

STUDENT HANDBOOK 2020

**APPRENTICE AND
TRAINEE SUPPLEMENT**

1300 308 233
tafeqld.edu.au

**MAKE
GREAT
HAPPEN**



WELCOME FROM THE CEO



It is my pleasure to welcome you to TAFE Queensland, the largest and most trusted training provider in the state.

As a member of the TAFE Queensland family, you now have access to opportunities and pathways that you may never have thought possible. No matter where you come from, or where you want to go, everyone here is committed to helping you achieve your goals.

Today is your first step on your pathway to greatness and we are excited to be with you, every step of the way.

You have made a great choice for your future, one that will have tangible, real-life outcomes. Almost 85 per cent of our students go on to work or further study, and 100 per cent of our diploma and higher-level courses provide a pathway to university.

Whether you are completing an entry-level certificate or a degree, no matter your career or life stage, you will learn all the hands-on skills you need to hit the ground running with us. You will also learn how to be agile in an ever-changing workplace. It is what makes our training so valued by employers.

If you are ever in need, we are here to help. We provide the specialised support, individual attention, industry contacts, and state-of-the-art facilities you need to succeed.

Welcome again. We cannot wait to see how you make great happen.

Mary Campbell
Chief Executive Officer
TAFE Queensland

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GET IN TOUCH

For more information you can also visit tafeqld.edu.au/current-students

If you're new to TAFE Queensland you probably have a few questions about how to get started. Our Student handbook and this Apprentice and trainee supplement provide the essential information you need to know.



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PLEASE NOTE

All references to the Department refer to the Queensland Government Department of Employment, Small Business and Training, unless otherwise specified.

PRINTING INFORMATION

The information contained in this guide is correct at time of printing, 01/02/2020. For the most up to date information please refer to our website at www.tafeqld.edu.au. In many areas of Australia it is considered offensive to publish photographs of Aboriginal and Torres Strait Islander people who are deceased. Readers are warned that this publication may inadvertently contain such photographs.



