.

Effective supervision of participants will also lead to:

* More productive workplaces
* Higher quality products and services
* More employees who can work and perform unsupervised
* Employees who can undertake a wider range of tasks

This guide is designed to help employers and workplace supervisors of participants better understand their role and the role of others. It contains information that will help workplace supervisors work more effectively and productively with apprentices, and provides information on sources of further assistance should it be required.

This guide has been written for the workplace supervisor of apprentices. Apprenticeships are jobs that combine on-the-job training and formal training and assessment, and lead to the issue of an Australian Qualification Framework certificate by a Registered Training Organisation (RTO) such as LJS Constructions Pty Ltd trading as Quality Training in Construction and the issue of a Certificate of Proficiency by the State Training Authority (STA).

It is important that workplace supervisors have the necessary hands on skills and knowledge required of the workplace activities to oversee the on-the-job training for a participant.

**What are the roles and responsibilities of those involved?**

**Employer**

Under current legislation employers have a responsibility to:

1. Ensure the learner receives the instruction, practice and support they need to develop the skills in all aspects of their vocation
2. Release the participant as required during work hours to undertake training provided by LJS Constructions Pty Ltd trading as Quality Training in Construction
3. Ensure that the participant is instructed and supervised by a supervisor competent in the relevant vocation
4. The workplace resource checklist must be filled in at the same time as evidence of employer’s capacity to support training.
5. Prior to completion of the training plan the workplace resources checklist must be completed as evidence that the employer has the capacity to support the structured training in the workplace.
   1. By providing available supervisory staff with the knowledge and qualifications.
   2. The appropriate and available facilities and equipment.
   3. The training plan is to be carried out by supervisory staff with knowledge, skills and qualifications.
6. Provide a workplace that is safe, conducive to learning and free from bullying, harassment or discrimination
7. Ensure workplace arrangements, wages and conditions comply with relevant state and federal industrial laws
8. Where they employ an apprentice younger than 18 years of age, exercise an appropriate duty of care
9. Advise State Training Services of any proposed changes to the Training Contract
10. Ensure Australian Apprentices meet the Australian Eligibility requirements as follows:
11. Work in the ACT and
12. Be at least 15 years-of-age and
13. Be an:
    1. Australian citizen
    2. Permanent resident
    3. New Zealand passport holder who has been a resident in Australia for more than 6 months, or
    4. Visa holder with work rights on a pathway to permanent residency and not excluded from participation in government funded training, and
14. Receive remuneration for their work, and
15. Complete a minimum of 15 hours combined work and training per week (employment and training hours may be averaged over four weeks for non-school based training contracts), and
16. Undertake an approved Australian Apprenticeships qualification with an approved RTO, as listed on the ACT Qualifications Register; and
17. Ensure the implementation of Fair pay and conditions, supportive working relationships and quality training to enhance the successful completion of the participant, reduce staff turnover and ensure a supply of skilled committed staff.
18. Casual employees cannot undertake an Australian Apprenticeship in the ACT. An employee can be a casual employee up to the point of entering into the training contract, however, the effect of establishing a casual employee as an Australian Apprentice under a training contract is that the individual becomes an employee under a legal contract for a fixed term. Under an Australian Apprenticeship the AA must be provided with regular hours every week and thus by definition can no longer be a “casual” employee.

**The Workplace Supervisor**

As a supervisor you will act as a role model and workplace coach. The participant will look to you for guidance and help in learning how to conduct their job. You will need to organise and record both on-the-job and formal training activities undertaken in the workplace, as well as provide assessment evidence to LJS Constructions Pty Ltd trading as Quality Training in Construction’s assessor, if required.

You will also assist the apprentice in gaining access to equipment and training as needed or outlined in the Training Plan. Individual learning styles vary between individuals and between workplaces — for instance some individuals learn best from written instructions while others prefer practical demonstration. Some organisations provide opportunities for learning in a simulated work environment, while others train in the business. Training, whether delivered by LJS Constructions Pty Ltd trading as Quality Training in Construction or by you, will be easier and more effective if the apprentice’s preference for a particular learning style can be recognised and accommodated.

