



EMPLOYER REFERENCE GUIDE

WA

from 1 July 2024



CONTENTS

01 Welcome to
Apprenticeship Support Australia

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 TO APPRENTICESHIP SUPPORT AUSTRALIA

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 Services Framework.

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
- ✓ 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 Apprentice Connect Australia Provider. Should you require any further assistance please don't hesitate to contact the ASA team on 1300 363 831.

Carly Waterfield

State 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 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
apprenticeshipsupport@cciwa.com
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. The DTWD Apprenticeship Office 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
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 digital career platform, [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



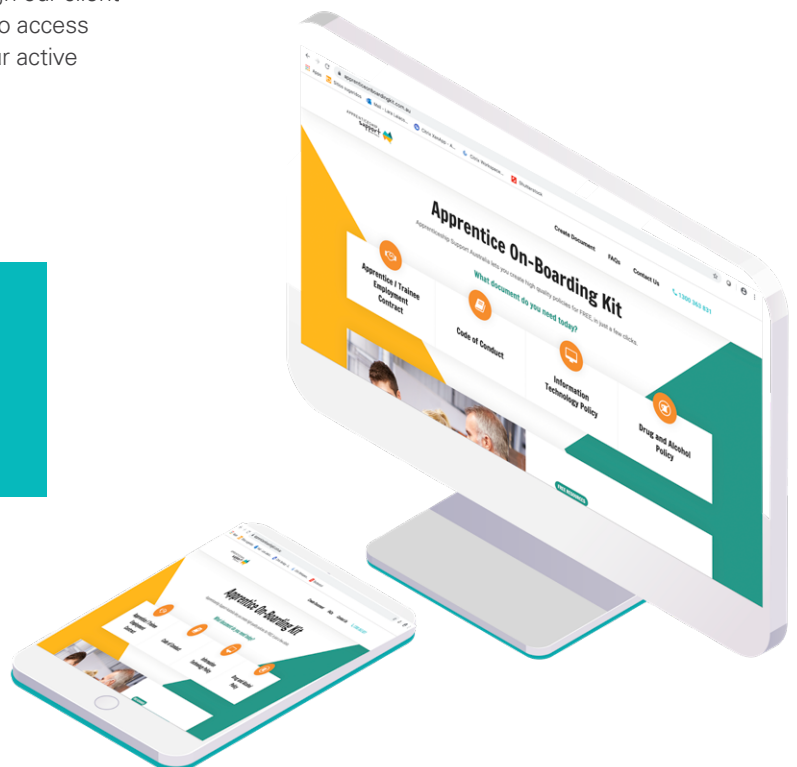
Incentive claims

- ✓ 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

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

1300 363 831
apprenticeshipsupport@cciwa.com
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)

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!

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.



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.

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.

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.

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.

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

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

1300 363 831

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. 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

- 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

Need additional support?

For help with creating your ADMS account, visit 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 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

01. The Australian Apprenticeship Support Loans

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: workforceaustralia.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/departments/department-of-finance/payroll-tax

07. Your incentives

Visit: apprenticeshipsdirect.com.au

08. Lodging a training complaint

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

WA

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.

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

Priority Hiring Incentive For employers of new or recommencing Australian Apprentices undertaking a Certificate III or higher qualification in a Priority Occupation on the Australian Apprenticeship Priority List. Please see details below relating to the Australian Apprenticeship Priority List.	Payment Rates	Fulltime	Part-time
	6 Months	\$2000	\$1000
	12 Months	\$3000	\$1500

Disability Australian Apprentice Wage Support (DAAWS) DAAWS is an incentive payable to an employer who employs an apprentice who satisfies the disability eligibility criteria. DAAWS is also available to employers who employ apprentices who become disabled during their apprenticeship. Tutorial, interpreter, and mentor services are available to eligible apprentices who require additional assistance with their off-the-job training.	Payment Rates	Fulltime	Overview
	\$104.30 per week for a full time Australian Apprentice, and on a pro-rata scale according to hours worked for a part-time Australian Apprentice.	Employer	Provides additional assistance to employers who employ an Australian Apprentice with disability in a Certificate II or higher-level qualification.
	\$38.50 per hour (up to a maximum of \$5,500 per year).	RTO	Assistance for tutorial, mentor and interpreter services is available to Registered Training Organisations to support Australian Apprentices with disability who are experiencing difficulty with the off-the-job component of their Australian Apprenticeship because of their disability.

GTO Reimbursement Program The Group Training Organisation Reimbursement Program offers a payment to eligible Group Training Organisations (GTOs) who place an Australian Apprentice training towards a qualification and occupation listed on the Australian Apprenticeships Priority List with a Small or Medium Enterprise (SME) that has not directly engaged or hosted an Australian Apprentice through a GTO within the last two years.	Overview GTOs may be eligible to receive a payment valued at \$100 per week, up to \$5,200 (GST inclusive) paid over 52 weeks, to reimburse some or all the costs of the usual GTO service fees usually charged to an SME in respect of the eligible Australian Apprenticeship Placement.
--	---

Australian Apprenticeship Priority List Resource https://www.dewr.gov.au/australian-apprenticeships/apprenticeship-support#toc-australian-apprenticeship-priority-list
--

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

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 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).

