Trainee’s Supervisor Information Pack Contents

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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

State training sites:
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
- Proved 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 straightforward 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 student qualification training

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
<table>
<thead>
<tr>
<th>Action</th>
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<tr>
<td>Course Enrolment</td>
<td>R</td>
<td>C</td>
<td>I</td>
<td>A/S</td>
</tr>
<tr>
<td>Existing Worker Traineeship application</td>
<td>R</td>
<td>R</td>
<td>A/S</td>
<td>I</td>
</tr>
<tr>
<td>Training Plain/Training Record creation</td>
<td>C</td>
<td>C</td>
<td>I</td>
<td>A/R</td>
</tr>
<tr>
<td>Formal Training</td>
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<td>C/S</td>
<td>I</td>
<td>A</td>
</tr>
<tr>
<td>Formal Assessment of competency</td>
<td>R</td>
<td>I</td>
<td>I</td>
<td>A/S</td>
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<td>Work Based Competency (as required)</td>
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<td>A/S</td>
<td>I</td>
<td>C/S</td>
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<tr>
<td>Monitoring Progress</td>
<td>R</td>
<td>A/R</td>
<td>I</td>
<td>S</td>
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<td>I</td>
<td>C</td>
<td>I</td>
<td>A/R</td>
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