



# EMPLOYER REFERENCE GUIDE

**QLD**

from 1 July 2024



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Apprenticeship Support Australia

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# WELCOME TO APPRENTICESHIP SUPPORT AUSTRALIA

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

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 Services Framework.

Our promise is to help you build and sustain effective and mutually rewarding working relationships with your workforce. As you know, 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
- ✓ Access to coaching and advisory services
- ✓ Access to additional Chamber of Commerce and Industry support services

Once again, welcome to the Apprenticeship Support Australia community. We are thrilled to have you on board. Should you require any further assistance please don't hesitate to contact our client services team on 1300 363 831.



**Peter Gilchrist**



# 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](https://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 assess your workforce needs
- ✓ 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

### **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  
[info@apprenticeshipsupport.com.au](mailto:info@apprenticeshipsupport.com.au)  
[apprenticeshipsupport.com.au](https://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

### ✓ Training Contract (TC)

The TC 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

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 and trainees are required to complete a qualification as a component of their training. This may include 'off-the-job' training at a campus, or 'on-the-job' via on-line learning. Your selected training organisation will negotiate the training plan together with you and your apprentice/trainee.

Once the sign up process is completed, ASA will digitally lodge the Training Contract. State Training Authority QLD will notify you once the National Training Contract has been approved.

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

1300 363 831  
[info@apprenticeshipsupport.com.au](mailto:info@apprenticeshipsupport.com.au)  
[apprenticeshipsupport.com.au](http://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 digital career platform, [Skillsroad.com.au](https://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



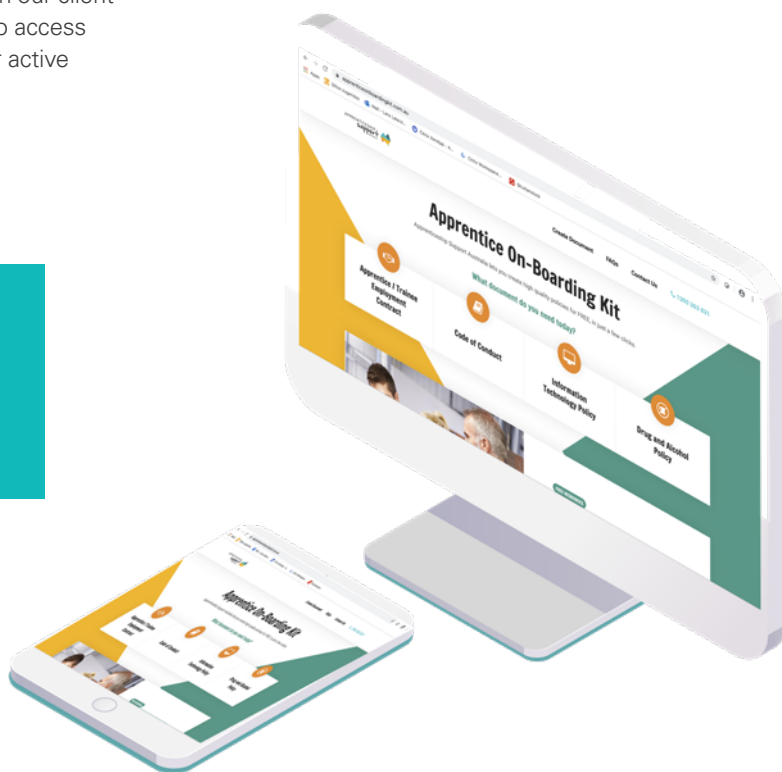
## Incentive claims

- ✓ A claim notification will be emailed to you when your claim falls due, this will have detailed instructions on how you action your claim form- this will be sent to you from the ADMS system
- ✓ Manage your training operation online through our client management portal **Apprenticeships Direct** to access and review your claims history, and view your active registrations

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

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

1300 363 831  
[info@apprenticeshipsupport.com.au](mailto:info@apprenticeshipsupport.com.au)  
[apprenticeshipsupport.com.au](https://apprenticeshipsupport.com.au)



# WHO'S INVOLVED?

## Who signs you up?



### Apprenticeship Support Australia (ASA)

ASA is your Provider contracted by the Australian Government. We conduct the training contract sign up, conduct eligibility for the incentive program, offer support services, and have regular contact with the apprentice/trainee and employer.