An effective workplace supervisor:

* Provides a safe and supportive workplace
* Integrates learning tasks into work activities based on the Training Plan
* Manages safety and production risks while training
* Acts as a role model
* Meets with LJS Constructions Pty Ltd trading as Quality Training in Construction regularly to ensure effective training delivery and assessment practices and to review progress through the Training Plan
* Manages the apprentice training needs and motivation
* Helps the apprentice develop problem solving and general employability skills
* Provides regular feedback and encouragement
* Promotes independence and self-direction in learning
* Maintains records of progress

**What the workplace supervisor will do**

* Explain your role to the apprentice
* Liaise with LJS Constructions Pty Ltd trading as Quality Training in Construction about training
* Discuss the Training Plan with the participant and LJS Constructions Pty Ltd trading as Quality Training in Construction
* Give clear instructions on work tasks and provide feedback
* Provide on-the-job training and coaching to complete tasks
* Monitor progress towards completion and keep records

Once the apprenticeship is underway, you can also focus on checking progress through regular meetings with the participant to ensure the Training Plan is being followed and that the training record is signed off.

Feedback is important as it allows the participant to measure their progress, be encouraged and gain confidence.

**What does being a workplace coach mean?**

In your role as a supervisor you will be providing on-the-job training and coaching. Coaching includes training activities such as teaching and demonstrating how to perform tasks, but is a broader term that also includes motivating your staff, providing broad information about the business and the industry, providing feedback and acknowledging their achievements.

**Six steps to effecting coaching**

Supervisors can follow a simple six step process in coaching their participants

1. explain the task to the participant and its purpose and why it's done
2. explain to the participant all the steps in completing the task
3. demonstrate the task and explain how it will be assessed and recorded
4. provide the participant with sufficient opportunity to practice
5. provide encouragement, feedback and help to organise assessments with LJS Constructions Pty Ltd trading as Quality Training in Construction
6. advise LJS Constructions Pty Ltd trading as Quality Training in Construction when the participant is ready for assessment

**The Apprentice**

The role of the apprentice is to undertake the course of training prescribed in the Training Contract and carry out all lawful instructions of the employer. By entering into the Training Contract the participant makes a formal commitment to:

* Acquire the skills of the vocation
* Obtain the appropriate qualification as shown on the Training Plan
* Accept instruction and training in the workplace
* Attend scheduled training delivered by LJS Constructions Pty Ltd trading as Quality Training in Construction or other selected mode in accordance with the Training Plan
* Complete assignments and other assessment tasks set by LJS Constructions Pty Ltd trading as Quality Training in Construction
* Maintain record and work evidence guide if required
* Contribute to maintaining a safe and supportive workplace
* Carry out their obligations as an employee

**Apprenticeship Network Provider**

The role of the Apprenticeships Network Provider is to assist you in identifying appropriate training opportunities within your organisation and to subsequently establish the Training Contract with the participants whom you employ. The Apprenticeships Network Provider will explain the rights and responsibilities of the participant and the employer, the role of LJS Constructions Pty Ltd trading as Quality Training in Construction and the State Training Authority and will advise you of any state and Australian Government incentives and subsidies that may apply.

Apprenticeships Network Provider is contracted by the Australian Government to provide a free service to both you and your apprentice. In addition to preparing the Training Contract they are required to contact you and your apprentice at designated times to ensure that training is progressing satisfactorily.

The Apprenticeships Network Provider assists through:

* Providing information on apprenticeship options to employers and other interested people
* Providing information about training packages and suitable training pathways for the apprentice
* Providing contract signup, administration, marketing information and advice to employers and Australian Apprentices
* Providing gateway and in-training support for employers and individuals assessed as needing additional support
* Establishing effective relationships with Job Network members, RTOs, schools and other organisations
* Working with the ACT State Training Services to provide an integrated service to employers
* Providing information on training delivery options to suit the employer’s work environment
* Providing information about RTOs that can deliver the training in the qualifications and geographical area to suit the employer and participant
* Marketing and promoting apprenticeships in the local area
* Providing resource information to the employer and apprentice, e.g. contact details for awards information
* Providing ongoing support and advice to the employer and apprentice throughout the training
* Australia-wide. To find the Apprenticeships Network Provider call 13 38 73 or go to [www.australianapprenticeships.gov.au](http://www.australianapprenticeships.gov.au)

**The Registered Training Organisation**

LJS Constructions Pty Ltd trading as Quality Training in Construction delivers training to the participant leading to a nationally recognised qualification.

LJS Constructions Pty Ltd trading as Quality Training in Construction recognises that the employer is not solely responsible for the delivery of training more than half of the selected units of competency. Half of the

Units must be delivered in conjunction with the RTO with support employer training by providing off-the job training, underpinning theory to support the on the job training.

LJS Constructions Pty Ltd trading as Quality Training in Construction develops a Training Plan with you and the participant. The Training Plan confirms the qualification to be delivered, the delivery pathway and the date that training will commence. LJS Constructions Pty Ltd trading as Quality Training in Construction is responsible for developing the Training Plan in consultation with you and your participant within 6 weeks of the Training Contract being signed. The supervisor, participant and LJS Constructions Pty Ltd trading as Quality Training in Construction all need to have a copy of the Training Plan.