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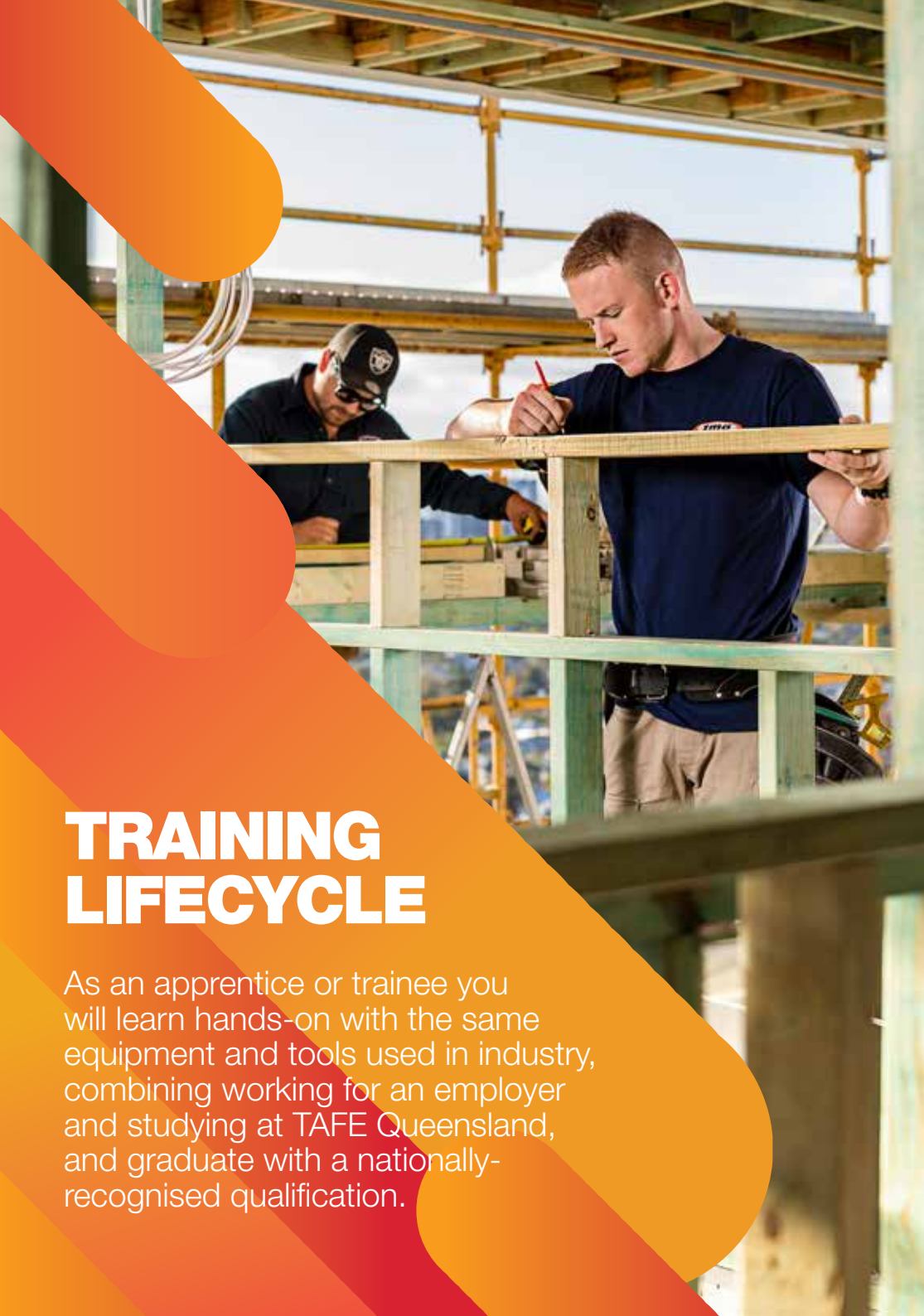
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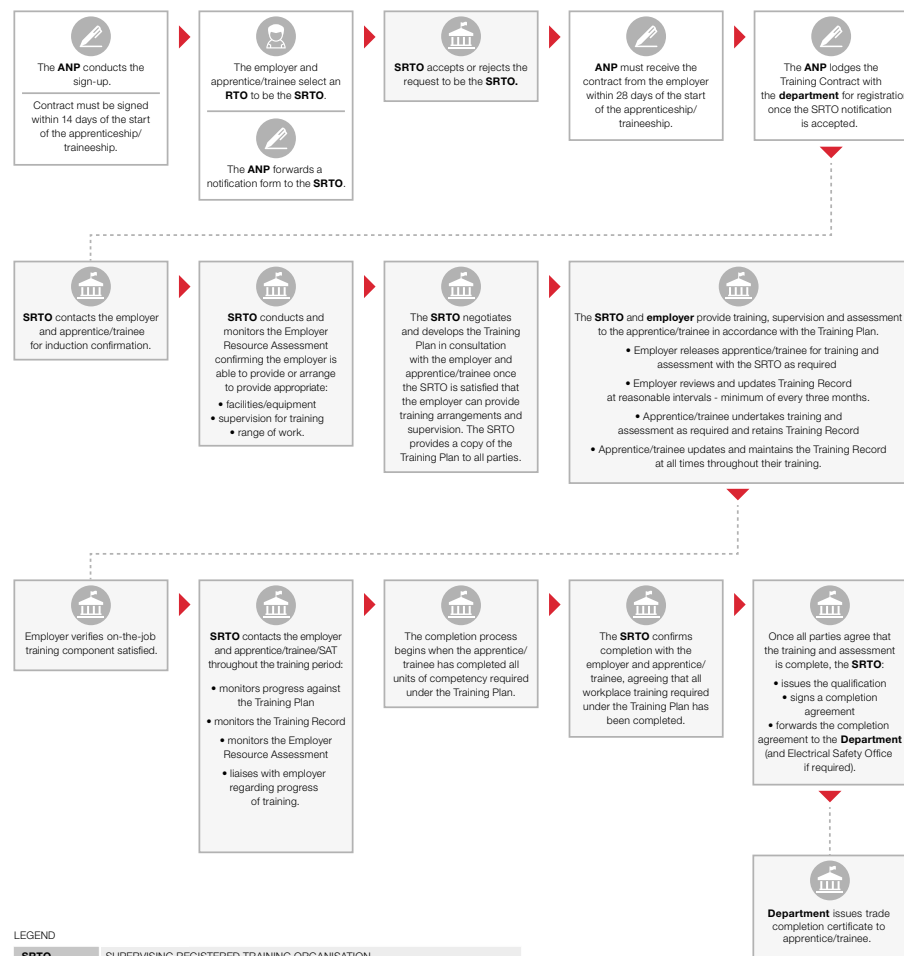
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TRAINING LIFECYCLE

