

National Code of Good Practice for Australian Apprenticeships and Traineeships

Important: The National Code of Good Practice for Australian Apprenticeships and Traineeships (the National Code) is a guide only. It is designed to help you understand the legally binding Training Contract and other official information provided by your Apprentice Connect Australia Provider when you start an apprenticeship or traineeship. The information in the National Code is general in nature and does not override the Training Contract or relevant legislation.

The National Code is a good-practice tool that aims to help employers, apprentices and trainees understand workplace expectations and the rights and responsibilities in their Training Contract. Apprentice Connect Australia Providers can help employers, apprentices and trainees understand their roles and responsibilities, and determine other supports required at any stage.

Employers, apprentices and trainees should keep a copy of the National Code for future reference. Further information including links to relevant state or territory information is available on the Australian Apprenticeships website: www.apprenticeships.gov.au.

It is important that employers, apprentices and trainees understand the Training Contract

- The Training Contract is a formal and legally binding agreement between the employer and apprentice or trainee (and their parent or guardian if they are under the age of 18). The Training Contract sets out:
 - the Vocational Education and Training (VET) Australian Qualifications Framework (AQF) qualification the apprentice or trainee is studying
 - how long the apprenticeship or traineeship may take (nominal duration).
- The Training Contract will also say whether the combination of work and training is full-time, part-time or school-based.
 - School-based apprenticeships and traineeships allow senior secondary school students to start while at school. Most school-based apprenticeships or traineeships are part time, and count towards a VET AQF qualification, and senior secondary school studies.
- Employers, apprentices and trainees should take steps to resolve issues as they arise during the Training Contract.
- A copy of the Training Contract must be provided to the employer and apprentice or trainee. Help to resolve issues, including terminating a contract, or to answer any questions, is available by contacting the Apprentice Connect Australia Provider or State or Territory Training Authority.

Employer roles and responsibilities

Meeting legal obligations

- Understanding and complying with all Australian Government and state and territory laws that apply to apprenticeships and traineeships.
- Meeting all work health and safety requirements.
- Providing an appropriate induction to the workplace that explains relevant workplace health and safety responsibilities, procedures and regulations.
- Paying the apprentice or trainee the correct wage, superannuation, leave and entitlements – and understanding these also apply while undertaking training (on and off-the-job).

Providing a safe and inclusive workplace

- Providing a workplace that is free from bullying, and verbal, physical, racial and sexual abuse, and gender-based violence, discrimination and harassment.
- Ensuring the apprentice or trainee understands their responsibilities and any processes in place to prevent and report workplace hazards and injury.
- Creating a safe and supportive workplace that considers the mental health and wellbeing of apprentices and trainees.
- Ensuring apprentices and trainees are aware of the mental health and wellbeing supports available, and they are supported to access assistance as needed.

Supporting structured training

- Working with the Apprentice Connect Australia Provider to ensure the Training Contract has been signed and lodged with the relevant State or Territory Training Authority.
- Understanding that the Training Plan is an agreement that specifies on-the-job and off-the-job training. This includes units of competency, how, when and where off-the-job training will be delivered and assessed.
- Collaborating with the apprentice or trainee, and their TAFE, or Registered Training Organisation (and senior secondary school, where relevant) to develop and maintain the Training Plan.
- Supporting the apprentice or trainee to complete their enrolment with a TAFE or Registered Training Organisation within the timeframe determined by the State or Territory Training Authority.
- Releasing the apprentice or trainee to undertake all off-the-job training, including when this is delivered online.
- Working with the TAFE or Registered Training Organisation and the apprentice or trainee to maintain a record of training and to monitor and support their progress.
- Ensuring the apprentice or trainee is undertaking work relevant to the qualification and that skills learnt in off-the-job training are practiced in the workplace.
- Providing opportunities for the apprentice or trainee to participate in learning activities offered in the workplace to support career development.
- Understanding that apprenticeships and traineeships are competency based and can be completed faster if the required skill level has been met, and if everyone involved agrees.
- Advising the relevant State or Territory Training Authority of any changes to the Training Contract, including when the apprentice or trainee has completed their Training Contract, or when the apprentice or trainee is at risk of non-completion, or a cancellation has occurred.

Providing supervision and support

- Ensuring the apprentice or trainee is supported to complete their qualification with supervision from experienced, suitably trained, qualified or licensed workplace manager or supervisor/s.
- Ensuring the apprentice or trainee has access to formal and informal coaching or mentoring to support personal and professional skills development and workplace engagement.
- Adhering to any State and Territory laws or standards in relation to supervision of apprentices or trainees.
- Understanding that if an apprentice or trainee is under the age of 18, they are a minor, and their parent or guardian has legal responsibility for any decisions.

