

New Apprenticeships

New Approach

New Opportunities



A Guide for Employers in the Public Service

For the following qualifications

Certificate II in Government PSP 2 01 99
Certificate III in Government PSP 3 01 99
Certificate IV in Government PSP 4 01 99
Diploma of Government PSP 5 01 99
Advanced Diploma of Government PSP 6 01 99
Certificate IV in Government (Statutory Investigation & Enforcement) PSP 4 02 99
Certificate IV in Government (Procurement & Contracting) PSP 4 03 99
Certificate IV in Government (Fraud Control Investigation) PSP 4 04 99
Certificate IV in Government (Fraud Control Prevention/Detection) PSP 4 05 99
Certificate IV in Government (Project Management) PSP 4 06 99
Certificate IV in Government (Court Compliance) PSP 4 07 02
Diploma of Government (Policy Development) PSP 5 02 99
Diploma of Government (Management) PSP 5 03 99
Diploma of Government (Fraud Control Investigation) PSP 5 04 99
Diploma of Government (Fraud Control Prevention/Detection) PSP 5 05 99
Diploma of Government (Project Management) PSP 5 06 99
Diploma of Government (Financial Management) PSP 5 07 99
Diploma of Government (Workplace Inspection) PSP 5 08 02
Diploma of Government (Court Compliance) PSP 5 09 02
Advanced Diploma of Government (Compliance Management) PSP 6 02 99
Advanced Diploma of Government (Contract Management) PSP 6 03 99
Advanced Diploma of Government (Human Resources) PSP 6 04 99
Advanced Diploma of Government (Management) PSP 6 05 99
Advanced Diploma of Government (Fraud Control Management) PSP 6 06 99
Advanced Diploma of Government (Workplace Inspection) PSP 6 07 02

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This work is the result of wide consultations with many Australian industry participants throughout Australia. Consequently, it is a collaborative view and does not necessarily represent any specific body and no single body warrants its content or accepts liability.

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Published by: Australian Training Products Ltd
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Melbourne 3000
Phone: +61 3 96550600 Fax: +61 3 9639 4684
www.atpl.net.au e-mail: sales@atpl.net.au

First Published: January, 2000

STOCKCODE: 7600004S

ISBN: 0 642 79922 9 (set)

*New Apprenticeship Guide for Employers to Support Public Services Training Package PSP99
(Insert within PSP99 The Public Services Training Package Volume one)*

Printed for Australian Training Products Ltd by Mercury Printeam, Melbourne, Australia

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Getting started

How this booklet can help

This booklet is your guide to using the National Public Services Training Package, and will help you use newly introduced flexibilities to design training programs for your employees.

National Training Packages are being introduced so employers can negotiate an individual training program to suit the needs of their organisation and their employee.

Taking on a trainee is now simpler, and as an employer, you have far greater choice about what your employees learn, when and how.

In these pages, you will learn about the key features of a new approach to training - what's involved in recruiting a trainee, how you can choose the best organisation to train your employees and how you can tailor a training program to meet your needs and those of your employees.

This booklet has been prepared to support the National Public Services Training Package. You are advised to seek information specific to your jurisdiction by accessing information from the appropriate website, publications or contacts for your jurisdiction as indicated in the last section of this booklet.

New Apprenticeships with new flexibilities

New Apprenticeships are given effect through the Workplace Relations Act 1996. These workplace relations arrangements are intended to compliment reforms to the vocational training and education system, which aim to simplify the delivery of training and to make it more flexible and responsive to organisational needs. The objective is to modernise apprenticeships and traineeships to provide training that leads to real jobs.

Under *New Apprenticeships*, employers

- recruit the trainee
- select a training provider
- decide on a training program

Training providers, called 'Registered Training Organisations', can help you develop a training program that suits both your organisation and your trainees. Some Public Service agencies may themselves be recognised as Registered Training Organisations, providing accredited training in-house.

The training provider will then:

- deliver and assess training either off the job, in the workplace or a combination of both.
- issue qualifications

Training Packages are your 'map' to better training

Designing a training program from scratch would be a daunting prospect.

With the National Public Services Training Package you and your training organisation have a map, a detailed guide, to help you design a program quickly and effectively.