### State Training Authority (STA)

Department of Trade, Employment and Training is the regulator of apprenticeships and traineeships in Queensland. They provide the final step and approve your training arrangement. They make things official!

## Who employs the Australian Apprentice?



### 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.



### Apprenticeship Data Management System (ADMS)

ADMS is a modern and secure platform supporting the delivery of Australian Apprenticeship programs. The ADMS system is used by the employer to review and submit some claim applications. If eligible to claim - employers will receive an email notification to advise their application is ready to progress from ADMS.



## 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.



### Supervising Registered Training Organisation (SRTO) – off-site training

The SRTO 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.

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 questions.
- 3.** Wage evidence will need to be supplied to cover the effect date of the claim.

**Remember:** Claims for financial incentives must be claimed within 12 months of the eligible due dates.

## 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 STRO, 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.

1300 363 831  
[info@apprenticeshipsupport.com.au](mailto:info@apprenticeshipsupport.com.au)  
[apprenticeshipsupport.com.au](http://apprenticeshipsupport.com.au)



# APPRENTICESHIPS DATA MANAGEMENT SYSTEM (ADMS)

The Apprenticeships Data Management System (ADMS) is the digital platform the Australian Government has introduced to manage claim applications.

**Employers are responsible for establishing their connection to ADMS, to do this follow the 3 easy steps below.**



**How to access ADMS for employers** Before accessing ADMS, employers will need to have a **myID account**. myID 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.

## Step 1

### Creating a digital identity using myID

Detailed instructions on how to create your myID account are available online at [myid.gov.au](https://myid.gov.au). In short, the steps for creating your myID are:

- 1 **Download the myID 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



## Step 3

### Register for an ADMS account

Once you have linked your digital identity (myID) to a business in RAM, you will be able self-register for an ADMS account using the link on the Employer Sign In page. Visit [adms.australianapprenticeships.gov.au/adms/sign-in](https://adms.australianapprenticeships.gov.au/adms/sign-in)

- 1 Select New to ADMS
- 2 Select "Register for an account on the ADMS Portal"
- 3 Select myID as your digital identity
- 4 Enter your details
- 5 Enter the code that appears on your myID app
- 6 A new page should appear when your account has been registered
- 7 You can now navigate back to ADMS to log on with your myID

## Step 2

### Connect to Relationship Authorisation Manager (RAM)

RAM allows business owners to link their digital identity to their business and to authorise others to act on their behalf when using participating online government services. To link your myID with your business, or authorise others to act on your behalf, please visit [info.authorisationmanager.gov.au](https://info.authorisationmanager.gov.au)

### Need additional support?

For help with creating your ADMS account, visit [australianapprenticeships.gov.au/about-adms](https://australianapprenticeships.gov.au/about-adms)



## 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](https://apprenticeshipsupport.com.au/contact-us) to send us a message or send us an email to [info@apprenticeshipsupport.com.au](mailto:info@apprenticeshipsupport.com.au)



### 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

### 01. The Australian Apprenticeship Support Loans

Visit [australianapprenticeships.gov.au](https://australianapprenticeships.gov.au)

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

Visit [fwc.gov.au](https://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](https://fairwork.gov.au) or call 13 13 94

### 04. Recruitment service provider support

Visit [workforceaustralia.gov.au](https://workforceaustralia.gov.au) or call 13 17 15

### 05. Posting your available jobs for FREE

Visit [skillsroad.com.au](https://skillsroad.com.au)

### 06. Your incentives

Visit [apprenticeshipsdirect.com.au](https://apprenticeshipsdirect.com.au)

### 07. Lodging a training complaint

Visit [dewr.gov.au/national-training-complaints-hotline](https://dewr.gov.au/national-training-complaints-hotline) or call 133 873 (option 4)

## QLD

### 01. Payroll Tax

Exemptions may apply to wages paid to apprentices and new entrant trainees. Visit [business.qld.gov.au/running-business/employing/payroll-tax](https://business.qld.gov.au/running-business/employing/payroll-tax)