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

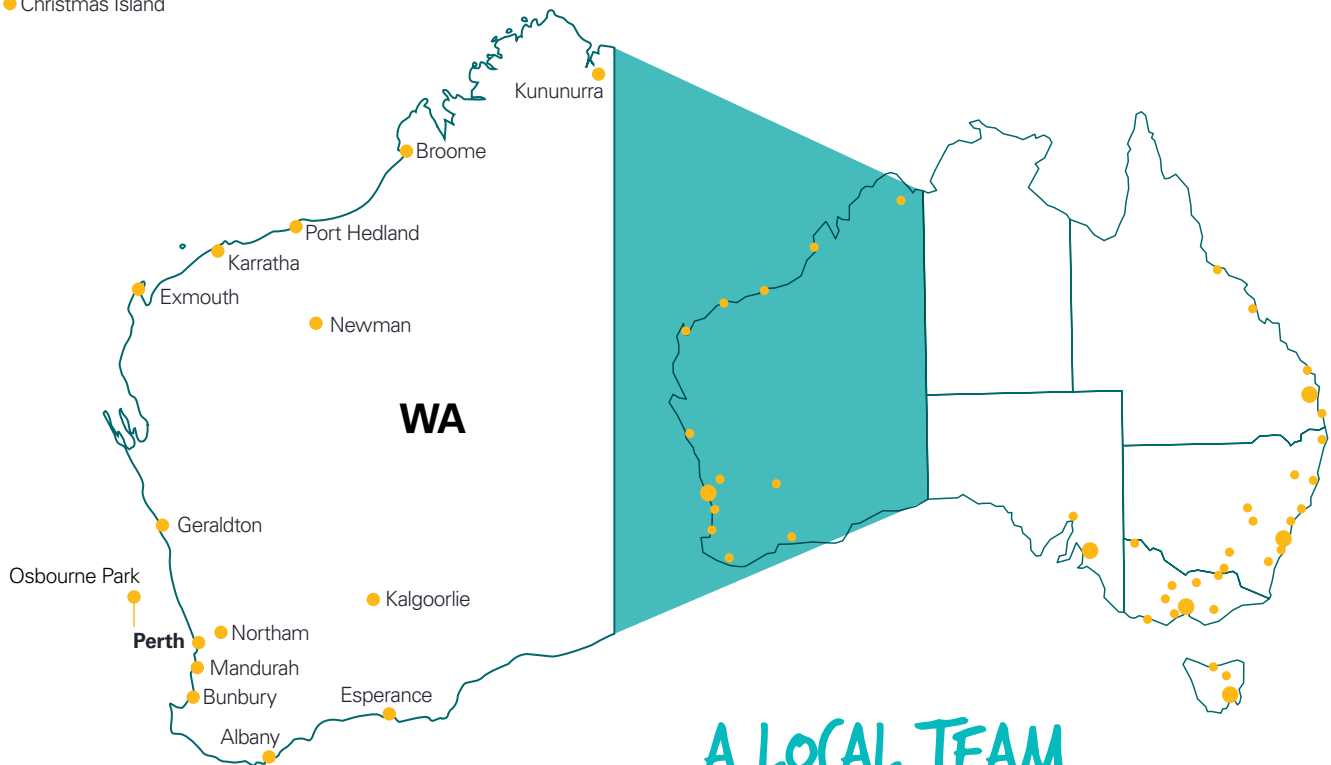
Payroll Tax exemptions	Department of Finance – Wages paid by an employer to an apprentice are exempt from payroll tax.	Employers of apprentices only. For more information visit: wa.gov.au/organisation/departments-of-finance/payroll-tax
Construction Training Fund (CTF) grants	CTF grants are available to eligible employers that indenture apprentices/trainees in specific qualifications for the building and construction industry.	Employers in the building and construction industry only that indenture apprentices/trainees in specific qualifications. For more information visit: ctf.wa.gov.au
Jobs and Skills WA Employer Incentive	The Jobs and Skills WA Employer Incentive provides financial assistance to Western Australian businesses who employ an apprentice or New Entrant Trainee. Conditions apply.	Employers of new workers only. For more information visit: jobsandskills.wa.gov.au/employerincentive
Australian Brick & Blocklaying Training Foundation (ABBTF)	Bricklayer Brickstart Subsidy.	Employers of bricklaying apprentices only. For more information visit: brickandblockcareers.org.au

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 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).



● Christmas Island



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

Garden Office Park
Building A, Level 1
355 Scarborough Beach Road
Osborne Park WA 6017

t 1300 363 831
e apprenticeshipsupport@cciwa.com
w apprenticeshipsupport.com.au

Chambers Apprenticeship Support Australia Limited.
ABN 51 602 702 796