Advising apprentices and trainees of their rights and responsibilities

- Providing a full induction for new apprentices or trainees to ensure that they are aware of their study commitments, workplace safety requirements, and their rights and responsibilities.
- Ensuring that apprentices and trainees understand how they can raise issues and problems at work, or with their TAFE, Registered Training Organisation, Apprentice Connect Australia Providers and State or Territory Training Authorities.
- Advising apprentices and trainees of their workplace entitlements, such as pay and conditions.

Apprentice and trainee roles and responsibilities

Maintaining an understanding of and commitment to workplace responsibilities

- Attending and performing work in a professional and respectful way that meets the employer's requirements, where reasonable and lawful.
- Taking care of workplace property and resources.
- Being aware of and respecting all workplace policies and procedures.
- Maintaining any relevant workplace registrations, licences and certificates.
- Taking care of personal health and safety and that of others who may be affected by the actions of the apprentice or trainee.
- Behaving in a way that is inclusive and respects the diversity of other apprentices, trainees and employees in the workplace.
- Understanding that some information gained through work may be confidential and can't be shared without employer approval.
- Being aware of entitlements such as pay and conditions that apply both in the workplace and while undertaking training (both on and off-the-job).
- Understanding that certain workplace or training activities may require the consent of a parent or guardian if the apprentice or trainee is less than 18 years of age.

Engaging in training responsibilities

- Understanding the Training Plan is an agreement that explains how, when and where workplace and off-the-job training will be delivered and assessed. For example, it sets out the units of competency and type of training delivery (workplace, online, classroom).
- Being aware the apprenticeship or traineeship is competency based and can be completed faster if the required skill level has been met, and if everyone involved agrees.
- Contributing to the development and maintenance of the Training Plan.
- Engaging in all required training activities in a professional and respectful way.
- Completing all required training and assessment activities as specified in the Training Plan.
- Taking advantage of learning opportunities by attending all training sessions or undertaking supervised activities to apply skills learnt off-the-job in the workplace.
- Maintaining a record of training in a format agreed by the TAFE or Registered Training Organisation and employer to help track progress towards competencies outlined in the Training Plan.

Further information and support for employers, apprentices and trainees

- **Apprentice Connect Australia Providers** provide free support and information to employers, apprentices and trainees throughout an apprenticeship or traineeship. They are experts and can provide tailored advice to help understand obligations, explain available support and incentives, offer career guidance, conflict resolution, help change qualifications or employers and give referrals to other specialist services. They also provide personalised in-training support including pastoral care, mentoring, and/or counselling. Visit www.apprenticeships.gov.au/about-apprenticeships/apprentice-connect-australia-provider
- Your **State or Territory Training Authority** is a government organisation responsible for overseeing apprenticeships and traineeships in their jurisdiction. They may provide additional training incentives and supports for employers, apprentices and trainees, TAFEs and Registered Training Organisations, administer the legal framework, manage registration and compliance, and may assist in resolving disputes. For binding decisions or legal matters, refer to your Training Contract and consult the relevant authority directly. Visit www.apprenticeships.gov.au/state-and-territory-training-authorities
- **TAFE and Registered Training Organisations** deliver training, conduct assessments and issue qualifications. They will work with employers, apprentices and trainees to develop and maintain a Training Plan. They can also provide additional learner and wellbeing supports, such as help with reading and writing. Visit www.apprenticeships.gov.au/who-to-contact/registered-training-organisations
- **Group Training Organisation (if applicable)** hires apprentices and trainees, places them with host employers and provides ongoing support. An apprentice or trainee may be placed with more than one host employer during an apprenticeship or traineeship. Visit www.apprenticeships.gov.au/who-to-contact/search-for-a-group-training-organisation
- **The Fair Work Ombudsman** can provide advice and information about pay, employment conditions and problems at work including unlawful workplace discrimination. Contact the Fair Work Ombudsman on 13 13 94 or visit www.fairwork.gov.au/find-help-for/apprentices-and-trainees
- **Safe Work Australia** has information on managing psychosocial hazards at work. Visit www.safeworkaustralia.gov.au/doc/model-code-practice-managing-psychosocial-hazards-work
- **Mental health and wellbeing support** may also be accessible through your workplace, TAFE or Registered Training Organisation, or Apprentice Connect Australia Provider.

If you need immediate support, you can contact:

- **Lifeline** available 24/7 for crisis support – call 13 11 14, [online chat](#) or text 0477 13 11 14
- **Kids helpline** for [teens \(13-17\)](#) and [young adults \(18-25\)](#) – call 1800 55 1800
- **Beyond Blue** – call 1300 224 636, [webchat](#), or search their [forums](#)
- **13YARN** – call 13 92 76 or www.13yarn.org.au, for crisis support for First Nations peoples
- **1800RESPECT** - call 1800 737 732, text 0458 737 732