Credit for any competencies already held by the participant must be incorporated into the Training Plan. Also LJS Constructions Pty Ltd trading as Quality Training in Construction will establish if the participant may be eligible for Recognition of Prior Learning for skills and knowledge they currently possess.

LJS Constructions ensures participants receive training, assessments and support services that meet their individual needs and the most suitable qualification based on the students existing educational attainment and capabilities. The participant is required on enrolment to fill in the enrolment kit which contains the Learning, Literacy and Numeracy Assessment.

LJS Constructions Pty Ltd trading as Quality Training in Construction will negotiate with the employer and/or supervisor the part that each will play in both training delivery and assessment. LJS Constructions Pty Ltd trading as Quality Training in Construction will provide printed training materials or online learning resources to the participant.

LJS Constructions Pty Ltd trading as Quality Training in Construction will provide materials or resources to the supervisor to support them in performing their agreed role in training delivery and assessment.

LJS Constructions Pty Ltd trading as Quality Training in Construction will provide regular reports to the employer and/or supervisor on the progress of the training and on competencies achieved.

The employer and/or supervisor may need to initiate the request for this regular feedback on the participant’s progress.

The CEO is required to advise all current participants, employers and other stake holders of any Transition Arrangements for training packages and how these changes will impact them. The CEO is required to advise all current participants and employers (if relevant) about the changes and the revised units and the requirement to complete studies within the transition period or transition to the new units. Where ever possible participants will be transitioned to the new qualification.

Prior to commencement—should LJS Constructions Pty Ltd trading as Quality Training in Construction cancel training before it commences, you will be offered alternate dates (if the training is being rescheduled). If the training is not rescheduled or the dates offered do not suit you, all fees paid you will be refunded in full within 10 days of the training being cancelled.

For training that has commenced—In the unlikely event that LJS Constructions Pty Ltd trading as Quality Training in Construction is unable to deliver the training, you will be offered the option to enroll with another RTO and LJS Constructions Pty Ltd trading as Quality Training in Construction will assist in both finding a suitable RTO and in the transition to the new RTO. Any fees paid in advance held by the RTO and not attributed to training completed will be refunded and a statement of attainment issued for any units successfully completed within 30 days of the RTO ceasing to deliver training.

The CEO is required to advise all current participants, employers and other stake holders of any Transition Arrangements for training packages and how these changes will impact them. The CEO is required to advise all current Participants and employers (if relevant) about the changes and the revised units and the requirement to complete studies within the transition period or transition to the new units. Where ever possible Participants will be transitioned to the new qualification

Should LJS Constructions Pty Ltd trading as Quality Training in Construction arrange a third party where another organisation delivers services such as a Qualification or a unit(s) of competency on behalf of LJS Constructions Pty Ltd trading as Quality Training in Construction, LJS Constructions Pty Ltd trading as Quality Training in Construction will inform both the participant and the employer on enrolment of such arrangements. It is noted that the participant is enrolled into LJS Constructions Pty Ltd trading as Quality Training in Construction and not the third party.

### **The State Training Authority (STA) Skills Canberra/Chief Minister, Treasury and Economic Development Directorate/ACT Government**

The Directorate is an administrative unit of the ACT Government that acts as the State Training Authority in the ACT. The directorate is responsible and accountable for the provision of strategic advice on ACT VET. As the STA, the directorate administers ACT and Australian Government funds for a variety of training initiatives and is responsible for the approval and variation of training contracts for Australian Apprentices in the ACT.

* Ensures that participants and their employers carry out their responsibilities under the Training Contract
* Visits workplaces and views employment and training records to check that participants are making satisfactory progress
* Helps to resolve any disputes that may arise between employers and their participants
* Refers any disputes that cannot be resolved locally to the Vocational Training Tribunal
* Issues a Certificate of Proficiency on successful completion of the apprenticeship
* Gives advice about cancellation, suspension or transfer of a apprenticeship, or other changes to a Training Contract

**Induction to the workplace**

A good induction is crucial in providing a basis on which the participant can build effective workplace relationships and also give them a clear understanding of what is expected of them.

The workplace introduction and ongoing support of the participant is normally the job of the workplace supervisor.

An induction should include at least:

* An overview of the business
* The role of the participant in the organisation
* Expectations of all the parties
* Workplace health and safety issues relevant to the worksite
* The responsibilities and obligations under the training contract
* Administrative procedures
* Basic work rules, work conditions and provisions under the award or industrial instrument
* An introduction to key personnel
* Who to go to if there is a problem

**Enrolment**

On enrolment the participant is to fill in the valid enrolment kit which contains the Learning, Literacy and Numeracy Assessment, offers the RPL and Credit Transfer of the units of competency of the Qualification.

