



EMPLOYER REFERENCE GUIDE

WA




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**BUSINESS
AUSTRALIA**

CONTENTS

- 01** Welcome on board
 - 02** How we can help your business - pre sign-up
 - 03** How we can help your business - during sign-up
 - 04** How we can help your business - post sign-up
 - 05** Who's involved?
 - 06** The essentials
 - 07** Connecting to ADMS
 - 08** Let's connect
 - 09** Frequently Asked Questions
- 

WELCOME ON BOARD

Thank you for choosing Apprenticeship Support Australia (ASA). ASA is contracted by the Australian Government, to provide skills development advice and training solutions to businesses across Australia.

Backed by the Chamber movement, we are committed to skilling Australia for tomorrow and increasing the completion of Vocational Education and Training programs, focusing on apprenticeships and traineeships under the Australian Apprenticeship Support Network.

Our promise is to help you build and sustain effective and mutually rewarding working relationships with your workforce.

Our services are funded by the Australian Government and are provided at no cost to your business.

We look forward to providing you with ongoing support and assistance in the form of:

- ✓ Pre-commencement checks with your apprentice and trainee
- ✓ Ongoing support from the ASA team and your dedicated Industry Training Consultant
- ✓ FREE access to our unique Apprentice Onboarding Kit, providing you with a selection of the most sought-after employee induction documents
- ✓ Updates and reminders when claims fall due so you are paid your eligible incentives
- ✓ Access to coaching and advisory services
- ✓ Access to additional Chamber of Commerce and Industry support services

We are thrilled to have you on board. Thank you for choosing Apprenticeship Support Australia to be your Australian Apprenticeship Support Network provider. Should you require any further assistance please don't hesitate to contact the ASA team on 1300 363 831.

Lena Constantine

Manager

Apprenticeship Support Australia

HOW WE CAN HELP YOUR BUSINESS - PRE SIGN-UP

The steps that happen before the apprenticeship or traineeship commences are just as important as what happens when the training is in full swing. Here are the tools and processes we've put in place to help you and your new recruit to succeed in the long term:

1.



Finding staff – Open the door to new recruits through skillsroad.com.au

- ✓ Access to over 300,000 eager job seekers
- ✓ Automated job matching to get your vacancies in front of suitable candidates
- ✓ Put applicants through our Job Fit Test
- ✓ Personalised candidate reports for all roles listed on the Skillsroad Jobs Board
- ✓ Connections with local schools and training organisations to access talent

2.



Workplace assessment

- ✓ Access to our RecruitReady Diagnostic for you to assess whether your business is ready to hire
- ✓ Visit your workplace to conduct an assessment
- ✓ Identify business-wide training opportunities
- ✓ Recommend relevant qualifications for individual staff
- ✓ Explain Government incentives, funding and rebates
- ✓ Identify Registered Training Organisations to deliver qualifications

3.



Pre-commencement checks with your apprentice or trainee

- ✓ Provide information about the qualification they are planning to undertake
- ✓ Work-readiness assessment to ensure your apprentice or trainee is prepared for the challenge
- ✓ Educating your apprentice on their obligations, roles and responsibilities
- ✓ A 24-hour cooling-off period before they officially sign up

REMEMBER

All of our services are delivered at
no cost to you.

Questions, comments, feedback?
Don't hesitate to reach out to us.

1300 363 831
apprenticeshipsupport@cciwa.com
[apprenticeshipsupport.com.au](https://www.cciwa.com.au/apprenticeshipsupport.com.au)

HOW WE CAN HELP YOUR BUSINESS - DURING SIGN-UP

Once you have found the candidate for your role, it's time to make things official. And because paperwork can get a little overwhelming at times, we have your back throughout this very important step:



Important documents

- ✓ **National Training Contract (NTC)**
The NTC is a legally binding apprenticeship/traineeship agreement to provide employment and structured training for the duration of the contract. It's important that you read through the obligations stated in this contract with your apprentice/trainee.
- ✓ **National Code of Good Practice**
Whilst some things should go without saying, it is important that both the employer and the apprentice/trainee are familiar with the content of this document and in agreement on its guidelines. It clearly states the obligations and expectations of both parties and a copy should be retained by the employer and the apprentice/trainee so you can refer to it when necessary.



