



# Apprenticeships and Traineeships Procedure

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## 1. Associated Policy

These Apprenticeships and Traineeships Procedures have been developed in conjunction with the Apprenticeships and Traineeships Policy.

## 2. Scope

This procedure applies to:

- all students with an approved Australian Apprenticeship training contract enrolling in a nationally accredited training product
- employers (including Group Training Organisations (GTOs)), host employers, and other parties interested in students enrolling in a nationally accredited training product as part of an Australian Apprenticeship
- CIT staff including administration and teaching staff involved with the commencement, delivery and completion of an approved Australian Apprenticeship training contract.

Other CIT policies and procedures applying to all CIT students equally apply to students undertaking courses as part of an approved Australian Apprenticeship training contract.

This procedure must be read in conjunction with:

- *Australian Capital Territory (ACT) Standards Compliance Guide for Australian Apprentices*
- *NSW Smart and Skilled Operating Guidelines and Policies*
- external legislation and regulations
- internal policies and procedures listed below
- other State and Territory guidelines.

In the event of any conflict, external regulations take precedence over this policy and ***Apprenticeships and Traineeships Procedure***.

## 3. Procedures

State and Territory Training Authorities determine which qualifications are available as Australian Apprenticeships and produce a register of approved Australian Apprenticeship qualifications.

The procedure addresses the following activities associated with delivery of nationally accredited training to Australian Apprentices.

- nominating or removing approved Australian Apprenticeship qualifications with the State Training Authority
- notification of a training contract
- managing the Training Plan
- enrolment
- Australian Apprentice support services

- delivery of training
- employer contact requirements
- training contract variations
- non-completion of training and training contract
- completion of training and training contract
- unemployed apprentices and trainees
- death of an apprentice or trainee.

### 3.1 Nominating or removing approved Australian Apprenticeship qualifications with the State Training Authority

| Step | Action  | Responsibility                                      |
|------|---|---|
| 1    | CIT Apprenticeships and Traineeships is notified that an Australian Apprenticeship program has been added or removed from CIT's scope of registration.  | Registrar   |
| 2    | If adding the program: <ul style="list-style-type: none"> <li>• Confirm the student fees for the program with the approved financial delegate</li> <li>• Advise CIT Apprenticeships and Traineeships of the student fee to be charged for the program.</li> </ul> | College Director                                    |
| 3    | For ACT – nominate or remove the qualification on AVETARS.<br><br>For NSW – submit a request to Training Services NSW to vary CIT's Apprenticeship and Traineeship Approved Qualification Activity Schedule.  | Senior Manager CIT Apprenticeships and Traineeships |
| 4    | Inform the teaching department when the change is complete.   | Senior Manager CIT Apprenticeships and Traineeships |

### 3.2 Notification of a training contract/Notification of Business (NOB)

| Step | Action  | Responsibility                                      |
|------|---|---|
| 1    | Receive training contract or Training Plan Proposal from State Training Authority or ANP.   | Senior Manager CIT Apprenticeships and Traineeships |
| 2    | Quality check training contract to verify: <ul style="list-style-type: none"> <li>• qualification is currently delivered by CIT</li> <li>• funding is available to subsidise the training</li> <li>• any previous student records and training at CIT.</li> </ul> | Senior Manager CIT Apprenticeships and Traineeships |

