



# EMPLOYER / APPRENTICE / TRAINEE HANDBOOK



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# EMPLOYER / APPRENTICE / TRAINEE HANDBOOK



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This handbook must be read in conjunction with the Student Handbook

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# EMPLOYER / APPRENTICE / TRAINEE HANDBOOK

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## Welcome to Aviation Australia

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Aviation Australia is a Registered Training Organisation (RTO) approved by the Australian Skills Quality Authority (ASQA) to deliver training nationally in accordance with the Australian Qualifications Framework (AQF). We are also a registered provider for international students (CRICOS) and an approved VET Student Loans Provider. The standards for holding these approvals are very rigorous, and Aviation Australia has appropriate systems in place to ensure that not only do we meet our compliance obligations, but most importantly, students receive a high-quality training product that equips them for employment in the aviation industry.

Aviation Australia is also a Part 147 Maintenance Training Organisation approved under a number of airworthiness authorities including the Australian Civil Aviation Safety Authority (CASA) and the European Aviation Safety Agency (EASA). These approvals allow us to deliver aircraft maintenance engineering training that leads to a licenced outcome with these airworthiness authorities.

## About this Handbook

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This handbook must be read in conjunction with Aviation Australia's Student Handbook, Policies and Procedures

This document has been prepared to provide employers and students with information essential with studying at Aviation Australia. This handbook is aimed at ensuring that each student is aware of their obligations, rights and campus policies and procedures.

## Enrolment Process

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During the enrolment process, Terms and Conditions are provided for review and acceptance. Below is an overview of the steps of the application process:

- Step 1 Employer to contact an Australian Apprenticeship Support Network provider to advise of employing a new Apprentice;
- Step 2 Australian Apprenticeship Support Network provider will register the Training Contract and advise Aviation Australia that you have nominated as the Registered Training Organisation;
- Step 3 Aviation Australia will contact the Employer and Apprentice for introduction, email the Enrolment Application;
- Step 4 Apprentice to complete online Enrolment Application and Language Literacy and Numeracy testing (if applicable) – read through Student Handbook and Employer / Apprentice Handbook;
- Step 5 Aviation Australia will organise an onsite visit to discuss the Training Plan for the apprentice. An Employer Resource Assessment will be completed, the Training Plan signed and Journal of Experience issued to the apprentice;
- Step 6 Aviation Australia will organise onsite Assessment Visits and classroom based theory training (if required).

## Australian Apprenticeship Support Network

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Apprenticeship Support Network (ASN) providers deliver support services to employers and Australian Apprentices nationally, providing advice and support services tailored to the needs of employers and apprentices throughout the apprenticeship lifecycle – from pre-commencement to completion. Apprenticeship Network providers can also provide assistance to individuals who may be unsuited to an apprenticeship to identify alternative training pathways.

☛ Refer to [Australian Apprenticeships Advice and Support](#)

## Training Contract & Qualification Information

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Australian Apprenticeships require a Training Contract to be signed between an employer and an apprentice. This protects both the employer and apprentices interests and outlines each parties' obligations. Apprenticeship Support Network providers will arrange the Training Contract, which is then registered with the State / Territory Training Authority.

Aviation Australia delivers nationally accredited training under the Australian Qualifications Framework, in the Aeroskills Training Package - information on each Qualification can be found at the link below. Training may include online study and theory classroom-based training.

☛ Refer to the [MEA Aeroskills Training Package](#)

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### Induction

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Aviation Australia will provide a full induction to provide all new students with detailed information relating to:

- Course outline, outcomes and qualifications
- Assessment procedures
- Payment of tuition fees / co-contribution fees
- Policies and Procedures
- Facilities and amenities
- Training (On-Campus & Online)

### Policies, Procedures, Handbooks

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Aviation Australia's Policies and Procedures are available on the website: <https://aviationaustralia.aero/policy-governance/>

The Student Handbook is also available at the above link – this should be read in conjunction with this handbook as it contains important information about studying on campus and support services available.

### Employer Resource Assessment

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An Employer Resource Assessment will be completed to ensure that the Employer has the relevant facilities necessary to train the apprentice or trainee in the agreed competencies and the correct approved ratio of apprentices to tradespersons with the minimum requirement for adequate training supervision.