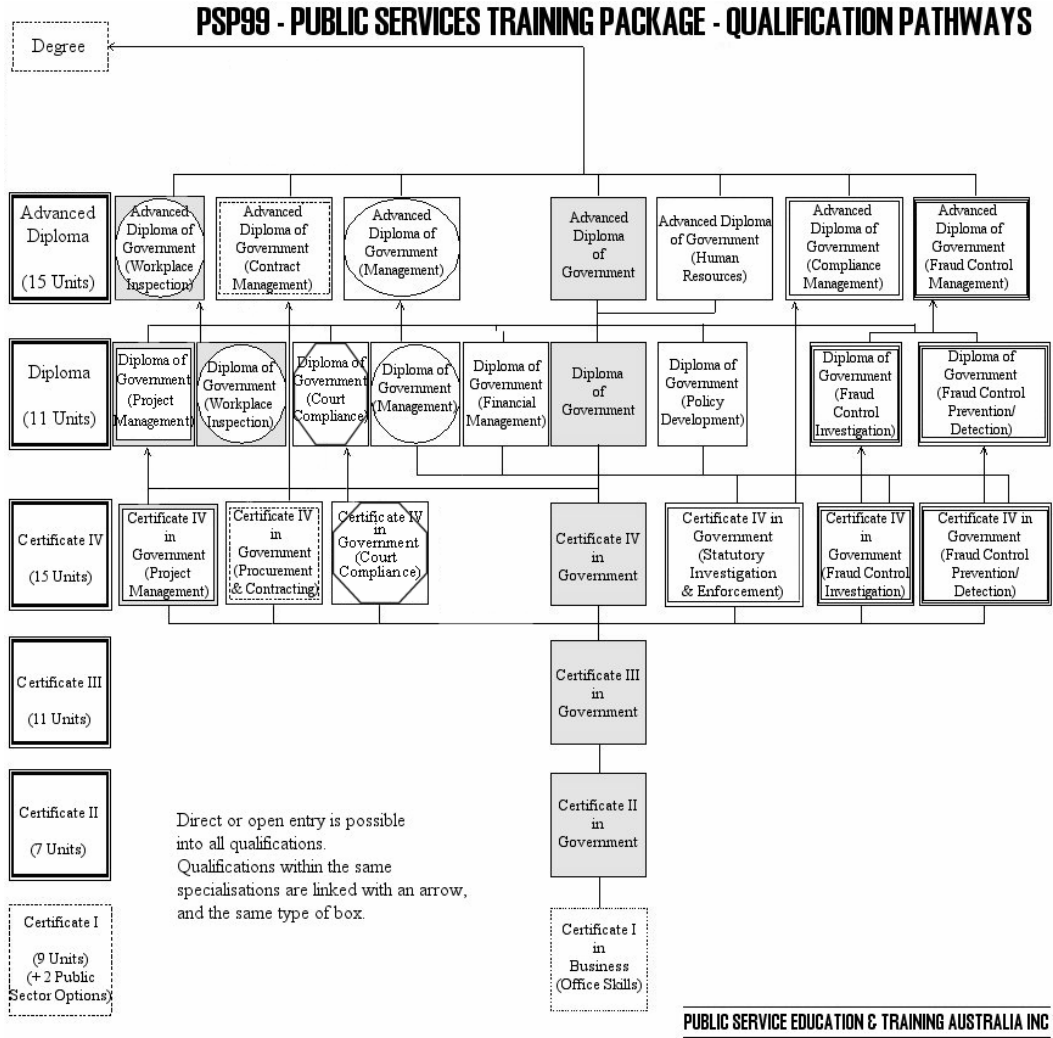
Training Packages integrate nationally recognised and endorsed competency standards, assessment guidelines and qualifications. They also describe apprenticeship and traineeship pathways (the sequence in which employees acquire and develop their skills).

Additionally, The national Public Services Training Packages will contain

- learning strategies
- professional development materials
- assessment materials

All of which helps you to ensure that training is consistent with the way you do business.