As an apprentice or trainee you will learn hands-on with the same equipment and tools used in industry, combining working for an employer and studying at TAFE Queensland, and graduate with a nationally-recognised qualification.

THIS IS THE TYPICAL TRAINING LIFECYCLE YOU CAN EXPECT TO EXPERIENCE AS AN APPRENTICE OR TRAINEE.



LEGEND

SRTO	SUPERVISING REGISTERED TRAINING ORGANISATION
ANP	APPRENTICESHIP NETWORK PROVIDER
RTO	REGISTERED TRAINING ORGANISATION
Department	QUEENSLAND DEPARTMENT OF EMPLOYMENT, SMALL BUSINESS AND TRAINING



TRAINING OBLIGATIONS

WHAT TAFE QUEENSLAND WILL DO

As your Supervising Registered Training Organisation (SRTTO), we will:

- Work with you and your employer to create your training plan and provide copies to you and your employer
- Work with you and your employer to make sure you have access to all the training, supervision, services, facilities and equipment needed for you to successfully complete your apprenticeship or traineeship
- Make sure the training and assessment required under your training plan is delivered for the duration of your training contract
- Provide your initial training record for you to complete throughout your apprenticeship or traineeship
- Monitor your training and assessment throughout your training contract
- Report any issues or concerns if you or your employer are unable to fulfil their obligations under the training contract
- If required, develop a learning support plan to assist you through your training

WHAT YOU NEED TO DO

As an apprentice or trainee you have an obligation to:

- Help develop your training plan for your apprenticeship or traineeship
- Attend work, do the job and follow your employer's lawful instructions
- Complete all required training and assessment, and work towards achieving your qualification as detailed on your training plan
- Obey all workplace health and safety and code of conduct rules (including using appropriate personal protective equipment)
- Pay student contribution fees to TAFE Queensland (Please note: Your employer may pay these fees on your behalf)
- Keep your training record up to date and make sure you have it ready to show to your employer, TAFE Queensland or the Department when requested
- Talk to your employer or TAFE Queensland about an extension to your training contract if you don't think you will complete all required training and assessment in the time required
- Not end your apprenticeship or traineeship before completion unless you and your employer agree for this to happen and notify the Department

Continued...



If you are a school-based apprentice or trainee, you must also:

- Make sure your school agrees to your apprenticeship or traineeship and how your training and employment will impact your school timetable (including if you change schools)
- If you are suspended or expelled from school, or your school no longer supports your apprenticeship or traineeship, contact your ANP or the Department to discuss how you may continue your apprenticeship or traineeship
- Commit to doing a minimum of 375 hours (50 days) of paid work every 12 months of the training contract; or 600 hours (80 days) if your apprenticeship is in the Electrotechnology industry

WHAT YOUR EMPLOYER WILL DO

Your employer will:

- Work with TAFE Queensland to make sure you have access to the training, supervision, services, facilities and equipment needed for you to successfully complete your apprenticeship or traineeship
- Work with you and TAFE Queensland to develop your training plan
- Ensure you are available to attend training and are given time to complete activities and assessment for on-the-job and off-the-job training requirements so that you progress towards completing your apprenticeship or traineeship
- Review and update your training record on a regular basis (no less than every 3 months) to confirm you are completing workplace tasks satisfactorily
- Let the Department know if there are any changes to your employment as an apprentice or trainee, if you are not making reasonable progress in your training, or if your training contract is cancelled
- Let TAFE Queensland know if your training contract is cancelled or you have ceased employment
- Not end your employment unless you have completed your apprenticeship or traineeship or your training contract has been cancelled



ROLE OF YOUR APPRENTICESHIP NETWORK PROVIDER (ANP)

An ANP provides advice and support to you and your employer throughout your apprenticeship. This assistance includes:

- Advice and assistance to enter into the training contract
- Administrative support such as payment of incentives and training contract amendments
- Regular contact with you and your employer to ensure your apprenticeship or traineeship is progressing smoothly
- Targeted services for you or your employer if you need additional support to complete the apprenticeship or traineeship

ROLE OF THE DEPARTMENT

The Department oversees training contracts for Queensland apprentices and trainees and will:

- Register and monitor all apprenticeship and traineeship training contracts
- Work with you, your employer, TAFE Queensland, and your ANP to make sure everyone achieves the outcomes they are looking for from the apprenticeship or traineeship

If you would like any general advice or support from the Department regarding your apprenticeship or traineeship, you can call Apprenticeships Info on 1800 210 210 or email

apprenticeshipsinfo@qld.gov.au



TRAINING CONTRACT

Your training contract outlines yours and your employer's roles and responsibilities, and includes your agreed start date and the expected time it will take to complete your apprenticeship. Your training contract is agreed on and signed by you and your employer. If you're under 18, your parent or guardian will sign too.

TRAINING PLAN

Your training contract is agreed on and signed by you and your employer. If you're under 18, your parent or guardian will sign too.

The activities you undertake at work should align with your training plan. You and your employer will be able to track your progress as your results are recorded against the training you have completed with TAFE Queensland.

WHO SIGNS YOUR TRAINING PLAN?

You, your employer and TAFE Queensland all agree on and sign your training plan. It's important to stick to your agreed training plan to ensure you stay on track to complete your apprenticeship or traineeship.

CHANGES TO YOUR TRAINING PLAN

Your training plan can be changed if you, your employer, and TAFE Queensland agree on the changes, as long as the qualification you will complete stays the same. TAFE Queensland will try to make sure these changes are recorded and signed off by you and your employer within 14 days of agreeing to the change and will provide copies of the changed training plan to each party.

TRAINING PLANS FOR SCHOOL-BASED APPRENTICES AND TRAINEES

If you are a school-based apprentice or trainee, the training you do with your employer or TAFE Queensland as part of your apprenticeship or traineeship must have an impact on your school timetable. For example, this might mean you will be at work one school-day per week and miss out on classes that day.

Your school does not have to sign your training plan. However, your school does need to agree to you undertaking a school-based apprenticeship or traineeship and must help negotiate your school timetable to incorporate your apprenticeship or traineeship. These arrangements will be documented on a School Notification Form or an Education, Training and Employment Schedule (ETES). You, and your parent or guardian, your employer, your school, and TAFE Queensland all sign your ETES form which is then sent to your ANP.

If you want to know more about school-based apprenticeship or traineeships, visit desbt.qld.gov.au/training/apprentices/sats



PROBATION

Your apprenticeship or traineeship has a set probationary period that applies from the start date of your apprenticeship or traineeship. This probationary period allows you and your employer time to work together and decide if the apprenticeship or traineeship will continue.

If you are an apprentice, your probationary period is usually 90 days.

For a trainee or part-time apprentice, your probationary period is usually 30 days.

For more detailed information on probationary periods, you can visit desbt.qld.gov.au/training/apprentices and follow the link to Information sheets, forms and resources.