Other things you should know

- ✓ **Record keeping and privacy**
Apprenticeship Network Providers are obliged to adhere to a Code of Conduct, which means your personal information will not be disclosed to anyone other than relevant Government departments. Information is collected by Apprenticeship Support Australia for the purpose of administering financial incentives. Employers and their apprentices or trainees may request access to information that relates to them, by providing proof of identity.
- ✓ **Employer obligations**
Employers are required to provide appropriate support, training and supervision to their apprentice or trainee to help them gain the skills and knowledge needed to complete the requirements of their trade or vocation. Luckily, Apprenticeship Support Australia is available to help should you need assistance at any time.
- ✓ **Training arrangements**
All apprentices or trainees are required to attend and complete the off-the-job component of their training. Your selected training organisation will negotiate the training plan together with you and your apprentice/trainee.

Once all of the above is checked off the list, we e-lodge the National Training Contract with DTWD Apprenticeship Office who will notify you on approval.

Questions, comments, feedback?
Don't hesitate to reach out to us.

1300 363 831
apprenticeshipsupport@cciwa.com
apprenticeshipsupport.com.au

HOW WE CAN HELP YOUR BUSINESS - POST SIGN-UP



Important resources

- ✓ Access Apprenticeship Support Australia's Resource Hub to find a range of documents and videos aimed at supporting you and your apprentice/ trainee on your journey
- ✓ Further access to employer resources such as webinars and reports through our partner [Skillsroad.com.au](https://www.skillsroad.com.au)
- ✓ Opportunity to join free events and webinars to help you stay up to date with changes in regulations, new incentives or other topics as requested by you



Support and Advisory Service for you and your apprentice/trainee

- ✓ A customised contact schedule is put in place for the employer, based on your own personal preferences and/or based on your experience in employing apprentices or trainees
- ✓ Ongoing contact with the apprentices through innovative digital channels, providing relevant resources at the right time of their apprenticeship/traineeship journey
- ✓ Phone and face-to-face support from trained advisors for training and work-related issues



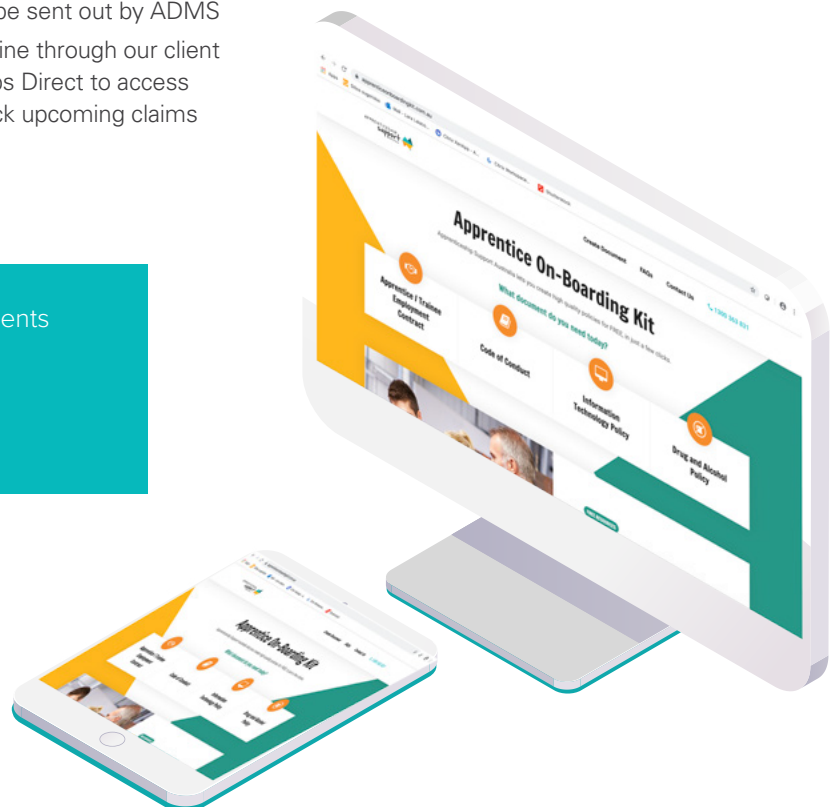
Incentive claims

- ✓ Our team will contact you when your incentive payments fall due and send you detailed instructions on how to lodge. BAC/CAC for wages paid after the 01/01/2022 will be managed through the ADMS system. A notification for these claims will be sent out by ADMS
- ✓ Manage your training operation online through our client management portal Apprenticeships Direct to access and review your claims history, track upcoming claims and view your active registrations

TOP TIP – Get personalised documents such as employment contracts and company policy templates at [apprenticeonboardingkit.com.au](https://www.apprenticeonboardingkit.com.au)

Questions, comments, feedback?
Don't hesitate to reach out to us.