### 02. Work Cover Queensland

Information and advice on workplace health & safety and the WorkCover premium savings for employers hiring apprentices. Visit [worksafe.qld.gov.au/claims-and-insurance/workcover-insurance/who-should-i-cover](https://worksafe.qld.gov.au/claims-and-insurance/workcover-insurance/who-should-i-cover)

### 03. Workplace Health & Safety, license and registrations

Visit [worksafe.qld.gov.au](https://worksafe.qld.gov.au) or call 1300 362 128

### 04. QLD Government subsidised training and useful information

A range of information is available to employers and apprentices and trainees at [desbt.qld.gov.au/training/apprentices](https://desbt.qld.gov.au/training/apprentices)

# 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 STRO during the sign-up of your apprentice or trainee. A summary training plan is completed at the sign-up and will be forwarded to the STRO. The STRO 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 STRO. 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 set by Electrical Safety Office or by industry-specific regulations or Licensing 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 licence.

### 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](http://fairwork.gov.au) for this information.

## 04. Can my apprentice/trainee complete early?

Yes, through Competency Based Completion. If your apprentice or trainee has completed their formal training through their STRO, you can confirm that your apprentice or trainee has demonstrated all the required competencies and that both you and your apprentice or trainee agree to an early completion.

## 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**.

## For QLD employers

## Incentives and Benefits from 1/07/2024 for new and recommencing Australian Apprentices

\*Clean energy occupations are identified by the symbol ❖ and green highlighting at Australian Apprenticeships Priority List.

For Australian Apprentices commencing or recommencing prior to 01/07/2022, will be eligible for payments under the Australian Apprenticeships Incentive Program (AAIP).

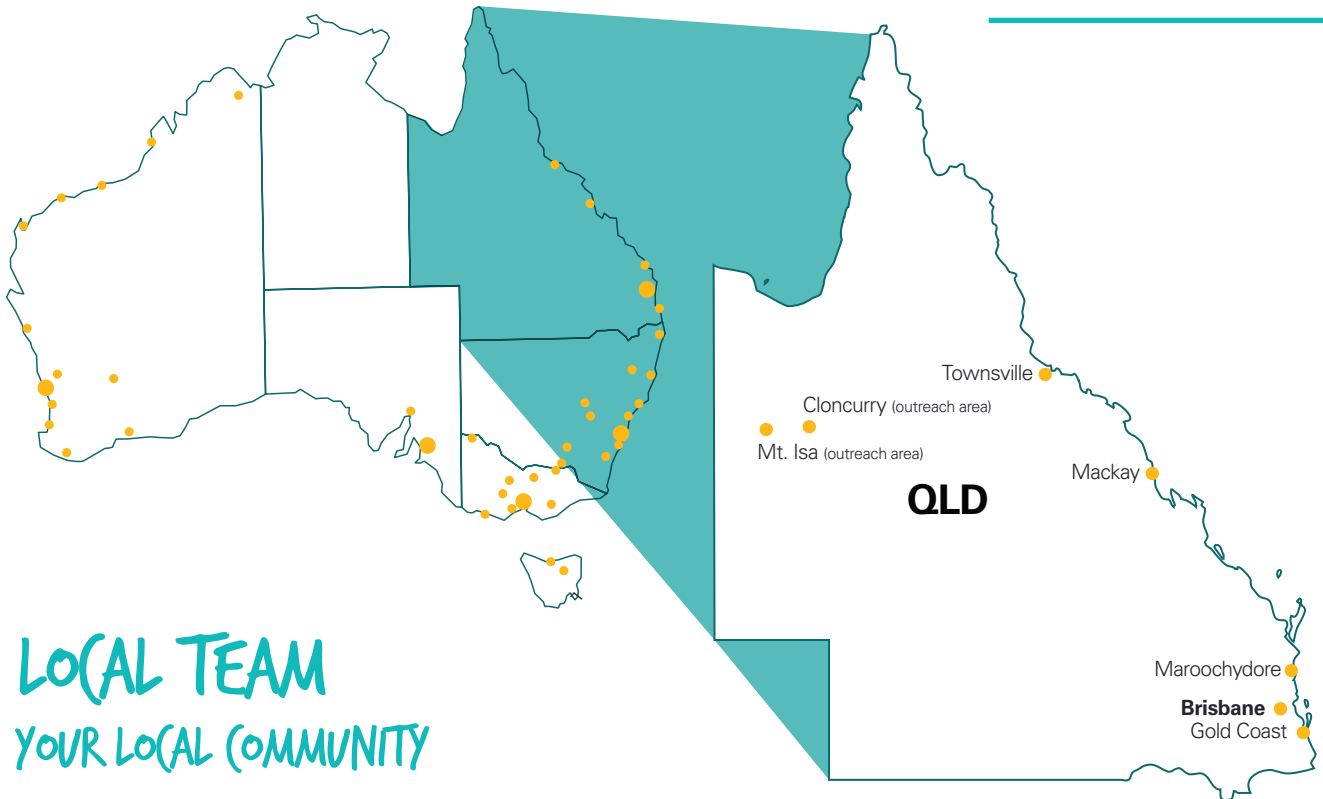
## Incentives and Benefits from 1/07/2024 for new and recommencing Australian Apprentices