TRANSFER

During your apprenticeship or traineeship, you may transfer your training contract from one employer to another. This may only be temporary or may be permanent, and may occur for a variety of reasons including:

- A change in your or your employer's circumstances
- A lack of ongoing employment
- To improve training opportunities
- To make sure you can complete particular aspects of your training if your employer can't provide the range of work or facilities needed

To transfer your training contract you, your current employer, and your new employer need to apply to the Department. The Department will check with TAFE Queensland that they agree to continue training under the proposed changes and will decide whether to approve the transfer within 28 days.

If you are a school-based apprentice or trainee, the Department will also check that your school agrees to the transfer.

If only you and your new employer apply for a transfer, the Department will write to your current employer and give them 14 days to object to the application before making a decision.

If your training contract is transferred, TAFE Queensland will make sure a new training plan is signed with your new employer.



CHANGE OF SRTO

If both you and your employer agree, you may change your SRTO during your apprenticeship or traineeship. Your employer will notify your current SRTO who must then provide you with a Statement of Attainment showing the units of competency you have completed so far. If you change SRTO, you should make sure your training record is up to date before the change.

SUSPENSION

The Department allows you to suspend your obligations under your training contract for up to 12 months. A suspension allows you to continue your apprenticeship or traineeship after a short break without cancelling your training contract. There are many reasons this may be a good option, such as:

- Only seasonal employment available
- Choosing to take a 'gap year' or study time outside of your apprenticeship
- Long term illness
- Maternity or paternity arrangements

During a suspension period, you may not do any work or training under your training contract.

CANCELLATION

After your probationary period, your apprenticeship or traineeship may only be cancelled if you and your employer both agree or if the Department has approved this. If you and your employer can't agree whether to cancel your apprenticeship or traineeship, either of you can apply to the Department for a decision. Until that decision is made, your training contract remains current.



COMPLETION

Apprenticeships and traineeships in Queensland are competency based. This means that once you have completed all of the required units of competency on your training plan, regardless of time served, the completion process will begin. If you are a school-based apprentice or trainee, you must also have completed the minimum required amount of paid working hours.

Once you have completed these requirements, you and your employer must sign a completion agreement acknowledging that all requirements are satisfied and send this to TAFE Queensland. Once received, we will issue your qualification then forward the completion agreement to the Department and other relevant organisations, such as the Electrical Safety Office for electrical licence outcomes.

If the Department are satisfied with all of your completion information, they will issue your apprenticeship or traineeship completion certificate.

If there are any problems with your completion, the Department will send written notice to you, your employer, and TAFE Queensland to let us know.

If you are a school-based apprentice or trainee, there are special provisions for your completion that you can read about at desbt.qld.gov.au/training/apprentices/sats.

UNSIGNED COMPLETION AGREEMENT

If you or your employer can't be located, or for some other reason, haven't signed your completion agreement, TAFE Queensland can help. If we are reasonably satisfied that you've completed your qualification, we'll notify the Department who will investigate and decide how and when to complete your apprenticeship.





TRAINING RECORD

You will need to maintain a training record showing all of the training activities you have completed both on-the-job and off-the-job throughout your apprenticeship or traineeship.

Your training record contributes to showing your competence in each unit you need to complete. Your training record must be signed off by you, your employer, and by TAFE Queensland to indicate that you feel confident and have demonstrated each skill required for your apprenticeship or traineeship. Your training record should be reviewed and updated at least every three months.

We will provide you with a blank training record soon after your training plan has been agreed. You should make sure you have your training record with you at work and whenever you attend training with us. You should also keep your existing training record if you change employers.

Your training record must be completed for you to receive final results in each unit of competency. If your training record is not up-to-date, it may affect your progress through your apprenticeship or traineeship.

NOTIFIABLE EVENTS

Notifiable events are things that happen during your apprenticeship or traineeship that the Department needs to know about.

