

2019 Guidelines about Apprenticeship/Traineeship Training Delivery

Skills First Program

Department of Education and Training

PURPOSE

Training Providers that are contracted with the Victorian Government to deliver training subsidised through the *Skills First* Program are bound by the requirements of the VET Funding Contract. The 2019 Guidelines about Apprenticeship/Traineeship Training Delivery (the Guidelines) must be read in conjunction with the VET Funding Contract.

The purpose of these guidelines is to detail additional requirements for Training Providers delivering training to Apprentices/Trainees, specifically with regard to:

- General administrative requirements
- Delivery requirements
- Competency based completion requirements
- Workplace based training minimum compliance standards
- Part-time apprenticeships and traineeships
- Head Start apprenticeships and traineeships
- School based apprenticeships and traineeships
- Displaced (unemployed) apprentices and trainees.

Meaningful and on-going consultation with the employer and the Apprentice/Trainee is essential in the development and delivery of training in accordance with a Training Plan. Training Providers are reminded of the specific Training Plan Requirements for Apprentices/Trainees in Schedule 1 of the VET Funding Contract, including that Training Plans must align to the nominal duration of the Apprenticeship/Traineeship unless otherwise requested by the employer and Apprentice/Trainee.

Definitions for terms used in these guidelines can be found in **Clause 1.1** of the VET Funding Contract. This includes terms such as:

- Approved Training Scheme
- Structured Training: Off-the-job
- Structured Training: Workplace-based
- SVTS
- Training Contract
- Training Plan

Further information on apprenticeships and traineeships and other relevant terms are available online and website links are provided throughout this document.

SECTION 1

1. General Administrative Requirements

- 1.1. The Training Provider must immediately notify the relevant Australian Apprenticeship Support Network (AASN) provider if the qualification on DELTA ¹ is not appropriate or relevant to the Apprentice/Trainee's work duties, and request that the employer and Apprentice/Trainee vary the Training Contract. Information on AASN services, including providers, can be found on the Australian Apprenticeships website: <https://www.australianapprenticeships.gov.au/australian-apprenticeship-support-network>

¹ DELTA is the database used by the VRQA as a register of Apprentices and Trainees in Victoria. It is due to be replaced by a new system, EPSILON, in 2019

- 1.2. The Training Provider must notify the relevant organisation as listed below within two (2) weeks in the following instances:

Instance:	Action:
a) an Apprentice/Trainee's non-enrolment	Notify the AASN provider (if not accepting enrolment, set the DELTA record to "POL unknown")
b) a situation, including absences, which has the potential to affect completion of the Training Contract (after making an effort to resolve the matter via contact with the employer and Apprentice/Trainee)	Notify the Victorian Registration and Qualifications Authority (VRQA). More information on the VRQA's role as regulator of Victorian apprenticeships and traineeships can be found on its website: https://www.vrqa.vic.gov.au/apprenticeships/Pages/Apprenticeshipsandtraineeships.aspx
c) withdrawal/non-start of enrolled Apprentice/Trainee	Notify the AASN provider
d) the requirements being met for issuing of a qualification to any Trainee or Apprentice	Notify the VRQA (update the DELTA database by marking "Successful completion/POL complete", change the status to "Complete" and enter the actual completion date)
e) an Apprentice/Trainee's change of address	Notify the VRQA by updating DELTA.
f) an Apprentice/Trainee's change of employer	Notify the AASN

- 1.3. The Training Provider must sign claim forms for Commonwealth Department of Education and Training employer incentives for Apprentices/Trainees when training delivery commences and as appropriate for progression and completion claims.
- 1.4. The Training Provider must notify the VRQA by email within 24 hours of being notified of the death of an Apprentice/Trainee.

SECTION 2

2. Delivery Requirements

- 2.1. The Training Provider must not commence Structured Training before:
- the commencement date of the Training Contract;
 - creation of the DELTA record; and
 - the trainer has contacted the employer/workplace supervisor of the Apprentice/Trainee to:
 - outline the supervisor's responsibilities;
 - explain competency based progression and completion requirements;
 - outline the purpose of further contacts; and
 - develop the Training Plan (in conjunction with the Apprentice/Trainee).
- 2.2. The Training Provider must:
- provide training in the Approved Training Scheme nominated on the Training Contract. Approved Training Schemes are determined by the VRQA and published in the Victorian Government Gazette and on the VRQA website at:
<http://www.vrqa.vic.gov.au/apptrain/Pages/ATAEschemes.aspx>
 - in the initial Training Plan, provide for training at regular intervals (either day or block release) across the period specified as the nominal duration of the apprenticeship/traineeship in the Approved Training Scheme, unless otherwise requested by the employer and Apprentice/Trainee (consistent with Clause 7.11 of Schedule 1 of the VET Funding Contract). The Training Provider should retain a signed copy of this request for audit purposes. The period may be reduced in subsequent versions of the training plan, through agreement by the

employer and Apprentice/Trainee, where the Apprentice/Trainee has been able to successfully complete the competencies ahead of schedule.