|   |  |   |
|---|--|---|
|   | <p>Contact teaching department, Apprenticeship Network Provider (ANP) or State Training Authority to resolve any Training Contract issues.</p> <p>Liaise with the employer if funding is not available to subsidise the training. Advise the full fee price for training and get confirmation in writing that the employer will support paying the fee.</p> <p>Liaise with the State Training Authority If CIT is not accepting the training contract.</p> |   |
| 3 | <p>If NSW School Based Apprenticeship or Traineeships (SBAT) training contract, proceed to <b>3.2.1 Developing a Training Plan</b>.</p> <p>Any other State or Territory training contract, continue to step 4.</p>   | Senior Manager CIT Apprenticeships and Traineeships |
| 4 | Accept training contract.  | Senior Manager CIT Apprenticeships and Traineeships |
| 5 | Input training contract data into student management system daily.   | Senior Manager CIT Apprenticeships and Traineeships |
| 6 | <p>Make initial contact with the Australian Apprentice and the employer and inform them that CIT has accepted to deliver training for the Australian Apprenticeship.</p> <p>Provide both parties with information regarding next steps to enrolment.</p>   | Senior Manager CIT Apprenticeships and Traineeships |
| 7 | Send notifications of the training contract and any requests for Skills Recognition to the relevant teaching area to facilitate enrolment.   | Senior Manager CIT Apprenticeships and Traineeships |

### 3.3 Managing the Training Plan

#### 3.3.1 Developing the Training Plan

| Step | Action   | Responsibility                                      |
|------|--|---|
| 1    | <p>Contact the employer and the Australian Apprentice within 10 working days of receiving the training contract:</p> <ul style="list-style-type: none"> <li>Outline the supervisor's responsibilities</li> <li>Discuss competency-based progression and completion</li> <li>Discuss all units of competency in the qualification and the employer's ability to support with on-the-job training</li> </ul> | Senior Manager CIT Apprenticeships and Traineeships |

| Step | Action   | Responsibility                                      |
|------|--|---|
|      | <ul style="list-style-type: none"> <li>Develop the Training Plan based on the template from the program Training and Assessment Strategy making adjustments for any Skills Recognition.</li> </ul> <p>Retain records of documents/notes/correspondence of contact for future reference.</p>  |   |
| 3    | <p><b>If NSW SBAT training contract</b></p> <p>Send training plan to ANP or Training Services NSW for sign up to be conducted.</p>   | Senior Manager CIT Apprenticeships and Traineeships |
| 4    | <p>Conduct an employer resource assessment for new employers, employers who have not been with CIT for more than 3 years, or if required by CIT Apprenticeships and Traineeships.</p> <p>Negotiate with the employer the capacity for CIT to result Units of Competency not performed in the workplace and update the Training Plan.</p> | Educator  |
| 5    | <p>Ensure the Training Plan for an Australian Apprentice reflects their enrolment and is signed by the Australian Apprentice, CIT and employer before training commences and within 8 weeks of the commencement date of training contract.</p> <p>Attach to the Australian Apprentice file.</p>  | Senior Manager CIT Apprenticeships and Traineeships |
| 6    | <p>Review the Training Plan annually within 12 months of the anniversary date of the Training Plan.</p>  | Educator  |

### 3.3.2 Ongoing Management of the Training Plan

| Step | Action   | Responsibility                                    |
|------|--|---|
| 1    | Negotiate updates and changes to the Training Plan with the employer and Australian Apprentice.      | Educator  |
| 2    | Provide copies of updated Training Plans to the Australian Apprentice and employer.                  | Educator  |
| 3    | Inform employers and Australian Apprentice when progression points of the Training Plan are reached. | Educator and CIT Apprenticeships and Traineeships |
| 4    | Maintain copies of all sent and received correspondence in the Australian Apprentice file.           | Educator and CIT Apprenticeships and Traineeships |

| Step | Action   | Responsibility                                      |
|------|--|---|
| 5    | Record a final result when all assessment work is completed for a Unit of Competency.  | Educator  |
| 6    | Notify the employer by email requesting confirmation within 10 business days of the Australian Apprentice's competency on the job. | Senior Manager CIT Apprenticeships and Traineeships |
| 7    | Confirm employer support for completion of the unit of competency.   | Employer  |