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apprenticeshipsupport@cciwa.com
[apprenticeshipsupport.com.au](https://www.apprenticeshipsupport.com.au)



WHO'S INVOLVED?

Who signs you up?



Apprenticeship Support Australia (ASA)

ASA is your Apprenticeship Network Provider contracted by the Australian Government. We conduct the training contract sign up, administer standard incentives program, offer support services, and have regular contact with the apprentice/trainee and employer as nominated.



State Training Authority (STA)

The DTWD Apprenticeship Office is the regulator of apprenticeships and traineeships in Western Australia. They provide the final step and approve your training arrangement. They make things official!



Employer

The employer hires apprentices/trainees and provides appropriate support, training and supervision for all apprentices and trainees to gain the skills and knowledge to complete their qualification.



Group Training Organisation (GTO)

In some instances the apprentice/trainee is not employed directly by an employer, but through a GTO. The GTO employs them and places them with an employer.



The employer

That's your business!

Who trains the Australian Apprentice?



The employer – on-the-job training

Gaining hands-on experience is important for an apprentice. The employer provides appropriate support, training and supervision on the job so that the apprentice/trainee can gain the skills and knowledge to complete their qualification.



Registered Training Organisation (RTO) – off-site training

The RTO works with you to deliver a training plan, deliver training, assess achievement of skills and issue the qualification on successful completion.

THE ESSENTIALS

Claiming your incentives

As the employer you are responsible for lodging the completed forms with Apprenticeship Support Australia or through ADMS for BAC/CAC wages paid after 01/01/2022.

Follow these simple steps to get paid:

- 1.** All claim forms will be sent to you with detailed instructions.
- 2.** Most of the information will be pre-filled. Double-check the information and fill in the blank, highlighted questions.
- 3.** Both you and your apprentice or trainee will need to sign and date the declaration.

Remember: Claims for financial incentives must be received by us within 12 months of the eligible due dates.

For more information about claiming for Boosting Apprenticeship Commencements and Completing Apprenticeship Commencements - The Questions and Answers can be found at: dese.gov.au/boosting-apprenticeship-commencements

Award and wages

- ✓ Rates of pay are determined by the modern award or agreement under which the Australian Apprentice is employed. These will generally reflect the costs to the employer of providing training, and the value of work performed by the apprentice or trainee.
- ✓ An apprentice or trainee should be treated like any other employee in relation to superannuation, workers' compensation and other entitlements or requirements.

Complaints resolution procedure

- ✓ Your local Industry Training Consultant can provide you, your apprentice or trainee and any other parties with advice on our complaints resolution procedures, which give you an opportunity to raise issues or provide feedback on the services you or your apprentice/trainee have received.

Employment status and eligibility

- ✓ Employees must be employed on a full-time or a permanent part-time basis.
- ✓ Certain types of visa holders may be eligible to participate in the Australian Apprenticeships program.

Insurance

- ✓ If you own a business, you may be liable for damages or injuries to another person or property. Though public liability insurance is optional in most cases, it is strongly recommended for businesses in all industries as the risk of being sued for negligence is unpredictable and potentially very costly.

Training and associated costs

- ✓ Training fees and who pays depends on the RTO, availability of State funding, and the Industrial Arrangement under which the Australian apprentice is paid.

REMEMBER - If your details have changed in any way, let us know as soon as you can so we can ensure your claims can be completed as usual.

Questions, comments, feedback?
Don't hesitate to reach out to us.

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apprenticeshipsupport@cciwa.com
[apprenticeshipsupport.com.au](https://www.apprenticeshipsupport.com.au)

THE APPRENTICESHIPS DATA MANAGEMENT SYSTEM (ADMS)

The Apprenticeships Data Management System (ADMS) is the new digital platform the Australian Government has introduced to manage your BAC and CAC claims.

All claims relating to BAC and CAC for the period **1 January 2022 to 31 March 2022** and **subsequent quarterly periods** will be automatically generated by ADMS and then assessed and lodged by the employer in this new system.