### Training Plan

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A Training Plan will be negotiated, and the contents agreed to by the apprentice or trainee, employer and supervising registered training organisation. The plan must be finalised during the probation period and signed by the parties. The Training Plan will:

- Provide an opportunity to select what, how, where and when skills will be achieved and track progress;
- Assist the parties to manage, plan and map the apprentice's or trainee's work rotation;
- Identify a timeframe by which skills must be demonstrated;
- Detail the training methods to be undertaken and the monitoring arrangements (i.e. how and when assessment will occur).

### Journal of Experience (JoE) – Trade Certification Sheets

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The purpose of the JoE is to record work carried out under routine supervision in the workplace, against each listed task within a Unit of Competency in the Training Plan. This record is an important document that must be kept by apprentices/trainees throughout their training and shown to the employer and Aviation Australia for inspection, updating and assessment, on a regular basis. The JoE belongs to the apprentice or trainee and may be used to:

- Show employers what training they have completed;
- Gain credit or exemptions in another training course;
- Assist in preparing future job applications;
- Determine his/her competency levels thereby supporting eligibility or ineligibility for wage progression;
- Confirm completion of the training program and his/her eligibility for issue of a qualification;
- Assess skill levels should competency be the subject of dispute between the apprentice or trainee and the employer;
- Failure to maintain and produce a training record may be in breach of your Training Contract.

### Rights and Responsibilities

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A Training Contract is a legally binding contract for the training of an apprentice or trainee. The parties involved in the Training Contract are the employer, apprentice/trainee and parent/guardian (if under 18 years of age).

### Employer

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- Negotiate a Training Plan with the apprentice/trainee and Aviation Australia;
- Deliver training and provide the facilities, range of work and supervision as specified in the Training Plan;
- Pay the wages and provide the appropriate entitlements to the apprentice/trainee;
- Allow the apprentice/trainee to participate in off-the-job training as required to complete their Training Plan;
- At reasonable intervals check the Journal of Experience has been updated by the apprentice/trainee.

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### Apprentice/Trainee

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- Participate in the development of the Training Plan;
- Work towards achieving the Units of Competency in the Training Plan, including any training and/or assessment;
- Attend and perform work as directed by the Employer;
- Maintain the Journal of Experience with relevant information to achieve the Qualification (and produce this on request of your employer and/or Aviation Australia).

### Registered Training Organisation (Aviation Australia)

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- Provide information regarding the requirements of the apprenticeship/ traineeship;
- Conduct the 'Employer Resource Assessment' to ensure the employers capacity to train the apprentice/trainee;
- Negotiate a Training Plan and provide a copy to the employer and apprentice/trainee;
- Provide learning support to the apprentice/trainee if required;
- Monitor the Training Plan to ensure progression of the apprentice/trainee to achieve their Qualification.

### Fees and Charges (Tuition / Co-contribution Fees)

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Fees and charges within each state will vary based on available funding from the State Government. Your enrolment documentation will contain details regarding any applicable fees and charges. Fees are subject to change during your course duration. Aviation Australia offers refunds depending on the individual circumstance.

↳ Refer to the Refund Policy available on the [WEBSITE](#)

### Incentives and Financial Support

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The Australian Apprenticeships Incentives Programme provided incentives to employers who employ eligible Australian Apprentices; and personal benefits to apprentices and trainees. Payment of incentives and personal benefits is subject to eligibility criteria as set out in the Australian Apprenticeships Incentives Programme Guidelines. A range of financial support options are available depending on your situation, you may be eligible to attract financial support such as Trade Support Loans, Living Away from Home Allowance (LAFHA) and Youth Allowance, AUSTUDY and ABSTUDY (via Centrelink).

↳ Refer to [Financial Support for Apprentices](#) and [Financial Support for Employers](#)

### State specific information

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#### New South Wales

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All apprenticeships in New South Wales are competency based. Apprentices demonstrate competency through successfully completing tasks, exercises or activities to achieve their qualification based on their Training Plan. Employers assist apprentices to gain the necessary skills in the workplace by aligning the apprentice's tasks with the Training Plan. Aviation Australia assesses competency during onsite assessment visits.