### 3.4 Enrolment

| Step | Action  | Responsibility                                      |
|------|---|---|
| 1    | Notify the teaching department that CIT has received a training contract.   | Senior Manager CIT Apprenticeships and Traineeships |
| 2    | Contact the apprentice or trainee and advise them of the enrolment process, including critical dates and any additional information required by CIT to facilitate enrolment, such as Unique Student Identified, language literacy, numeracy (LLN) and digital capability assessment and skills recognition. | Department Administration Officer                   |
| 3    | Prior to enrolments opening, contact the apprentice or trainee and their employer and inform how to enrol, providing CRNs or any other relevant information for enrolment.  | Department Administration Officer                   |
| 4    | Monitor enrolments against training contracts and follow up with any Australian Apprentices with training contracts who do not enrol.<br>Advise CIT Apprenticeships and Traineeships of any non-enrolments.   | Department Administration Officer                   |
| 5    | Advise CIT Apprenticeships and Traineeships and College Director when program enrolments are at capacity.   | Head of Department                                  |
| 6    | Induct new Australian Apprentices into CIT.   | Head of Department                                  |

### 3.5 Australian Apprentice Support Services

The following relates to Australian Apprenticeships only and should be read in conjunction with CIT's **Student Support Policy** and **Procedure**.

In addition to CIT Support Services Australian Apprentices can seek advice on the following.

| Action  | Referral Pathway  | Responsibility   |
|---|---|--|
| Australian Apprentice financial support or employer incentives. | ANP<br>CITSA  | Educators<br>CIT Apprenticeships and Traineeships team |
| Industrial relations or wage related enquiries.                 | ANP<br>Fair Work Australia<br>Skills Canberra<br>Training Services NSW<br>CITSA | Educators<br>CIT Apprenticeships and Traineeships team |
| Work Health and Safety including bullying and harassment.       | Senior Manager CIT Apprenticeships and Traineeships                             | Educators<br>CIT Apprenticeships and Traineeships team |
| Release for training or training support on-the-job.            | Senior Manager CIT Apprenticeships and Traineeships                             | Head of Department                                     |

### 3.6 Delivery of Training

| Step | Action   | Responsibility                 |
|------|--|--------------------------------|
| 1    | Make all reasonable provisions for the Australian Apprentice to achieve all competencies required for the Structured Training within the nominal duration of the training contract.  | Head of Department<br>Educator |
| 2    | Schedule and communicate with the Australian Apprentice and employer, details of delivery of training and assessment on the job.   | Educator                       |
| 3    | Where training and assessment is delivered in the workplace advise the employer of the need for the Australian Apprentice to be withdrawn from routine work duties for the applicable minimum specified time for training and assessment. (Refer <b>Contact Requirements</b> below).   | Educator                       |
| 4    | Monitor attendance for on-campus training as agreed on the Training Plan and log contact and progress against the Training Plan where training and assessment occurs on-the-job.   | Educator                       |
| 5    | <p>Notate attendance to clearly indicate where non-attendance is:</p> <ul style="list-style-type: none"> <li>unexplained</li> <li>with prior knowledge of the educator</li> <li>due to non-release of Australian Apprentice to training.</li> </ul> <p><i>Note: Student attendance is managed as per <b>Attendance Policy</b> and <b>Attendance Procedure</b>.</i></p> | Educator                       |