<b>State Funding and Incentives</b> The Queensland Government has available a range of funding and incentives that may assist with the employment of apprentices and trainees, including:	Free training	Apprentices and trainees under the age of 25 commencing a priority apprenticeship or traineeship qualification from 1 January 2021 to 30 June 2025. For more Information visit: <a href="https://desbt.qld.gov.au/training/training-careers/incentives">desbt.qld.gov.au/training/training-careers/incentives</a>
	Skilling Queenslanders for Work Funds training and support for unemployed or underemployed people, with a focus on young people (including those in and transitioned from out-of-home care), Aboriginal and Torres Strait Islander people, people with disability, mature-age jobseekers, women re-entering the workforce, veterans and ex-service personnel, and people from culturally and linguistically diverse backgrounds.	For more information visit: <a href="https://desbt.qld.gov.au/training/training-careers/incentives/sqw">desbt.qld.gov.au/training/training-careers/incentives/sqw</a>
	User choice funding	The funding priorities under the User Choice 2021-25 program are: <b>Priority One (100 per cent subsidised)</b> Priority One qualifications are those which lead to occupations deemed to be critical priorities in Queensland <b>Priority Two (87.5 per cent subsidised)</b> Priority Two qualifications are those which lead to occupations not deemed critical in Queensland but considered as high priorities <b>Priority Three (75 per cent subsidised)</b> Priority Three qualifications are those which lead to occupations not deemed critical in Queensland but considered as medium priorities
<b>Payroll Tax exemptions</b>	Wages you pay to apprentices and New Entrant Trainees may be exempt from payroll tax.	Employers of apprentices and New Entrant Trainees. Visit: <a href="https://business.qld.gov.au/running-business/employing/payroll-tax/exemptions">business.qld.gov.au/running-business/employing/payroll-tax/exemptions</a> or call 13 74 68
<b>WorkCover Premium Savings</b>	Employers that employ apprentices can benefit from an 'apprentice discount' on their accident insurance policy premium. This works by removing the cost of apprentice wages from your wage declaration, resulting in a lower premium.	The discount covers all wages for all apprentices you employ and for work relating to the apprenticeship only. (trainees are not included). For more information call: 1300 362 128 or visit: <a href="https://worksafe.qld.gov.au/claims-and-insurance/workcover-insurance/who-should-i-cover">worksafe.qld.gov.au/claims-and-insurance/workcover-insurance/who-should-i-cover</a>
<b>Existing Workers in QLD:</b> 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.		

State and Australian Government financial incentives and benefits as at July 2024. 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](https://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, the State Training Authority may calculate the Existing Worker status differently. Please contact Apprenticeship Support Australia for further advice.

For Australian Apprentices commencing or recommencing prior to 01/07/2022, will be eligible for payments under the Australian Apprenticeships Incentive Program (AAIP).





## A LOCAL TEAM IN YOUR LOCAL COMMUNITY

Apprenticeship Support Australia, 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 within the Australian Apprenticeship Support Service Framework.

### Apprenticeship Support Australia

**t** 1300 363 831  
**e** [info@apprenticeshipsupport.com.au](mailto:info@apprenticeshipsupport.com.au)  
**w** [apprenticeshipsupport.com.au](http://apprenticeshipsupport.com.au)

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ABN 51 602 702 796