↳ Website - <https://www.nsw.gov.au/education-and-training/apprentices-and-trainees>

#### Smart & Skilled Funding

Smart and Skilled is a NSW Government program that helps people get training in in-demand skills and industries. Through Smart and Skilled vocational education providers deliver training that meets geographic, occupational and industry needs of communities across NSW.

↳ Website - <https://www.nsw.gov.au/education-and-training/vocational/funding/smart-and-skilled-program-2023>

#### Tuition Fees

As at **October 2023**, there are no additional fees applicable to Apprentices & Trainees in NSW undertaking Aeroskills Qualifications. This is subject to change. We will advise if Tuition Fees are payable.

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## Support and Assistance

The Department of Industry provides a range of support and information services: <https://education.nsw.gov.au/skills-nsw/apprentices-and-trainees/support-with-your-apprenticeship-or-traineeship>

Financial Assistance (including Travel & Accommodation): <https://education.nsw.gov.au/skills-nsw/apprentices-and-trainees/support-with-your-apprenticeship-or-traineeship/financial-assistance>

## Northern Territory

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### User Choice Funding

The User Choice Funding program provides funding for the delivery of structured training and assessment for full-time, part-time and school-based apprentices and trainees in the Northern Territory. Qualifications that are approved for delivery as apprenticeships and traineeships in the NT are eligible for funding.

↳ Website - <https://industry.nt.gov.au/publications/business/policies/user-choice-fundingpolicy>

### Tuition Fees

Tuition fees are the student's contribution to the cost of tuition and can be paid by either the employer or the apprentice. The tuition fee is calculated at \$1.60 per nominal hour for each Unit of Competency delivered in the Training Plan (*subject to change - correct at date of publishing*). Tuition fees are spread over the apprenticeship and charged twice a year (June and December). Aviation Australia requires fees to be paid within 7 days of the invoice date.

### Travel and Accommodation

Where an apprentice or trainee is required to travel away from home to undertake off-the-job training, subsidies may be available.

The Department of Business through Employment and Training (the Department) provides financial assistance to subsidise the costs associated with travel and accommodation incurred by Northern Territory apprentices or trainees, funded through the User Choice Program, if the off-the-job training component in relation to their Contract of Training is not provided by a registered training organisation (RTO) near their home or workplace.

↳ Website - <https://nt.gov.au/employ/apprenticeships-and-traineeships/support-for-apprentices/apprenticeship-travel-and-accommodation-help>

### Support and Assistance

The Department recognises the need to provide some apprentices and trainees, particularly Indigenous students in regional and remote communities, with integrated one on one support to develop underpinning knowledge, language, literacy and numeracy skills. RTOs who receive User Choice funding are eligible to apply for Learner Support AHC (Annual Hours Curriculum).

## Queensland

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### User Choice Funding

The Queensland Government has contracts with a large number of registered training organisations to deliver training to apprentices and trainees. The Government has selected these registered training organisations to ensure the quality and availability of training for apprentices and trainees in Queensland.

User Choice refers to the policies and funding mechanisms that allow employers, together with the apprentices and trainees they employ, to:

- Choose which registered training organisation will provide them with structured training services; and
- Negotiate key aspects of the training, such as where, how and when it is provided.

The choice may be limited in some cases, such as where there are small numbers (a 'thin market'), but the objectives are the same. Each state and territory determines the policies regarding User Choice and the amount of funds registered training organisations receive for providing structured training to each apprentice and trainee. Employers and apprentices or trainees may also be eligible for government assistance in meeting the costs of the apprenticeship or traineeship, such as travel and accommodation allowances.

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User Choice works in conjunction with the Australian Apprenticeship System, whereby apprentices and trainees (also known in some jurisdictions as Australian Apprentices) enter legally binding training contracts with their employers. The apprentice/trainee and employer negotiate with a registered training organisation of their choice to deliver structured training to achieve a nationally recognised qualification. Employment may be full-time or part-time and the structured training may be delivered at the premises of the registered training organisation, at the workplace, by various forms of distance education, or by a combination of any of the delivery pathways.