Please note: All eligible BAC and CAC claims that relate to wages paid between **5 October 2020** and **31 December 2021** will continue to be processed and managed by the team at Apprenticeship Support Australia.

Employers are responsible for establishing their connection to ADMS to claim future BAC and CAC wage subsidies.



How to access ADMS for Employers Before accessing ADMS, employers will need to have a **myGovID account**. myGovID is your digital identity and makes it easier to prove who you are online. It's like a 100-point ID check but on your smart device.

How to setup myGovID?

Detailed instructions on how to create your myGovID account are available online at mygovid.gov.au. In short, the steps for creating your myGovID are:

- 1** Download the **myGovID app** on your smart device and follow the prompts
- 2** Enter your details – you need to enter your full name, date of birth and email address
- 3** Choose your **identity strength** – general access to ADMS requires at least a 'standard' identity strength. However, if you are the first user to be acting on behalf of your ABN, you will need 'strong' identity strength to proceed
- 4** Connect your **myGovID account** with your business in the Relationship Authorisation Manager (RAM) system. RAM allows you to link your digital identity to your business, to authorise others to act online on behalf of your business, or to accept or decline a request for you to act online for a business. For help with RAM, visit info.authorisationmanager.gov.au



After 11 April 2022, you will be able to register for your ADMS account.

Need additional support?

For help with creating your ADMS account, visit www.australianapprenticeships.gov.au/about-adms

For assistance with myGovID & RAM

Please call **1300 287 539**,
Option 2 for myGovID,
Option 3 for RAM.



LET'S CONNECT

Talk to us today

Call 1300 363 831

Speak to our team of experts and advisors.

Contact us online

Head to apprenticeshipsupport.com.au/contact-us to send us a message or send us an email to apprenticeshipsupport@cciwa.com



Join Skillsroad.com.au

Skillsroad is a unique career advice and job search platform that connects young job seekers and employers, as well as providing support to parents/guardians and teachers.

Skillsroad supports over 300,000 entry-level job seekers across the country, providing you the opportunity to reach eager young talent.

National

If you require information on:

01. The Trade Support Loan

Visit: australianapprenticeships.gov.au

02. Agreements, awards, dispute resolution, dismissals, legislations

Visit: fwc.gov.au or call Fair Work Commission on 1300 799 675

03. Pay, awards, employment, leave, termination, complaints, translation service

Visit: fairwork.gov.au or call 13 13 94

04. Recruitment service provider support

Visit: jobsearch.gov.au or call 13 17 15

05. Posting your available jobs for FREE

Visit: skillsroad.com.au

06. Payroll Tax

Visit: wa.gov.au/organisation/department-of-finance/payroll-tax

07. Your incentives

Visit: apprenticeshipsdirect.com.au

08. Lodging a training complaint

Visit dese.gov.au/national-training-complaints-hotline/national-training-and-complaints-hotline-complaints-form or call 133 873 (option 4)

09. ADMS Hotline

For issues or queries relating to the BAC/CAC claim forms for wages paid on or after 1 Jan 2022 call 1800 020 108. For questions relating to the eligibility contact ASA

WA

If you require information on:

01. WA Government subsidised training

A range of training options and courses are available and subsidised under Jobs and Skills WA.

Visit: jobsandskills.wa.gov.au/training#subsidised-training

02. 24/7 online access to your contract

The Western Australian Apprenticeship Management System (WAAMS) is an online client portal that allows you to manage your training contract details online.

Visit: waamsportal.dtwd.wa.gov.au/

03. Looking for advice on a State Award?

Wageline can give you information including rates of pay and conditions of employment.

Call: 1300 655 266

05. Workplace Health & Safety, licences and registrations

Visit: commerce.wa.gov.au/worksafe

FREQUENTLY ASKED QUESTIONS

Employing an apprentice or trainee is a step in the right direction for business growth and increased production. Below are answers to some questions you might be asking.

01. How do I arrange training for my apprentice/trainee?

Your ASA Industry Training Consultant will help you select a suitable RTO during the sign-up of your apprentice or trainee. The RTO will contact you and your apprentice/trainee to discuss the training and will complete a detailed training plan that needs to be signed by you, your apprentice or trainee and the RTO. You and your apprentice/trainee should have a copy of the full training plan.