LJS Constructions Pty Ltd, ensures all AVETMISS enrolment questions are sought during the enrolment process for each student. The enrolment form to be valid must be signed and dated by the Participant on the day of completing.

**Unique Student Identifier- USI**

At enrolment request from the Participant the USI number which should be recorded on the Enrolment form.

If a USI has not been created then the Participant will be asked to proceed with creating a USI by going to the website[www.USI.gov.au](http://www.USI.gov.au) and follow the prompts.

If a Participant has forgotten the USI they are directed to go to the USI Website [www.USI.gov.au](http://www.USI.gov.au) and use the ‘Forgotten USI’ link to get their details.

When the Participant is filling in the enrolment form please indicate that the information which is to be written on the Enrolment form must be the same as when they applied for their USI account. Please do not shorten your name.

Mandatory information:

* First Name (or single name for individuals without a separate first name and family name)
* Family Name
* Email
* Mobile Number
* Town/City of Birth

If a Participant has forgotten the USI they are directed to go to the USI Website [www.USI.gov.au](http://www.USI.gov.au) and use the ‘Forgotten USI’ link to get their details.

Or LJS Constructions Pty Ltd trading as Quality Training in Construction, can get permission from the student to locate the USI, log into the new USI search tool by logging into the organisations Portal and select the existing USI search tile, and enter

Mandatory information:

* First Name (or single name for individuals without a separate first name and family name)
* Family Name
* Email
* Mobile Number
* Town/City of Birth

This will trigger an email or sms to be sent to the participant when you have successfully located the USI.

If LJS Constructions Pty Ltd trading as Quality Training in Construction, has created the USI for the Participant then the RTO does not need to verify the USI.

Should a participant change names mid-course the RTO must ask the participant to update the USI records through the USI portal. LJS Constructions Pty Ltd trading as Quality Training in Construction, will need to re-verify the USI account in the Participants new name.

If the Participant believes they have an error in their transcripts then the Participant will need to contact the RTO directly to address the issue. LJS Constructions Pty Ltd trading as Quality Training in Construction cannot do this for the Participant unless of course they were an enrolled Participant of LJS Constructions Pty Ltd trading as Quality Training in Construction in the Qualification/Statement of Attainment issued.

**Training Plan**

The Training Plan, which has been negotiated between the employer, the participant and LJS Constructions Pty Ltd trading as Quality Training in Construction is the essential guide to the what, where and when of training and assessment and will guide you through the training process. The representative of LJS Constructions Pty Ltd trading as Quality Training in Construction should be your first point of contact for questions about the Training Plan. During this process the Trainer/Assessor must offer RPL, explain credit transfer obligations and identify any relevant competencies previously achieved. The National Training Plan, to be valid must be signed and dated by the Participant on the day of completing. The RTO is to keep the original copy and the participant and the employer given a copy within 14 day of signing.

**Language, literacy and numeracy (LLN)**

**Identify the participant’s needs**

Each participant is required on enrolment to fill in the enrolment kit which contains the learning, literacy and numeracy assessment. Each participant must be offered RPL, be explained the credit transfer obligations and identify any relevant competencies previously trained.

LJS Constructions Pty Ltd, ensures all AVETMISS enrolment questions are sought during the enrolment process for each participant. The enrolment form to be valid must be signed and dated by the participant on the day of completing.

From the assessment the most suitable qualification is chosen for the participant based on the students existing educational attainment and capabilities. This ensures that the participants of LJS Constructions Pty Ltd trading as Quality Training in Construction receive the training, assessments and support services that meet their individual needs.

**Initial Skills Assessment:**

The Initial Skills Assessment for each student must off RPL, explains credit transfer obligations and identify any relevant competencies previously achieved.

LJS Constructions ensures participants receive training, assessments and support services that meet their individual needs and the most suitable qualification based on the students existing educational attainment and capabilities. The participant is required on enrolment to fill in the enrolment kit which contains the Learning, Literacy and Numeracy Assessment and it is to be signed and dated by the assessor and the participant prior to the development of the training plan.

**Training**

All Nationally Recognised Training conducted by LJS Constructions Pty Ltd trading as Quality Training in Construction is undertaken according to the relevant Training Package. Training and assessment strategies have been designed to provide Participants with the skills and knowledge required within the industry. LJS Constructions Pty Ltd trading as Quality Training in Construction, will monitor the progress of the participants consistent with the specifications for each training initiative.