- 👉 Websites - <https://desbt.qld.gov.au/training/apprentices>  
<https://desbt.qld.gov.au/training/apprentices/resources>

## Co-contribution Fees

Co-contribution fees are the student's contribution to the cost of tuition and can be paid by either the employer or the apprentice. The Queensland Government require us to charge and collect a co-contribution fee for each apprentice under the User Choice program.

This fee is calculated at \$1.60 per nominal hour for each Unit of Competency delivered in the Training Plan (*subject to change - correct at date of publishing*). Fees are spread over the apprenticeship and charged twice a year (June & December).

## Travel and Accommodation

The Queensland Government provides financial assistance to apprentices and trainees who have to travel away from their usual workplace to attend training with their supervising registered training Organisation.

- 👉 Website - <https://www.qld.gov.au/education/apprenticeships/for-apprentices/support/travel>

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## South Australia

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### Subsidised Training (User Choice)

This program provides funding for the delivery of training and assessment for apprentices and trainees in South Australia. Qualifications that are approved and listed on the Subsidised Training List for delivery as apprenticeships and traineeships in South Australia are eligible for funding. Funding is awarded through Skills SA.

- 👉 Website - <https://providers.skills.sa.gov.au/subsidised-training-list>

All apprenticeships in South Australia are competency based. Apprentices demonstrate competency through successfully completing tasks, exercises or activities to achieve their qualification based on their Training Plan. Employers assist apprentices to gain the necessary skills in the workplace by aligning the apprentice's tasks with the Training Plan.

Aviation Australia assesses an apprentice's competency within a Training Plan during onsite assessment visits.

To employ and train apprentices and trainees in SA, you need to be registered. An application must be submitted to Department of State Development's Regulation and Contract Management section for review and approval.

- 👉 Website - <https://skilledworkers.business.sa.gov.au/register-to-employ-an-apprentice>

### Tuition Fees

Tuition fees are the fees for assessment for each Unit of Competency delivered in the Training Plan. Tuition fees are charged based on the current SA VET Training Fee Framework

### Support and Assistance

The Department of State Development (SDS) has a range of support available for both employers and apprentices:

- 👉 Website: <https://www.sa.gov.au/topics/work-and-skills/becoming-an-apprentice-or-trainee/support>

### Success and Wellbeing Services (SWS)

Success and Wellbeing Services (SWS) provides individualised support to students with barriers to training through a case management model.

SWS aims to increase completions of vocational education and training (VET) courses by students with complex support needs and assist students to transition to further study or employment.

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Success and Wellbeing Services assists students by:

- helping to navigate the training system
- addressing life issues interfering with training
- assisting students to develop study skills
- obtaining supports available in the community
- supporting students with the transitions and new expectations of employment

Two key features of SWS are:

1. the provision of a consistent support person who provides and/or coordinates the supports a student needs
2. a support person who will liaise, advocate, and build collaborative partnerships with the student's RTO and external agencies with the aim of ensuring students access the supports available both in VET and in the community.

### Post Course Transition Support

Success and Wellbeing Services provides individualised support to students after the completion of their course for up to 12 weeks if required. This support aims to ensure a successful transition to either employment or further training.

The support will include the same individualised support offered by SWS during training but focuses on working with the employer and new worker or with the exiting student and their next training provider.

Aviation Australia has a contract with Interskills to provide Success and Wellbeing Services (SWS) to Apprentices. They can be contacted at any time for assistance. Apprentices do not need to advise Aviation Australia when they've contacted Interskills.

Contact details for Interskills:

Alison Jutilane

[Alison.Jutilane@interskills.edu.au](mailto:Alison.Jutilane@interskills.edu.au)

0437 298 954

<https://interskills.edu.au/>

### Community Support Services

Further assistance is available on the following websites:

- Health & Disability assistance: <https://sacommunity.org/thesaurus/13753-Health %2526 Disability>
- Law & Justice - <https://sacommunity.org/thesaurus/14025-Law %2526 Justice>
- Personal & Family Support - <https://sacommunity.org/thesaurus/14503-Personal %2526 Family Support>

### Tasmania

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#### Apprentice and Trainee Training Fund (User Choice)

This program provides funding for the delivery of training and assessment for apprentices and trainees in Tasmania. Qualifications that are approved for delivery as apprenticeships and traineeships in Tasmania are eligible for funding. Funding is awarded through Skills Tasmania.