02. What do I need to know about supervision for my apprentice or trainee?

Minimum supervision requirements in certain industries may be identified in the applicable industrial award and differs across trade and occupational areas or licencing arrangements.

Minimum requirements for Apprentice supervisor

Depending on the qualification, the workplace supervisor must be someone who is either trade qualified or trade experienced in the vocation being undertaken. For regulated trades the supervisor must also hold an applicable license.

Minimum requirements for Trainee supervisor

The workplace supervisor must be someone who is either experienced or qualified at the same or higher level in the vocation being undertaken.

03. What should I be paying my apprentice/trainee?

Your apprentice or trainee must be paid at least the wage rate set out in the award or industrial agreement you have specified in the Training Contract. You must provide them with a payslip. Apprentices and trainees are eligible to receive the standard entitlements, e.g. sick, annual, parental leave, overtime, etc. as set out in the award. Visit fairwork.gov.au for this information.

04. Can my apprentice/trainee complete early?

Yes, early completion may occur if the apprentice or trainee has been assessed as competent and issued with a qualification by their RTO. The application for early completion must be supported by both the employer and apprentice/trainee.

05. What do I need to do if I sell, close or change the name of my business?

Any of those instances may affect your training contract with your apprentice or trainee. You need to contact ASA for assistance.

06. Where can I get advice and support?

We have specialised support services for you and your apprentice or trainee to assist you towards a successful completion of the training arrangement.

TOP TIP – Your Industry Training Consultant and the ASA Contact Hub are your main points of contact to guide you and support you on the journey.

Call us on **1300 363 831**.

YOUR FINANCIAL INCENTIVES AND BENEFITS

For WA Employers

This list indicates the value of the incentives and benefits you may be eligible for as an employer of an apprentice or trainee. It is a guide only. Payment of incentives and benefits will be subject to employers and their apprentices or trainees satisfying the **eligibility criteria**. Details of each incentive and benefit should be discussed with your Industry Training Consultant.

Employer Incentives (paid to the employer)	Certificate II	Certificate III/IV	Diploma/Advanced Diploma	✓
National Skills Needs List occupations (NSNL)				
“New Worker” and “Existing Worker”				
Full-time, part-time Australian Apprentices and Australian School-based Apprentices				
Commencement Incentive	n/a	\$1,500	n/a	
Recommencement Incentive	n/a	\$750	n/a	
Completion Incentive	n/a	\$2,500	n/a	
Rural & Regional Skills Shortage Incentive				
	n/a	\$1,000	n/a	
Support for Adult Australian Apprentices – NSNL (aged 21 and over for commencements on or after 01/07/2019 and aged 25 years prior to 01/07/2019) Paid to the employer – must be paying the apprentice an actual wage equal to or over the National Minimum Wage (NMW). Penalty Rates, Overtime, Allowances, Superannuation, Leave Loading excluded. NMW at 01/07/2020 is \$753.80 per week or 19.84 per hour for P/T apprentices. NMW at 01/07/2021 for most awards is \$772.60 per week or \$20.33 per hour for P/T apprentices, with other increases to apply 1 September and 1 November respectively. The NMW 2020 is applicable until the 2021 rate commences. Refer to your Industry Association or Fairwork.gov.au for award advice.				
		CIII/IV \$4,000		
Additional Identified Skill Shortage Payment (from 1 July 2019)				
Targeted at top 10 occupations at CIII/IV qualification level experiencing national skill shortage			<ul style="list-style-type: none"> • \$2,000 - at 12 months • \$2,000 - at completion 	
Non-NSNL in priority occupations (Aged Care, Childcare, Disability Care Worker and Enrolled Nursing)				
“New Worker”				
Full-time Australian Apprentices and Australian School-based Apprentices:				
Commencement Incentive	n/a	\$1,500	\$1,500	
Recommencement Incentive	n/a	\$750	\$750	
Completion Incentive	n/a	\$2,500	\$2,500	
Part-time Australian Apprentices:				
Commencement Incentive	n/a	n/a	\$1,500	
Recommencement Incentive	n/a	n/a	\$750	
Completion Incentive	n/a	\$1,500	\$2,500	
“Existing Worker”				
Completion Incentive:				
Full-time Australian Apprentices	n/a	\$3,000	\$3,000	
Part-time Australian Apprentices	n/a	\$1,500	\$3,000	