- c) make all reasonable provisions for the Apprentice/Trainee to achieve all competencies required for the Structured Training identified in the Approved Training Scheme within the nominal duration of the Training Contract;
- d) advise the Apprentice/Trainee and their employer, that an application for an extension to the term of the Training Contract must be made if they are unable to complete the Structured Training prior to the nominal completion date of the Training Contract (this application should be lodged by the employer via the relevant AASN); and
- e) for Apprentices, make a minimum of four contacts per year with the employer in person, in writing or electronically, to discuss the Apprentice's progress against the Training Plan. As part of this, the Training Provider must seek employer confirmation in writing (including e-mail) of the Apprentice's competence in the workplace, for those competencies for which the Training Provider has otherwise assessed the Apprentice as competent, to ensure the consistent application of knowledge and skill to the standard of performance required in the workplace.

Note: Timelines for employer confirmation should be agreed with the employer. Confirmation of competence may be sought for a cluster of competencies rather than each individual competency. The confirmation process should be discussed and documented in the Training Plan prior to the start of the apprenticeship training. If the employer is a Group Training Organisation (GTO), sign-off must be from the GTO, not the host employer.

- 2.3. Not all employers perform the full scope of work of an apprenticeship qualification. Where a core unit of competency is not performed in the workplace, the Training Provider is not required to seek employer sign-off on that competency (noting this must be identified upfront in the training plan). Where the unit is an elective unit, the Training Provider should utilise the flexibility within the Training Package to identify units of competency that are relevant to the workplace. If the employer requests a unit of competency that is not related to work they perform, the Training Provider is not required to seek employer sign-off (again this must be identified upfront in the training plan).
- 2.4. The Training Provider may deliver off-the-job Structured Training at its own training facility and/or workplace-based Structured Training in the Apprentice/Trainee's workplace. In both cases, the training is delivered by the Training Provider and the Apprentice/Trainee must be withdrawn from regular work duties in order to participate in the training.
- 2.6. Training Providers must keep employers and their Apprentice/Trainee informed of their progress toward completing their qualification, and they must ensure that employers and their Apprentice/Trainee always have access to an up-to-date Training Plan.
- 2.7. Some industrial arrangements increase an apprentice's wages based on the apprentice's progress through their apprenticeship (typically at 25, 50 and 75 percent through the apprenticeship). Most Modern Awards with these provisions require the employer to notify the Training Provider within 21 days if they disagree with the assessment. These industrial arrangements relate to the employment relationship and do not remove the Department's requirement for Training Providers to continue to seek employer confirmation of competency.
- 2.8. When reporting on competency based training activity on SVTS, Training Providers must ensure they do so in accordance with the requirements detailed on the Department's Competency Based Training and Completion webpage:
<https://www.education.vic.gov.au/training/employers/apprentices/Pages/howtotrain.aspx#link63>

SECTION 3

3. Competency Based Completion Requirements

- 3.1. For all Apprentices and Trainees, the Training Provider may only issue the qualification when:
 - a) all competencies of the Structured Training have been achieved;
 - b) the employer has returned written confirmation of the Apprentice/Trainee's competence in the workplace (if the employer is a GTO, final confirmation must be from the GTO, not the host employer). The Training Provider must retain the written confirmation of the Apprentice/Trainee's competence from the employer for audit purposes; and

- c) the Training Provider has given clear advice to the employer and Apprentice/Trainee that final confirmation completes the Training Contract.
- 3.2. The Training Provider must ensure that qualifications issued following the completion of an Approved Training Scheme contain on the certificate below the qualification title, the words "achieved through Australian Apprenticeship arrangements". (Refer to 7.3 for exception.)