👉 Website - [https://www.skills.tas.gov.au/funding/other\\_programs/tiles/user\\_choice](https://www.skills.tas.gov.au/funding/other_programs/tiles/user_choice)

#### Tuition Fees

Tuition fees are applicable to some qualifications for registered apprentices / trainees under the Tasmanian User Choice funding.

#### Travel and Accommodation

Skills Tasmania will support travel and accommodation requirements for any required travel to undertake your off-the-job training. Once training has been scheduled with Aviation Australia, we advise Skills Tasmania who will contact you to arrange your flights and accommodation to attend training.

NOTE - Travel to Melbourne or Brisbane may be required to complete off-the-job training.

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## Victoria

### Skills First Program

Funding for Apprenticeships & Traineeships in Victoria is provided under the Skills First Program. <https://www.vic.gov.au/skills-first>

All apprenticeships in Victoria are competency based. Apprentices demonstrate competency through successfully completing tasks, exercises or activities to achieve their qualification based on their Training Plan. Employers assist apprentices to gain the necessary skills in the workplace by aligning the apprentice's tasks with the Training Plan.

Aviation Australia assesses an apprentice's competency within a Training Plan during onsite assessment visits.

### Tuition Fees

Tuition fees are the student's contribution to the cost of tuition and can be paid by either the employer or the apprentice. Aviation Australia charges and collects a tuition fee for each apprentice under the Skills First program. The tuition fee is calculated per nominal hour for each Unit of Competency delivered in the Training Plan (*subject to change - correct at date of publishing*). Tuition fees are spread over the duration of the apprenticeship.

### Support and Assistance

#### VRQA Regulatory Field Services

VRQA has authorised officers that visit the workplace and talk to employers and apprentices. Information can be found on their website: <https://www.vrqa.vic.gov.au/apprenticeships/Pages/workplace-visits-by-authorised-officers.aspx?Redirect=1>

#### Victoria Department of Education & Training

DET also offer other useful information on their website with addressing problems during the Training Contract:

- 👉 Website - Financial Assistance: <https://www.vrqa.vic.gov.au/apprenticeships/Pages/support-and-incentives.aspx>
- Website - Employer: <https://www.vrqa.vic.gov.au/apprenticeships/Pages/addressing-problems-and-resolving-apprenticeship-disputes.aspx>
- Website - Apprentice: <https://www.vrqa.vic.gov.au/apprenticeships/Pages/dealing-with-issues-and-problems.aspx>

## Western Australia

### User Choice Funding (Jobs & Skills WA)

All apprenticeships in Western Australia are competency based. Apprentices demonstrate competency through successfully completing tasks, exercises or activities to achieve their qualification based on their Training Plan. Employers assist apprentices to gain the necessary skills in the workplace by aligning the apprentice's tasks with the Training Plan.

Aviation Australia assesses theory knowledge during off-the-job training, conducted in Jandakot. Assessment may include examinations, assessments and essays. Assessment of practical knowledge and competency will be conducted during onsite assessment visits to your workplace.

- 👉 Website - <https://www.jobsandskills.wa.gov.au/training/apprenticeships-and-traineeships>

### Tuition Fees

DTWD require that Aviation Australia charge tuition fees in accordance with the Policy. Fees are charged for each Unit of Competency delivered in the Training Plan, and are payable on commencement of training for that Unit of Competency. DTWD have an annual maximum of fees that can be charged for Diploma Qualifications - this is currently **\$7,860.00 (current at Oct 2023)**.

### Support and Assistance

The Department of Training and Workforce Development 'Apprenticeship Office' regulates the apprenticeship system in WA.

- 👉 Website: <https://www.dtd.wa.gov.au/apprenticeship-office#forms-and-fact-sheets-relating-to-training-contracts>

**END OF DOCUMENT**