1. LJS Constructions Pty Ltd trading as Quality Training in Construction complies with all laws relevant to the operation of the training premises including:
   1. workplace health and safety
   2. fire safety regulations
   3. Ensures that the training premises are of adequate size and have adequate heating, cooling lighting and ventilation.
2. Available staff with required knowledge, skills and the qualifications of the required competencies of the qualification the participant is being trained in.
3. There is appropriate and available facilities and equipment.
4. LJS Constructions Pty Ltd trading as Quality Training in Construction ensures that training facilities, equipment and other resource materials are adequate for the courses being delivered and are maintained in good order and repair.
5. Retain dated records of contacts matters discussed, actions taken and outcomes achieved in the participants contact book.
6. All entries in the Participant Contact book are signed and dated by the Trainer/Assessor.
7. LJS Constructions Pty Ltd trading as Quality Training in Construction ensures from the enrolment kit assessment and any identified additional support the students’ progress will be monitored and the evidence shall be retained.
8. LJS Constructions Pty Ltd trading as Quality Training in Construction will monitor the participant training contract on the RTO Porthole.
9. LJS Constructions Pty Ltd trading as Quality Training in Construction ensures that training only takes place under an active Training contract.
10. The participant is monitored for training and progress throughout the term of the training contract and ensures that they meet the visit and contact requirements, until the full qualification and the training contract have been completed.
11. Completes a minimum of 15 hours per week towards the Australian Apprenticeship including 12 hours of work and 3 hours per week of structured training. Employment and training hours may be averaged over 12 weeks.
12. The participant must participate at a maximum of 20 hours combined employment and training towards their Australian Apprenticeship.
13. Advise the employer of any issues related to the training that may reduce the like hood of a successful completion including non-attendance in formal training.
14. LJS Constructions Pty Ltd trading as Quality Training in Construction will contact the ACT Directorate within 14 days and discuss any issues
    1. Relating to training that may reduce the likelihood of a successful outcome, including non-attendance at formal training.
    2. Employer refusing the participant to attend formal training.
    3. Employer not allowing the trainer/assessor onto the construction site to train the participant.
    4. Where the employer is not giving the participant the adequate opportunities to undertake formal training, learning, or lack of appropriate supervisory staff.
    5. the employer is unable to meet the obligations and expectations outlined in the National Code of Good Practice for Australian Apprenticeships
15. If LJS Constructions Pty Ltd trading as Quality Training in Construction is being paid for the additional support funding will have additional evidence
    1. of the participant having any special needs
    2. the alternative methods of training and assessment
    3. The support services required for the participant.
    4. The suitability of the workplace to support the training and of any alternative arrangements have been made.

**Assessment**

Assessment means:

* Collecting evidence about the participant’s skills and knowledge,
* Comparing the evidence to a set of industry-based standards, and
* Judging how/if the learner meets the standard based on the evidence gathered.

A workplace supervisor won’t be required to make decisions on a participant’s competence - that is the responsibility of LJS Constructions Pty Ltd trading as Quality Training in Construction - but the supervisor will be requested to provide their opinion and assist in collection of evidence of the learner’s ability to do the job.

Evidence of employer support of competency will also be retained by LJS Constructions Pty Ltd trading as Quality Training in Construction for each unit prior to awarding competency. AA23

**What it means for the participant to be competent**

Apprenticeships are based on learning and developing skills through a combination of hands-on experience and structured training.

An apprentice is competent when they are able to apply their knowledge and skills to successfully complete work activities in a range of situations and environments measured against the standard of performance expected in the workplace and across industry.

**Recordkeeping**

As the workplace supervisor of a participant you will need to keep the following documents:

* Training Record
* Copy of the full Training Plan prepared by LJS Constructions Pty Ltd trading as Quality Training in Construction
* Letter from State Training Authority approving the training contract
* Copy of the training contract
* Copy of the industrial award or agreement under which the learner is employed.

**Fees and charges**

LJS Constructions Pty Ltd trading as Quality Training in Construction must charge the relevant fee/charges except where the student is exempt or is eligible for a concession.

The Australian Apprenticeship user choice funding is administered by the ACT Education and Training Directorate and states that RTO’s are required to charge Australian Apprentices a fee for tuition costs upon enrolment.

All training that takes place under the ACT Australian Apprenticeships training contract is subjected to this fee schedule which the Directorate has set.

Traineeship $350.00 per qualification

Apprenticeship $350.00 for the first 12 months

$600.00 for each 12 month period there after

ASBA’S Exempt from the fees

As per the Australian Building and Construction General on-site award (MA000020) section 15.6:

Apprentices attending technical colleges or schools and presenting reports of satisfactory conduct must be reimbursed all fees paid by them in respect of their apprentice training.