Events that the Department must be notified about within seven (7) days include:

- Temporary transfer of your contract
- Suspension of your contract
- If your training contract ends during your probationary period

The Department must also be told, within 14 days, about these types of events happening:

- Agreement to amend or cancel a contract
- Identification that you are unlikely to meet the contract training requirements
- Extension of your expected end date
- Your employer's business is sold or will close

For more information you can call Apprenticeships Info on 1800 210 210 or visit

desbt.qld.gov.au/training/apprentices



ENROLMENT, FEES AND CHARGES



The Queensland Government contributes towards the costs of your apprenticeship or traineeship. There will also be an enrolment fee, as set by the Department, which you will need to pay before you start classes or training. In some cases, your employer may pay this fee for you.

Without payment, your training may cease and you and your employer may need to renegotiate when your training will next occur. This may also affect your progression and salary level increases.

Currently, no enrolment fees apply for apprentices or trainees who are under 21 or who are school-based. From time-to-time, other government funding may also be available.

Please visit desbt.qld.gov.au/training/training-careers/incentives for more information about Queensland Government subsidised training and incentives.

Some traineeships, that are not fully-funded by the Queensland Government, will have a gap or fee-for-service fee which will be invoiced to your employer.

We will advise you of your enrolment fees each time you enrol in a unit/s of competency.

CONCESSION FEES

You may be eligible for a concession rate if you:

- are under 17 years of age at the end of February in the year you do your training, you are not at school and you have not completed Year 12, or
- identify as Aboriginal or Torres Strait Islander, or

- are registered as the card holder of a Centrelink issued Health Care Card, Pensioner Concession Card, or Department of Veterans Affairs Pensioner Concession Card or
- are listed as a dependant on one of the above cards

You must provide valid evidence for concession at the time of enrolment to be eligible for concession rates.

PAYING YOUR FEES

You should complete a Payment of Fees form at your TAFE Queensland induction to indicate how you will pay your fees. You can pay by credit card, cash or by direct debit payment plan (if you are eligible). Your employer or a third party may pay fees on your behalf by completing an Authority to Invoice form.



FINANCIAL HARDSHIP

If you are unable to pay your fees due to extreme financial hardship, you should make an appointment to talk with our Student Support Services team to discuss possible solutions. Make sure you do this before your fees are due to avoid any difficulties.

WITHDRAWAL AND REFUNDS

If you wish to withdraw from your course or a unit, please contact us as soon as possible. If you withdraw after your training commencement date, academic or financial penalties may apply. Withdrawing from units may affect your progress in your apprenticeship or traineeship.

We will provide a full or partial refund if:

- we cancel your course,
- you cancel your enrolment before your classes start, or
- you withdraw your enrolment after classes start

To read our refund policy, please visit tafeqld.edu.au/policies-and-procedures





STUDENT SUPPORT SERVICES

Sometimes you may need some extra support along your apprenticeship or traineeship journey. We're here to help with student support services available to all of our students.

LEARNING SUPPORT

We have specialised language, literacy and numeracy teachers on hand to help you with your training. You can access help with maths and English, preparing for assessments and other learning skills. This may be through in-class support, workshops and/or tutorials.

COUNSELLING

If you need someone to talk to about problems that may be affecting your training and progress, our experienced and friendly counsellors are here to help. You might need help with issues such as time or stress management, personal issues, or cross-cultural and special needs. Counselling is confidential and free of charge.

ACCESSABILITY SUPPORT

At TAFE Queensland we are committed to making everyone's experience enjoyable and worthwhile. If you have a disability (including dyslexia or other learning challenges) and need help, we can provide practical assistance, support, and advice.

Our AccessAbility Support team will work with you to develop an individual support plan. This may include:

- communicating with teachers on your behalf when required

- loaning you assistive technology
- providing mentors, sign language interpreters, readers, and scribes
- coordinating alternative assessment arrangements

As an apprentice or trainee, you may have access to both tutorial and mentoring support through the Disabled Australian Apprentice Wage Support (DAAWS) program. We will work with you, your employer and ANP to apply for and organise this support.

INDIGENOUS STUDENT SUPPORT

If you are an Aboriginal or Torres Strait Islander student, we have support officers who can provide culturally appropriate information and assistance.