What's available: An overview of qualifications and pathways in the Public Services industry



What you can do

| YOUR DECISIONS | YOUR OPTIONS |
|--------------------------|---|
| Trainee | <ul style="list-style-type: none"> ➤ You can choose your trainee according to the legislative requirements and policies of your jurisdiction. ➤ Your trainee can be employed under an award, Australian Workplace Agreement (AWA), Certified Agreement or their state equivalents. ➤ Financial assistance is available to eligible employers. |
| ↓ | |
| Training Provider | <ul style="list-style-type: none"> ➤ You can choose the Registered Training Organisation that best meets the needs of your organisation. ➤ You can seek to become a Registered Training Organisation, or form a partnership with a Registered Training Organisation that best meets your needs. ➤ The Registered Training Organisation delivers and assesses training and issues qualifications. |
| ↓ | |
| Training Program | <ul style="list-style-type: none"> ➤ You can use the National Public Services Training Package to devise a program that will meet the needs of your organisation or use an off-the-shelf program. ➤ The training program outline will be attached to the Training Agreement between you and your employee. |

Making the key decisions

Your Trainee

Recruitment

Selection of the right person is totally up to you must be consistent with the legislative and policy requirements of your jurisdiction.

Your choices have been expanded under the new system because most Public Services qualifications can be undertaken through a *New Apprenticeship*.

You may find it useful to contact a New Apprenticeships Centre which provides a one-stop support service, by calling the NAC hotline on 1800 639 629, and asking for the list of NACs in your region.

Employment options

A trainee can be employed under an Award, an Australian Workplace Agreement (individual agreement), Certified Agreement or their state equivalents.

Employees can be full or part-time, in some cases they can start their training as school students.

Funding for new employees

State and Territory Ministers have given a high priority to funding training for trainees where the trainee is a new employee. Existing employees may be able to enter into a traineeship, but are not likely to automatically attract funding. You should ask your State/Territory Training Authority about eligibility for government funding.

Financial benefits for employers

Training wages

Trainees can be employed under the Federal National Training Wage Award, or under awards or orders that apply to particular jurisdictions. The Federal award also provides wage rates for part-time traineeships and includes separate wage rates for school based traineeships.

Under this award trainee wages range from \$142 to \$374 per week depending on the skill level of the traineeship and the year of secondary school completed.

Where, as a result of a change in the mix of time spent in training and productive work, a full time trainee is paid less than a minimum set by the Commonwealth, the Commonwealth will provide a 'wage top up' to the trainee.

For further information regarding trainee wages, contact your State/Territory Training Authority, your employer association, the Commonwealth Department of Workplace Relations and Small Business or your ITAB.

Financial incentives

The Commonwealth incentives from 1 January 1998 are:

- \$1,250 payment for AQF Certificate II, III or IV commencements.
- \$1,250 progression incentive when progression is achieved from AQF Certificate II to training at AQF Certificate III.
- \$1500 completion payment for employers for AQF Certificate III or IV training with 'for profit' companies/employers.
- \$1500 completion payment for all employers including 'not for profit'

Group Training Companies for re-commencing out of trade AQF Certificate III or IV trainees and apprentices.

- a recommencement payment of \$750 for profit companies for re-establishing out of trade AQF AQF Certificate III or IV trainees and apprentices.

- an additional \$1000 for Group Training Companies for each AQF Certificate II, III or IV trainee only commencement.

- \$1,000 payment for commencement of a female in non-traditional AQF Certificate II, III or IV vocation.

- \$3,000 payment for Certificate II eligible sporting operations traineeships.

Financial Incentives applicable to existing workers converting to New Apprenticeships

The Commonwealth does not generally provide incentives in respect to existing workers.

- Incentives do not apply for Certificate II New Apprenticeships where the individual has been employed for longer than 3 months full time or 12 months part time or casual with an employer.

- Incentives do not apply for Certificate III or IV New Apprenticeships where the individual has been employed for more than 3 months full time or 12 months part time or casual unless the nominal training duration declared in the Training Agreement is 2 or more years; or the New Apprenticeship is eligible for the Rural and Regional New Apprenticeship Initiative.

- It is important to note that the level of Commonwealth incentives is affected by any prior qualifications that the New Apprentice holds.

- If you wish to access the Commonwealth incentives you will need to contact a New Apprenticeship Centre

Payroll Tax & Workers' Compensation

In some States, there are incentives or exemptions regarding payroll tax and workers compensation for employers who employ trainees. You should check with the local authorities or your employer association.