**Training issues**

The RTO is to advise the ACT Education and Training Directorate in writing within 14 days of any issue relating to training that may reduce the likelihood of a successful outcome; For example an employer refusing an Australian Apprentice to attend structured (off-the-job) training, or lack of workplace training and supervision.

If you have general questions about apprenticeships or you are:

* Needing further support or direction in the role as supervisor of a participant
* Experiencing difficulties with LJS Constructions Pty Ltd trading as Quality Training in Construction, or experiencing difficulties in the workplace, or
* Concerned about the progress of the participant contact the relevant STA – the contact details for the ACT STA are provided at the end of the handbook.

**Dealing with workplace issues**

There are a wide range of things that apprentices do, or fail to do, that may cause a problem for employers and workplace supervisors.

Issues that may be of concern include:

* Poor standard of work
* Failure to develop skills even though training is being provided
* Failure to make satisfactory progress in the formal training delivered by the training organisation
* Not working safely
* Failure to follow supervisors’ instructions
* Poor attendance, punctuality or presentation
* Poor customer service skills
* Personality clashes with other workers or lack of team skills
* Serious breaches of workplace discipline

As the workplace supervisor, you have a critical role in identifying issues that are preventing a participant from making progress in his or her training, and becoming a valuable member of the business. If you are unable to sort things out informally, consider calling on the support and expertise of others in your organisation to help you. There may come a time when it is appropriate to set a formal meeting with the participant to discuss the problem and agree on a course of action. At this stage you should probably involve your manager or HR Manager in the process if you haven’t already done so.

**Principles in dealing with workplace problems**

* Intervene early before a minor issue becomes a big problem
* Provide feedback to your participant, even if it’s negative feedback, in a constructive way
* Always remain calm, and be clear about what you want. If necessary write down what you’re unhappy about, and what improvement you’re looking for
* Give people a second chance. There are not many behaviours that are so serious or dangerous that the person doesn’t deserve an opportunity to set things right
* Make sure you are fair in your dealings with the participant. Give them a chance to respond to any criticisms. If they are minors, encourage a parent or guardian to attend any counselling sessions or formal meetings

**Course delivery**

LJS Constructions Pty Ltd trading as Quality Training in Construction, prior to course commencement, provides Participants with all relevant information about the course content, availability of learning resources, assessment requirements and appropriate support services.

LJS Constructions Pty Ltd trading as Quality Training in Construction ensures that training and assessment occur in accordance with the requirements of the Accredited Course or endorsed Training Package where appropriate.

Customised to meet participant, industry and where relevant industry’s needs.

In accordance with the training plan and in line with the delivery strategy for each course/qualification or skill set.

LJS Constructions Pty Ltd trading as Quality Training in Construction recognises that the employer is not solely responsible for the delivery of training more than half of the selected units of competency. Half of the

Units must be delivered in conjunction with the RTO with support employer training by providing off-the job training, underpinning theory to support the on the job training.

LJS Constructions Pty Ltd trading as Quality Training in Construction, will provided the participant with all the required training record book or equivalent and training and assessment materials within 14 days of signing the training plan. Evidence of this is by both the participant and the trainer/assessors signatures on the participant contact book stating materials have been given.

LJS Constructions Pty Ltd trading as Quality Training in Construction, will provided the participant with all the required training record book (which is the 3rd Party report in each of the Assessment kits) and training and assessment materials within 14 days of signing the training plan. Evidence of this is by both the participant and the trainer/assessors signatures on the participant contact book stating materials have been given.

The Training record book (3rd Party Report), has the relevant information out of the training package to assess the unit of competency from the Qualification.

In summary LJS Constructions Pty Ltd trading as Quality Training in Construction will:

* Develop and sign-off the Training Plan with the participant and employer/supervisor
* Deliver structured training customised to the workplace and in accordance with the Training Plan
* Identify and meet any additional support needs that the participant may require relating to their formal training
* Keep a record of contact, progress, training outcomes and qualifications issued according to requirements
* Monitor and support the participant to achieve competencies in the workplace
* Issue a qualification to the participant when all competencies are achieved
* Support the workplace supervisor and the participant
* Provide information to the supervisor on their roles and responsibilities
* Liaise with the employer during the training period
* Assess the apprentice competence
* Provide training resources to the learner
* Monitor the apprentice progress against the Training Plan

**Qualifications and Statements of Attainment**

LJS Constructions Pty Ltd trading as Quality Training in Construction **only** issues Qualifications and/or Statements of Attainment within the scope of registration, to Participants who satisfactorily complete all requirements.