For more information and to access any of our support services, please visit <https://tafeqld.edu.au/current-students/student-support-services/index.html?>



You are entitled to be paid wages and other entitlements by your employer as specified in the instrument (award, certified agreement or order) relevant to your industry.

Except if you are a school-based apprentice or trainee, you should be paid for the time you spend completing your off-the-job training with us. This is irrespective of how we deliver your training.

If you are a school-based apprentice or trainee, you have your own specific wage arrangements, depending on the relevant award or agreement.

You can get more information on wages and entitlements by visiting <https://www.fairwork.gov.au/> or by contacting the Fair Work Ombudsman on 13 13 94.

TRAVEL AND ACCOMMODATION

If you have to travel at least 100km return to attend the closest training organisation that delivers your training program, you may be eligible for a travel and accommodation subsidy. This subsidy is available through the Department and is paid on completion of your training.

We will verify your actual attendance dates on your form before you submit it. We can also verify your attendance online to allow faster payment of your subsidy.

To apply and for more information visit desbt.qld.gov.au/training/apprentices/incentives or call the Apprenticeships Information Hotline on 1800 210 210.

WAGES, ENTITLEMENTS AND SUBSIDIES

ASSESSMENT AND RESULTS

To receive your results and your qualification you must provide us with your Unique Student Identifier (USI). If you haven't already, please make sure you let us know your USI as soon as possible.

RESULTS

Your employer will need to sign off your training record or a verification report before we can finalise your result for each unit you complete.

You can get more information about results on our website at tafeqld.edu.au/results

SUPPLEMENTARY ASSESSMENT

If you are deemed not competent for an assessment item during your training, you are entitled to one further attempt at the assessment. This is called a supplementary assessment. There is tutorial support available for you before your undertake your supplementary assessment.

If you are still deemed not competent on your supplementary assessment, we will contact your employer and start the failure to make reasonable progress process.

If you fail to achieve competence in a unit, you must re-enrol and pay any associated fees again.

FAILURE TO MAKE REASONABLE PROGRESS

If at any time during your training we have concerns that you are not progressing as planned under your training plan, we will discuss our concerns with you and your employer to find a solution. If a solution is not reached, we may seek advice or further action through the Department under a failure to make reasonable progress process. Some of the reasons this process may be initiated include:

- You are withdrawn from training or are not being released from work to complete your off-the-job training as planned
- Your employer is unable to provide workplace training as planned
- You are deemed not competent in a unit of competency on your training plan
- You have excessive absences from work or training
- You do not complete assessment as required
- Your training record is not kept up-to-date



ACADEMIC APPEALS

If you are not satisfied with any academic decision or procedures, you should talk to your teacher in the first instance. If you are not satisfied with your teacher's decision, you may submit an application

to have this reviewed. For more information about our academic appeals process please visit our website at tafeqld.edu.au/student-rules.

FURTHER INFORMATION

For more information about

- ID cards,
- digital access and Connect,
- student services, rules and responsibilities,
- privacy and feedback,
- safety and security,
- student support,
- library services,
- your campus,
- student life,
- and more

Please refer to the TAFE Queensland student handbook.

The TAFE Queensland website is also a great resource for students. It covers key student information such as technical support and apprentice award ceremonies. Visit tafeqld.edu.au/current-students for more information.

CONTACT US

Phone: **1300 308 233**

Online: tafeqld.edu.au/enquire-now

Email: apprenticeships@tafe.qld.edu.au

In person: **visit a campus customer service centre during opening hours**

STAY CONNECTED



facebook.com/TAFEQueensland + your campus page



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youtube.com/TAFEQueensland



[tafequeensland](https://www.snapchat.com/add/tafequeensland)



[@TAFEQld](https://twitter.com/TAFEQld)

The background is a complex, abstract composition of overlapping geometric shapes. It features a color palette of deep blues, purples, and yellows. The shapes include circles, rectangles, and elongated rounded forms, some of which are semi-transparent, creating a layered effect. The overall composition is dynamic and modern.

#tafequeensland