State and Australian Government financial incentives and benefits as at October 2021. Industry Associations may have additional schemes and funding available. Check with your industry organisation directly. Waiting periods are in place before an employer can apply for an Australian Government Incentive for an Australian Apprentice. The National Training Contract must be formally approved and probationary period completed. The Australian Apprentice must still be employed by the same employer and commenced training in accordance with the approved Training Plan. Benefits and services are subject to change at any time without notice. Please check our website apprenticeshipsupport.com.au for full and current details. Existing Worker: For Federal Government incentives purposes the definition of an Existing Worker is a person who has an employment relationship with the employer for more than 3 months full-time, or 12 months permanent part-time/casual, or a combination equivalent to more than 3 months full-time. For access to State Funding, e.g. User Choice, Jobs & Skills WA, the State Training Authority may calculate the Existing Worker status differently. Please contact Apprenticeship Support Australia for further advice.

Employer Incentives (paid to the employer)	Certificate II	Certificate III/IV	Diploma/Advanced Diploma	✓
Nominated Equity Groups - "New Worker" full-time or part-time Identified as being School-based, Indigenous, Mature Aged, Rural and Regional, Disability, or Jobactive Stream 3 or 4 clients. Commencement Incentive	\$1,250	n/a	n/a	
Group Training Organisation Completion incentive	\$1,000	n/a	n/a	
Boosting Apprenticeship Commencements Supporting employers and GTOs to take on new apprentices and trainees to build a pipeline of skilled workers to support sustained economic recovery	Reimbursement of 50% of the apprentice or trainee's gross wage (maximum \$7,000 per quarter for a maximum of 12 months) for wages paid to eligible apprentices/trainees commencing or recommencing a training arrangement from 5 October 2020 to 30 June 2022. Not applicable to employers in receipt of any other form of Australian Government Wage Subsidy for the apprentice/trainee (e.g. Supporting Apprentices and Trainees; JobKeeper; JobMaker).			
Completing Apprenticeship Commencements (CAC) A stepdown measure to support employers of apprentices and trainees who continue toward completion of their qualification, after reaching 12-months of support through the Boosting Apprenticeship Commencements wage subsidy.	CAC (Period 1) Immediately following BAC Support. Reimbursement of 10% of gross wages paid (maximum \$1,500 per quarter for a maximum of 12 months). CAC (Period 2) Immediately following CAC Period 1 Support. Reimbursement of 5% of gross wages paid (maximum \$750 per quarter for a maximum of 12 months).			
Non-NSNL and Non-priority occupations "New Worker" Full-time Australian Apprentices and Australian School-based Apprentices:				
Commencement Incentive	n/a	\$1,500	n/a	
Recommencement Incentive	n/a	\$750	n/a	
Completion Incentive	n/a	\$2,500	n/a	
Part-time Australian Apprentices:				
Completion Incentive	n/a	\$1,500	n/a	
"Existing Worker"				
Full-time, part-time Australian Apprentices	n/a	n/a	n/a	
Australian School-based Apprenticeships Commencement and Retention Incentive (each)	\$750 - all levels			
Declared Drought Area Incentive Commencement Incentive and Completion Incentive (each)	\$1,500	n/a	n/a	
Mature Aged Workers (aged 45 and over) Commencement Incentive and Completion Incentive (each)	\$750 - all levels			
Assistance for Australian Apprentices with a Disability Disabled Apprentice Wage Support	\$104.30 per week - all levels (part-time paid at a proportion of the full-time rate)			
Off-the-job Tutorial, Mentor and Interpreter Assistance for Disabled Australian Apprentice Support	Paid to Registered Training Organisation \$38.50 per hour (up to \$5,500 per year) (part-time paid at a proportion of full-time rate)			
Payroll tax exemptions (Apprentices only)	Department of Finance – Wages paid by an employer to an apprentice are exempt from Payroll Tax. Visit: wa.gov.au/organisation/departments-of-finance/payroll-tax			
Construction Training Fund (CTF) grants (Building and Construction Industry only)	CTF grants are available to eligible employers that indenture apprentices/trainees in specific qualifications for the building and construction industry. Visit: ctf.wa.gov.au			
Australian Brick & Blocklaying Training Foundation (ABBTF) (Bricklaying apprentices only)	Become a Bricklayer Brickstart Subsidy – For details on the Become a Bricklayer Brickstart visit: becomeabricklayer.com.au			
Jobs and Skills WA Employer Incentive (New Workers only)	The Jobs and Skills WA Employer Incentive provides financial assistance to Western Australian businesses who employ an apprentice or new entrant trainee. Conditions apply. For more information visit: jobsandskills.wa.gov.au/employerincentive			

Existing Workers in WA: Employed more than 3 months full-time, or 12 months permanent part-time/casual, or a combination equivalent to more than 3 months full-time.