SECTION 4

4. Workplace Based Training Minimum Compliance Standards

- 4.1. In addition to the requirements in section 2, the Training Provider is required to:
- a) conduct a workplace induction with the Apprentice/Trainee and supervisor and sign off the Training Plan with the supervisor/employer;
 - b) depending on the proportion of training and assessment in the workplace, conduct a minimum number of additional visits as follows:
 - i. one visit for 25 per cent or less of the nominal hours of the qualification;
 - ii. two visits for 26 - 50 per cent of the nominal hours of the qualification;
 - iii. three visits for 51 - 75 per cent of the nominal hours of the qualification; and
 - iv. four visits for more than 75 per cent of the nominal hours of the qualification;
 - c) obtain verification of the face-to-face visits by acquiring the dated signature of the employer/workplace supervisor and Apprentice/Trainee;
 - d) during the course of the visit:
 - i. meet with the Apprentice/Trainee to discuss progress in relation to the Training Plan;
 - ii. deliver training and/or assessment in accordance with the Training Plan; and
 - iii. document the training and/or assessment provided in reference to the competencies;
 - e) ensure withdrawal time from routine work duties for structured training activities, as follows:
 - i. at Certificate III and above, a minimum of three hours per week, averaged over a four week cycle (pro rata for part-time Trainees and only for the duration of competencies delivered and assessed in the workplace if the training program combines off-the-job Structured Training and Workplace-based Structured Training);
 - ii. at Certificates I and II a minimum of one and half hours per week, averaged over an eight week cycle (pro rata for part-time Trainees and only for the duration of competencies delivered and assessed in the workplace if the training program combines off-the-job Structured Training and Workplace-based Structured Training); and
 - iii. a maximum of 40 hours of the annual withdrawal time may be delivered as block training within the first three months of training for all qualifications. This training should focus on compliance and regulatory units and generic skills.
 - f) where an employer/supervisor is not allowing the Apprentice/Trainee to be withdrawn from routine work duties for the applicable minimum specified time, report the non-compliance to the VRQA within 14 days (if consultation with the employer/supervisor does not resolve the issue).
 - g) make monthly contact by either e-mail or phone with both the Apprentice/Trainee and the workplace supervisor to:
 - i. monitor and document the progress of training against the Training Plan;
 - ii. monitor and document the training/learning activities undertaken during the withdrawal time for the previous month; and
 - iii. document the dates and time periods logged as withdrawal time in the previous month.

SECTION 5

5. Part-time Apprenticeships/Traineeships

- 5.1. All Approved Training Schemes are available on a part-time basis subject to there being a suitable employment arrangement in place.

- 5.2. The onus is on the employer to establish that this is the case and to certify as such on the Training Contract.
- 5.3. The Training Provider should not develop or market programs that impede the employer's ability to comply with this requirement.
- 5.4. Training Providers should ensure the training meets the requirements specified in the relevant Approved Training Scheme, including specific School Based Apprenticeship/Traineeship requirements as detailed in Attachment 1. Training Providers should note that Approved Training Schemes specify longer nominal durations for apprenticeships and traineeships undertaken part-time.

SECTION 6

6. Head Start and School Based Apprenticeship or Traineeships

- 6.1. Apprenticeships or Traineeships can be undertaken as either Head Start Apprenticeship or Traineeship (HSAT) or School Based Apprenticeship or Traineeship (SBAT) programs, integrated into a student's senior secondary program.
- 6.2. Some qualifications are not available for HSAT (see the HSAT list) or SBATs (see the relevant Approved Training Scheme).
- 6.3. HSAT arrangements will be underpinned by a HSAT Pathways Agreement. The HSAT Pathways Agreement details a planned approach to the student's learning (including senior secondary and VET) and work program for the duration of the apprenticeship or traineeship that is undertaken while the student is at school. It includes agreement of all relevant parties to the plan and a record of student's progress. For HSATs the Agreement takes the place of the required Training Plan and will be lodged with the AASN at the same time as the Training Contract.
- 6.4. In the event that the Apprentice/Trainee is undertaking the training as part of an HSAT, the Training Provider must ensure that:
 - a) it makes contact with the secondary school to initiate completion of a HSAT Pathway Agreement which may act as a Training Plan;
 - b) the HSAT Pathway Agreement/Training Plan is also signed by an authorised representative of the SBAT's school before signing the Training Contract;
 - c) a copy of the completed (signed) HSAT Pathway Agreement/Training Plan is provided to the relevant AASN;
 - d) in consultation with the HSAT's school, report HSAT results in a timely manner for the school to enter results on the Victorian Assessment Software System (VASS). Results must be supplied to schools at least one (1) week prior to the cut-off date as schools require one (1) week to allow for data entry. Check the exact date at www.vcaa.vic.edu.au and search for the VCE and VCAL Administrative Handbook;
 - e) schools are notified when there are amendments to the HSAT Pathway Agreement/ Training Plan (this allows HSATs to receive full credit in their VCE or VCAL); and
 - f) the training meets the requirements specified in the relevant Approved Training Scheme, including specific school based apprenticeship/traineeship requirements as detailed in Attachment 1. Training Providers should note that Approved Training Schemes specify longer nominal durations for apprenticeships and traineeships undertaken through school based arrangements.
- 6.5. Note: A HSAT will be supported by a Head Start Co-ordinator who will liaise with the Training Provider to ensure the above actions take place. The Head Start Coordinator will also visit the workplace at least once each semester to ensure the HSAT is progressing satisfactorily and will be the point of contact for the student and Training Provider if workplace issues arise.
- 6.6. In the event that the Apprentice/Trainee is undertaking the training as part of an SBAT, the Training Provider must ensure that:
 - a) it makes contact with the secondary school to initiate completion of a Training Plan;
 - b) the Training Plan is also signed by an authorised representative of the SBAT's school within two (2) months of the signing of the Training Contract;