Your Training Provider

What is User Choice?

As the user of training services, you get to decide who the provider will be.

This means that the training system will be much more responsive to your needs.

You are able to choose a training provider from a number of Registered Training Organisations, and to develop a program based on the competencies with that provider which meets the needs of your organisation and your employees. You should choose the provider in consultation with your trainee.

When you choose a training provider, public funds will flow to that provider to cover the costs of the services the provider supplies to you in accordance with the particular State payment regime.

The actual amount of funding will be set by your State/Territory Training Authority. In some cases where customisation has significantly increased the costs of delivery, employers may have to supplement government funding.

The ability of a provider to offer the specific program you require may also depend on there being sufficient numbers for it to offer that program.

In 1998, User Choice was introduced for first year apprentices and trainees. This may have been extended to latter year apprentices from 1999. Your

State/Territory Training Authority will advise you on this issue.

In some cases, choice may be limited to ensure that training can be supplied to all trainees. Your State Training Authority will advise you on this issue.

At the time of printing NSW has retained its reserve position on the implementation of User Choice.

Finding a Registered Training Organisation

You should approach training providers in the same way you would any other supplier to your organisation.

Your training provider will be an important partner during the time your employees are being trained.

You will want to assess the capacity of providers to meet the needs of your organisation and the trainee, and to work closely with your organisation.

Some providers will be more suited, and responsive, to your needs than others. Just like it is with any type of supplier.

Spending time to find the right Registered Training Organisation will pay dividends down the track.

The following **CHECK LIST** may help:

- Has the provider an understanding of my organisation?
- Does the provider have people skilled in my area of business?
- What sort of track record does the provider have in the industry? (Ask for client list and check).
- Is the provider willing to adapt to my special needs?
- Is the provider registered with a State or Territory Training Authority?

Information about available training providers in your area can be obtained from:

- New Apprenticeship Centres
- word of mouth (ask your colleagues)

- your ITAB
- State Training Authority

Note: In the Northern Territory qualifications will be issued by the Northern Territory Education and Training Authority.

Your Training Program

Negotiating the training program

A training program is a structured approach to skills development. It will ensure the trainee gets the right skills, and at the right time.

The program will be based on achieving a set of competencies set out in the Training Package. These competencies include electives which enable you to tailor the training to meet your needs.

Additionally, you can include other components to the training, usually to give your training an enterprise-specific component.

Some of the key issues you will discuss with your training provider and the employee in deciding a training program are:

- competencies for a particular outcome level
- recommended sequencing of the training
- pre and co-requisites for particular aspects of the training and assessment milestones
- notional average time for achievement of the qualification
- on or off-the-job training delivery and assessment

Developing the Training Agreement

You need a registered training agreement to:

- ensure a training place is provided and to attract financial incentives
- ensure legal protection.

Apprenticeships and traineeships operate under a formal training agreement between employer and employee, which is registered with the State/Territory Training Authority.

The Training Agreement will include a training program outline which establishes the link between employment and training.

Work and training should be integrated, with time in the workplace being a vital part of training.

Assessment

Each industry's assessment guidelines will spell out how assessment is to take place within the industry/occupation; whether in the workplace, off-the-job or a mixture of both. The assessment process could involve you and may involve the maintenance of record books.

Answers on New Apprenticeships

Q1. What are "New Apprenticeships"?

A 'New Apprenticeship' is an apprenticeship or traineeship which offers new training flexibilities, new support service arrangements and new opportunities for structured training.

New Apprenticeships involve paid work and structured training and are underpinned by a training agreement which is registered with the relevant State/Territory Training Authority, and leads to a nationally recognised qualification.

They can cover full or part-time work and the part-time arrangements will also be available to school students.

Q2. What's new?

The major changes are:

- one-stop-shop support services through New Apprenticeship Centres
- access to part-time arrangements
- industrial relations reforms allowing organisations to vary the mix of training

and productive time in an apprenticeship or traineeship

- choice of training provider and more flexibility in training provision
- a wider range of apprenticeships and traineeships to choose from.

Q3. Is there a lot of paperwork involved?

The Government has established one-stop-shops to cut through the red tape and simplify training arrangements for employers, apprentices and trainees. A network of one-stop-shops (the New Apprenticeship Centres) has been established to streamline Commonwealth administrative support arrangements.