* The certificate is not to be issued until the employer, participant and RTO signs the completion agreement form the certificate is then issued to the participant and an electronic version is sent to their email address and signed on the progress report.
* Where the certification is withheld from the student due to non-payment of fees or any other outstanding obligations to the RTO the training activity is still reported and the Certificate is held on the students file until other arrangements are made.

**Financial incentives**

If you have questions about the payment of government incentives to your organisation or to your participant, contact your Australian Apprenticeships Centre. See [www.australianapprenticeships.gov.au](http://www.australianapprenticeships.gov.au) for contact details for Australian Apprenticeships Centres.

**Assistance from the State Training Authority (STA)**

The STA will have extensive experience assisting employers and apprentices to deal with issues that, if unchecked, can threaten the progress of the apprenticeship. Employers and participants may speak to the STA on a confidential basis if they wish.

You may choose to contact the STA in any of the following circumstances:

* You have identified a workplace issue that is threatening or may threaten the successful completion of the apprenticeship and you need advice or assistance
* You are managing a workplace issue relating to a participant and want to brief the STA about what you have done to date (especially if you think you may need to apply for cancellation of the apprenticeship in the future)

**National Training Complaints Hotline**

The National Training Complaints Hotline is a joint initiative between the Commonwealth, state and territory governments. Anyone with a complaint or query about the training sector now has one number to call, so they can report a complaint and have it referred to the right authority for consideration. For more information visit:

https://www.education.gov.au/national-training-complaints-hotline-0

Relevant legislation – to be complied with

**Work Health and Safety Act 2011**

The Work Health and Safety Act 2011 provides a framework for managing health and safety risks in Australian workplaces. The objective of the Act is to prevent fatalities, injuries and illness caused by a workplace, by workplace activities or by a specified high risk plant - this is achieved by preventing or minimising exposure to risk. All organisations must comply with this Act, regardless of the types of services and/or products they provide or sell. For more information visit: <http://www.comlaw.gov.au/Series/C2011A00137>

**Occupational Health and Safety Act 2004 (Vic)**

Occupational Health and Safety Act 2004provides a framework for managing health and safety risks in the workplace. The objective of the Act is to prevent fatalities, injuries and illness caused by a workplace, by workplace activities or by a specified high risk plant - this is achieved by preventing or minimising exposure to risk. All organisations must comply with this Act, regardless of the types of services and/or products they provide or sell. For more information visit:

<http://www.austlii.edu.au/au/legis/vic/consol_act/ohasa2004273/>

**Occupational Safety and Health Act 1984 (WA)**

The Act provides a framework for managing health and safety risks in Western Australian workplaces. The objective of the Act is to prevent fatalities, injuries and illness caused by a workplace, by workplace activities or by a specified high risk plant - this is achieved by preventing or minimising exposure to risk. All organisations must comply with this Act, regardless of the types of services and/or products they provide or sell. For more information visit:

<http://www.slp.wa.gov.au/legislation/agency.nsf/docep_main_mrtitle_650_homepage.html>

**Industrial Relations Act 1988**

The principal objective of the Industrial Relations Act 1988 is the provision of a framework for industrial relations that supports economic prosperity and social justice. For more information visit: <http://www.austlii.edu.au/au/legis/cth/num_act/ira1988242/>

**Privacy Act 1988**

The Privacy Act 1988 makes provisions to protect the privacy of individuals, and for related purposes. For information on privacy regulations, visit the <http://www.privacy.gov.au>.

**Copyright Act 1968**

The Copyright Act 1968 is an Act relating to Copyright and the protection of certain performances, and for other purposes. For more information regarding the Copyright Act 1968, go to [www.aph.gov.au/library/pubs/rn/1998-99/99rn26.htm](http://www.aph.gov.au/library/pubs/rn/1998-99/99rn26.htm)

**National Vocational Education and Training Regulator Act 2011**

This Act was introduced in 2011 to establish a consistent registration and accreditation framework for Vocational Education and Training, by applying nationally agreed standards. For more information visit: <http://www.comlaw.gov.au/Details/C2012C00143>

**Equal Opportunity**

* Australian Capital Territory Discrimination Act 1991
* New South Wales Anti-Discrimination Act 1977
* Queensland Anti-Discrimination Act 1991
* South Australia Equal Opportunity Act 1984
* Victoria Equal Opportunity Act 2010
* Western Australia Equal Opportunity Act 1984