- c) a copy of the completed (signed) Training Plan is provided to the relevant AASN;
 - d) in consultation with the SBAT's school, report SBAT results in a timely manner for the school to enter results on the Victorian Assessment Software System (VASS). Results must be supplied to schools at least one (1) week prior to the cut-off date as schools require one (1) week to allow for data entry. Check the exact date at www.vcaa.vic.edu.au and search for the VCE and VCAL Administrative Handbook;
 - e) schools are notified when there are amendments to the Training Plan (this allows SBATs to receive full credit in their VCE or VCAL); and
 - f) the training meets the requirements specified in the relevant Approved Training Scheme, including specific school based apprenticeship/traineeship requirements as detailed in Attachment 1. Training Providers should note that Approved Training Schemes specify longer nominal durations for apprenticeships and traineeships undertaken through school based arrangements.
- 6.7. Further information, including a guide to establishing and delivering SBATs (including stakeholder roles and responsibilities) can be found on the Department's website:
<https://www.education.vic.gov.au/school/teachers/teachingresources/careers/work/Pages/apprentice.aspx>
- 6.8. School students who undertake an apprenticeship or traineeship that is not integrated into their senior secondary certificate learning program and study timetable are undertaking a part-time apprenticeship or traineeship (see Section 5 above). This type of arrangement will still provide credit for VCE or VCAL if it is recorded on VASS but does not require school endorsement. These arrangements are at an individual student's discretion and are not government subsidised.

SECTION 7

7. Displaced (unemployed) Apprentices/Trainees

- 7.1 In instances of Apprentice/Trainee unemployment, a Training Provider must continue the Structured Training, under a relevant Apprentice/Trainee funding source code as outlined in the Victorian VET Student Statistical Collection Guidelines for the following periods:
- a) until completion of the qualification (subject to tuition fees being paid) for an Apprentice; and/or
 - b) for three (3) months, or to the end of the enrolment period for which tuition fees have been paid (whichever is the greater), for a Trainee.
- Note that completion of qualifications outside of a training contract may have negative consequences for the student. (See 7.3 below)
- 7.2 In instances of an Apprentice being unemployed, a Training Provider may provide a result for outstanding Units of Competency after at least two attempts, one verbal and one written, have been made to gain the former employer's confirmation of competence against outstanding Units of Competency. Evidence of this will be required to be kept on file for auditing purposes.
- 7.3 If an Apprentice/Trainee successfully completes the structured training while continuing to be unemployed, the words "achieved through Australian Apprenticeship arrangements" should be omitted from the certificate. The Apprentice/Trainee must be made aware before completing their training that this will occur. The VRQA will not recognise this as completion of an apprenticeship/traineeship in Victoria. The RTO is not required to update DELTA.
- 7.4 Training Providers should encourage unemployed Apprentices to utilise the following resources:
- a) Register on the 'Need An Apprentice' website: www.needanapprentice.com.au. This website is an out-of-trade register that provides an opportunity for unemployed apprentices to post their resume and apply for jobs on-line, as well as for employers to advertise apprenticeship vacancies. Registering could facilitate an opportunity for reemployment and continuation of their apprenticeship under a Training Contract.
 - b) Victorian Apprenticeship Support Officers (ASOs) give support and guidance to apprentices, aged 15 to 24, in the first year of their apprenticeship and offer an integrated support service linking in with other providers
<http://www.education.vic.gov.au/training/learners/apprentices/Pages/officers.aspx>

c) Victorian Skills and Jobs Centres offer a range of employment and training services and advice to all those who are unemployed, retrenched, apprentices or trainees.
<http://www.education.vic.gov.au/about/programs/pathways/skillsandjobscentres/Pages/default.aspx>