Q4. Are part-time traineeships going to be available under the new arrangements?

Part-time traineeships are currently being developed in several industries and it is expected that many industries will pursue these arrangements. With the flexibility of New Apprenticeships,

employers in a range of industries should be able to access part-time traineeships in the near future.

Q5. Can I arrange an apprenticeship or traineeship for a current employee?

While traineeships and apprenticeships may be available for existing employees, they must meet certain conditions before being approved, including the employee agreeing to the change and not being disadvantaged by changing their employment status. However, existing employees will not automatically be entitled to a training place paid by the government, or State and Commonwealth incentives, in the same way as new employees. You should discuss this issue with your local State/Territory Training Authority or your local New Apprenticeship Centre.

Q6. Can I choose my own training provider?

Yes, so long as it is a Registered Training Organisation. User Choice (which will be fully implemented from 1 January 1998 in all States except NSW) is a major feature of the improvements and adds flexibility to the training system. The opening up of the training system will allow more training providers to offer a wider range of traineeship or apprenticeship packages than was previously available.

Q7. How much time will be spent in off-the-job training?

In the past, trainees usually spent 1 day a week in off-the-job training over a 12 month period. In some circumstances training was undertaken in 'block release' format of several weeks at a time. Apprentices generally received 'off-the-job' training for the first three years of their apprenticeship, with the fourth year spent entirely on-the-job.

As Training Packages become available, however, along with User Choice, there will be scope for greater flexibility in delivery arrangements, both on and off-the-job, to suit the needs of particular enterprises. Some newer traineeships are already delivered entirely 'on-the-job'. Training wages can reflect any changes in the amount of time spent in training.

Q8. What part do I play in the traineeship process?

In partnership with a Registered Training Organisation, you are able to assist in the training. Where the traineeship is wholly on-the-job, the training can be delivered by the employer using materials designed specifically for use by people who are not experienced in delivering training. An important role of the employer is to provide time for the trainee to complete the training and achieve the relevant competencies, and this applies whether the traineeship is on or off-the-job

Resources

Key Contacts

New Apprenticeships hotline:
1800 639 629

New Apprenticeships website:

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

Commonwealth:

General assistance may be obtained from the Public Service and Merit Protection (PSMPC) helpline on (02) 6272 3609 or its website
<http://www.psmpc.gov.au>

Matters relating to employment and selection arrangements:
Public Service and Merit Protection Commission: (02) 6272 3609

Matters relating to the Workplace Relations Act 1996:
Department of Employment, Workplace Relations and Small Business:
(02) 6121 6000

Matters relating to Vocational Education and Training Policy:
Department of Education, Training and Youth Affairs:
Peter Cook (02) 6240 8469
email peter_cook@det.nsw.edu.au

New South Wales:

General assistance may be obtained from
Department of Education and Training
Telephone: (02) 9561 8171
<http://www.det.nsw.edu.au>

Matters relating to employment and selection arrangements:
Department of Education and Training
Telephone: (02) 9561 8171
<http://www.det.nsw.edu.au>

Matters relating to the Workplace Relations Act 1996:

Department of Education and Training
Telephone: (02) 9561 8171
<http://www.det.nsw.edu.au>

Matters relating to Vocational Education and Training Policy:
Department of Education and Training
Telephone: (02) 9561 8171
<http://www.det.nsw.edu.au>

Victoria:

Matters relating to employment and selection arrangements:
Enquires should be directed to the HR department of the respective agency in the first instance.
General assistance with employment and selection arrangements for trainees may be obtained from:
Manager, Youth Employment Initiative
Office of Employment
Phone (03) 9655 6117

Matters relating to the Workplace Relations Act 1996:
Enquires should be directed to the HR department of the respective agency in the first instance.
General assistance may be obtained from:
Director, Public Service Employee Relations Branch
Department of Treasury and Finance
Phone (03) 9651 5250

Matters relating to Vocational Education and Training Policy:
Manager
Apprenticeship Administration
Office of Training and Further Education
Phone (03) 9412 6610

Queensland:

General assistance may be obtained from the Department of Employment, Training and Industrial Relations website:

<http://www.detir.qld.gov.au/traineeships>

Matters relating to employment and selection arrangements:

Department of Employment, Training and Industrial Relations:

Hotline 1300 369 935

Matters relating to the Queensland Public Service Trainees Order under the Vocational Education, Training and Employment Act 1991:

Telephone: (07) 3225 2342

Matters relating to Vocational Education and Training Policy:

Office of the Public Service

Commissioner:

Telephone: (07) 3224

Western Australia:

General assistance for people seeking information about a traineeship placement under the West Australian Government Youth Traineeship Scheme:

Call the Youth Traineeships Project Officer, Strategic Employment Branch, on: (08) 9222 8817; or

E-mail: youth@mpc.wa.gov.au

Matters relating to employment and selection arrangements:

Project Officer, entry level employment: (08) 9222 8817.

Matters relating to the Workplace Relations Act:

Department of Productivity and Labour Relations: (08) 9222 7700

Matters relating to Vocational Education and Training Policy:

Department of Training & Employment: (08) 9235 6222

South Australia:

General assistance for people seeking information about a traineeship placement under the South Australian Government Youth Traineeship Scheme can call 1800-683-534.

Public Sector agencies wishing to access these traineeships can call:

Youth Training and Recruitment Unit of the Office of Employment and Youth, Department of Education, Training and Employment on (08) 8226 2825 or (08) 8226 2994

Matters relating to employment and selection arrangements:

Youth Training and Recruitment Unit of the Office of Employment and Youth, Department of Education, Training and Employment on (08) 8226 2825 or (08) 8226 2994

Matters relating to the Workplace

Relations Act 1996:

Department of the Premier and Cabinet
Office of the Commissioner for Public Employment

Matters relating to Vocational Education and Training Policy:

Apprenticeship Management Office on 1800-673-097

Office of Employment and Youth, Department of Education, Training and Employment on (08) 8226 2994

Further information relating to New Apprenticeships may be obtained from the Department of Education, Training and Employment website:

<http://www.learnsa.net>

Tasmania:

Matters relating to employment and selection arrangements:

Employment Policy Division, Department of Premier and Cabinet on (03) 6233 6459

Matters relating to the Workplace Relations Act 1996:

Employment Policy Division, Department of Premier and Cabinet on (03) 6233 6459

Matters relating to Vocational Education and Training Policy:
Tasmanian State Training Authority
(TASTA) Information Line –
1800 655 846.

Northern Territory:

General assistance may be obtained from

Northern Territory Employment and Training Authority NETA
on (08) 89994314 or website,
<http://www.nt.gov.au/nteta>

Matters relating to employment and selection arrangements:

For Trainees, contact New Apprenticeship Centre on
(08) 8981 18870
Department of Corporate and Information Services (08) 8999 5699 or
<http://www.nt.gov.au/dcis/>,
Office for the Commissioner for Public Employment (08) 8999 4179 or
<http://www.nt.gov.au/ocpe>
For Employers, contact Chamber of Commerce on
(08) 8981 5755

Matters relating to the Workplace Relations Act 1996:

Office for the Commissioner for Public Employment (08) 8999 4179 or
<http://www.nt.gov.au/ocpe>

Matters relating to Vocational Education and Training Policy:

NTETA on (08) 8999 4314 or
<http://www.nt.gov.au/nteta>

Australian Capital Territory:

General assistance may be obtained from

Chief Minister's Department
(02) 6207 8700
clayton.conquest@act.gov.au

Matters relating to employment and selection arrangements:

Chief Minister's Department
(02) 6207 8700
clayton.conquest@act.gov.au

Matters relating to the Workplace Relations Act 1996:

Department of Employment, Workplace Relations and Small Business:
Hotline 1300 363 264
Or (02) 6121 7995

Matters relating to Vocational Education and Training Policy:

ACT Office of Training and Adult Education
Colleen Daly (02) 6205 7047
Colleen.daly@dpc.act.gov.au

Key Documents

A full copy of the National Public Services Training Package is available from:

The PSETA Secretariat
GPO Box 1651
Adelaide SA 5001
(08) 8226 2808

PSETA website:

<http://www.pseta.com.au>

Commonwealth:

New Apprenticeships, Public Service and Merit Protection Commission, June 1998, available at

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