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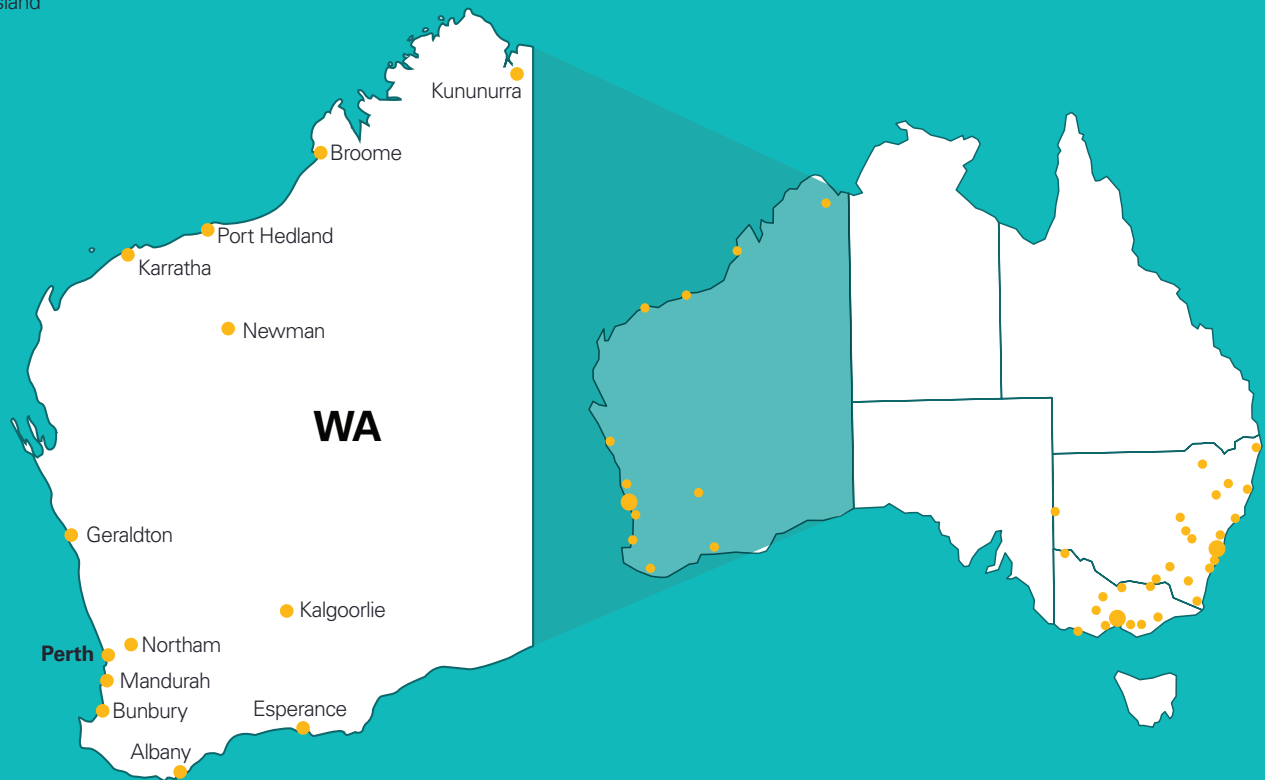


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1300 363 831

apprenticeshipsupport.com.au

● Christmas Island



A LOCAL TEAM IN YOUR LOCAL COMMUNITY

Apprenticeship Support Australia, powered by the Chamber of Commerce and Industry WA, is contracted by the Australian Government to provide skills development advice and solutions to businesses across Australia.

We are committed to building a better Australia by promoting the participation in, and increasing the completion of, Vocational Education and Training programs, including apprenticeships and traineeships under the Australian Apprenticeship Support Network.

Apprenticeship Support Australia

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