7.5 Training Providers should note that employers that take on a displaced Apprentice/Trainee may be eligible for a payroll tax exemption. More details can be found on the State Revenue Office's website: <http://www.sro.vic.gov.au/exempt-wages-and-organisations>

SECTION 8

8. Further Information

8.1. Further information on apprenticeship and traineeship training in Victoria is available on the Department of Education and Training website at:
www.education.vic.gov.au/training/learners/apprentices/Pages/what.aspx

Attachment 1: Guidelines on part-time and school based apprenticeship and traineeship arrangements in Victoria

Head Start Apprenticeship or Traineeship (HSAT)

A HSAT is an apprenticeship or traineeship undertaken by a student enrolled in a senior secondary program, in a qualification listed on the HSAT list and through a HSAT school, The HSAT Pathways Agreement/Training Plan, arranged by the apprentice/trainee, their employer and Training Provider, must also be endorsed by a representative of the student's school to confirm:

- the student is enrolled in a senior secondary program
- the student's study, training and work commitments form an integral part of that student's school learning program and study timetable and are consistent with the student's career aspiration as outlined in their career action plan, and it will not be detrimental to the student's overall education.

A HSAT must be undertaken for an average of at least 13 hours per week. Under a HSAT the ratio of training to work should be approximately 1:4 (i.e. one hour formal training for every four hours on the job, in line with full-time apprenticeships and traineeships). The 13 hours per week of employment and training may be averaged over three periods of four months in the year. The HSAT Pathways Agreement/Training Plan must be signed prior to commencement of the HSAT and provided to the relevant Australian Apprenticeship Support Network provider when the training contract is signed.

School Based Apprenticeship or Traineeship (SBAT)

An SBAT is an apprenticeship or traineeship (other than a HSAT) undertaken by a student enrolled in a senior secondary program (VCE or VCAL), with at least one day per week timetabled to be spent on the job or in training during the normal school week. The training plan arranged by the apprentice/trainee; their employer and the Training Provider, must also be endorsed by a representative of the student's school to confirm:

- the student is enrolled in a senior secondary program (VCE or VCAL)
- the student's study, training and work commitments form an integral part of that student's school learning program and study timetable and are consistent with the student's career aspiration as outlined in their career action plan, and it will not be detrimental to the student's overall education.

An SBAT must be undertaken for an average of at least 13 hours per week. The 13 hours must be made up of seven hours of employment and six hours of structured training, except where the program is fully workplace based (see fully workplace based requirements below). The 13 hours per week of employment and training may be averaged over three periods of four months in the year. The training plan must be submitted to the relevant Australian Apprenticeship Support Network within two months of the training contract commencing.

Part-time Apprenticeship

A part-time apprenticeship or traineeship is an apprenticeship or traineeship where the ordinary hours of employment, including the training component, are less than the usual hours of employment for a full-time employee in that industry. A part-time apprenticeship or traineeship must be undertaken for an average of at least 13 hours per week. The 13 hours must be made up of 7 hours of employment and 6 hours of structured training, except where the program is fully workplace based (see fully workplace based requirements below). The minimum 13 hours in employment and training may be averaged over a period of one, two or four weeks, unless the apprentice or trainee is also a student, in which case training may be averaged over three periods of four months in the year.

Workplace Based Training

Certificate I and II: full-time trainees undertaking workplace training at AQF levels I and II must be withdrawn from routine work duties for a minimum of 1.5 hours per week for the purpose of undertaking Structured Training/learning activities. This is applied pro-rata for SBAT and part-time trainees, with a minimum of one half hour per week (averaged over two months).

Certificate III: full-time apprentices and trainees must be withdrawn from routine work duties for a minimum of three hours per week for planned training. This is applied pro-rata for part-time apprentices and trainees, with a minimum of one hour per week (averaged over four weeks).

The training undertaken during the period of release must include a focus on the compliance and regulatory units and the units concentrating on generic skills. Up to 40 hours of this training may be transferred to be delivered in one or more blocks during the first three months of the training program.