The objectives of Equal Opportunity legislation are to encourage the identification and elimination of discrimination, sexual harassment and victimisation and their causes, and to promote and facilitate the progressive realisation of equality. For more information go to: <http://www.equalitylaw.org.au/elrp/resources/>

**Australian Consumer Law (ACL) 2011**

Australian Consumer Law (ACL) 2011 aims to provide an equitable, competitive, informed and safe market place. It makes provisions in respect to certain unfair or undesirable trade practices, and aims at regulating the supply of goods and services. For more information visit: <http://www.consumerlaw.gov.au/content/Content.aspx?doc=home.htm>

**Competition and Consumer Act (CCA) 2010**

The object of the Competition and Consumer Act (CCA) 2010 is to enhance the welfare of Australians through the promotion of competition and fair trading, and through a provision for consumer protection. For more information visit: http://www.accc.gov.au/content/index.phtml/itemId/815209

**Children, Youth and Families Legislation**

* New South Wales Children and Young Persons (Care and Protection) Act 1998
* Queensland Child Protection Act 1999
* South Australia Children’s Protection Act 1993
* Victoria Children, Youth and Families Act 2005
* Western Australia Children and Community Services Act 2004

The objectives of the Children, Youth and Families legislations is:

* to provide for community services to support children and families
* to provide for the protection of children
* to make provision in relation to children who have been charged with, or who have been found guilty of, offences

For more information visit: <http://www.aifs.gov.au/nch/pubs/sheets/rs14/rs14.html>

**Contact Details for the State Training Authority (STA)**

### **Skills Canberra/Chief Minister, Treasury and Economic Development Directorate/ACT Government**

### Canberra Nara Centre

1 Constitution Avenue

GPO BOX 158

Canberra ACT 2601

### Ph: (02) 6205 8555

### Fax: (02) 6205 8448

Email: Skills@act.gov.au

### Web: http://www.cmtedd.act.gov.au

**Basic overview of apprenticeships**

### **Skills Canberra/Chief Minister, Treasury and Economic Development Directorate/ACT Government**

Funding provider

Regulator of compliance to ACT standards

**ASQA**

National regulator for VET sector

**Registered Training Organisation**

Training provider

**Apprenticeship Network Provider**

* Apprentice contract sign up
* Administration
* Marketing information
* Advice
* Additional support grants

**Apprentice**

(Participant)

**Employer**

**Training Fund Authority**

Funding provider

**Australian Brick and Blocklaying Training Foundation**

Funding provider

**Process**

The employer calls the Apprenticeship Network Provider (ANP) centre advise that they would like to sign an apprentice into their apprenticeship. The ANP will see the employer with an Australian Apprenticeship Training Contract, which is filled out with both the employer and new apprentice.

The ANP will ask the employer which Registered Training Organisation (RTO) they would like the apprentice to attend. They will accept your decision if you have an RTO of choice; this is referred to as ‘user choice’. If the employer is unsure then it is the ANP’s job to market the different RTOs who are able to provide the qualification at the time of sign up.

After the form is completed, signed and dated by all parties the ANP processes the application by sending the information through to the ACT Directorate. They will accept or decline the application.

If accepted, then a Notification of Business appears on the RTO Portal (online management system). The RTO then accepts or declines the notification of business. The RTO has 14 days to accept.

The RTO then meets with the apprentice and employer to provide an enrolment pack consisting of:

* Enrolment kit
* Training plan
* Participant Handbook
* Flyer
* Assessment information
* Training and assessment Strategy
* Supervisors Handbook

The RTO explains the training process. The training plan is negotiated in conjunction with RTO, employer and apprentice. Training material is provided within 14 days of sign up and within a month formal training is commenced with the RTO booking a time to begin training. The first unit trained is always OH&S.

Should an apprentice leave their employer and commence work with another employer, the apprentice must inform the ANP, as a new training contract must be created. This can be done through the AVETARS portal.

The employer should also contact the ACT Directorate through the portal to cancel the apprentice.

The RTO is obliged to inform the ACT Directorate if they have knowledge that the apprentice no longer with the employer.

The employer should contact the TFA and the ABBTF to initiate funding promptly after an apprentice has signed up.

The RTO generally has correspondence with the ACT Directorate and ASQA for compliance.

**Apprenticeship Centres**

Apprenticeship support Australia

[info@apprenticeshipsupport.com.au](mailto:info@apprenticeshipsupport.com.au)

free call 1300 652 236

MEGT

[aasninfo@megt.com.au](mailto:aasninfo@megt.com.au)

free call 136 342

Sarina Russo Apprenticeships

[apprenticeships@sarinarusso.com.au](mailto:apprenticeships@sarinarusso.com.au)

free call 1300 178 776