| Step | Action  | Responsibility  |
|------|---|---|
| 6    | Notify employer on the day, where the Australian Apprentice is absent or arrives late.  | Educator  |
| 7    | Ensure the employer is notified when the Australian Apprentice attains any point of employment progression.   | Senior Manager CIT Apprenticeships and Traineeships<br>Educator |
| 8    | Monitor non-completion of training and assessment.<br><i>Note: Student progression is managed as per <b>Student Progression Policy</b> and <b>Student Progression Procedure</b>.</i><br>Meet with the employer to resolve issues of systematic refusal to release the Australian Apprentice from work duties for training and assessment. | Head of Department<br>Educator                                  |
| 9    | Advise CIT Apprenticeships and Traineeships where an employer refuses to release the apprentice/trainee for training and assessment on more than three occasions and the teaching department has discussed this with the employer.  | Head of Department<br>Educator                                  |
| 10   | Where release for training has been an issue on three or more occasions, contact the employer and develop a plan to communicate with the employer and resolve the issue. Advise the employer if they continue to not release the apprentice/trainee for training they will be reported to the State Training Authority.                   | Senior Manager CIT Apprenticeships and Traineeships             |
| 11   | If the employer refuses to release the apprentice for training again, report the matter to the relevant State Training Authority if initial consultation with the employer/ supervisor does not resolve the issue.  | Senior Manager CIT Apprenticeships and Traineeships             |
| 12   | Complete individual record of contact, including running record sheet/s for all off-the-job and on-the-job training and assessment and file on Australian Apprentice file.  | Educator  |
| 13   | Monitor end dates for modules/units of competence to ensure end dates do not exceed the training contract end date.   | Educator<br>Senior Manager CIT Apprenticeships and Traineeships |

### 3.7 Employer Contact Requirements

Training is a responsibility shared by the training provider, employer and apprentice or trainee.

The relationship between the parties to the training contract develops through systematic contact to:

- ensure the workplace can deliver training/tools/resources (where the relationship between Training Provider and employer is new)
- ensure the Australian Apprentice is provided with opportunities on-the-job to:



- develop their skills
- consolidate their off-the-job learning and apply it to real work situations
- solve any problems being experienced with their skill development
- identify and resolve any issues related to the student's on/off-the-job training development and progression in the qualification
- undertake on the job assessment and/or verification.

| Qualification Delivery Mode Key | Qualification Delivery Mode Descriptor        | Contact Schedule with AA   | Contact Schedule with Employer  |
|---------------------------------|---|--|---|
| A                               | Fully off-the-job by RTO                      | A minimum of at least once per month.  | One (1) pre-training consultation to: <ol style="list-style-type: none"> <li>a) agree and sign training plan</li> <li>b) conduct an agreed process for the Initial Skills Assessment</li> <li>c) discuss the process for monitoring work performance</li> <li>d) conduct a review of the workplace to ensure the employer/workplace is providing a range of opportunities for the student to develop competencies and to apply skills in the workplace.</li> </ol> <p><b>Every six months at minimum:</b> conduct a review of the student's work performance and competency development progress. This is to be a two-way engagement with structured feedback provided to the employer.</p> |
| B                               | Distance learning and remote e-learning       | Provision of student support with response to requests for assistance within 24 hours, and   |   |
| C                               | Fully-on-the-job (other than distance) by RTO | A minimum of monthly contact as evidenced by roll books, e-learn activity or other training evidence in line with the training plan proposed for the delivery of training. |   |
| D                               | Blend of training by RTO/employer             |  |   |
| E                               | Employer-guided workplace learning            |  |   |

| Step | Action   | Responsibility |
|------|--|----------------|
| 1    | <p>Organise and carry out workplace visits with the employer and Australian Apprentice in accordance with the tables above. Visits might be in person or electronically, to discuss the Australian Apprentice's progress against the Training Plan and obtain confirmation in writing (including e-mail) of the Australian Apprentice's competence in the workplace. (This does not include the initial sign up visit).</p> <p>Confirm with the employer timelines for confirmation of workplace competence.</p> <p>If the employer is a Group Training Organisation (GTO), confirm in writing (including e-mail) the Australian Apprentice's competence in the workplace must be from the GTO, not the host employer.</p> | Educator       |

| Step | Action  | Responsibility |
|------|---|----------------|
| 2    | Provide written information to the employer/supervisor concerning the academic progress of the Australian Apprentice at each contact visit. | Educator       |
| 3    | Record outcomes of workplace visits on the Australian Apprentice file.  | Educator       |

### 3.8 Variations to the training contract

All changes to the enrolment will be made in accordance with CIT's **Admission and Enrolment Policy** and **Procedure**.

Any changes made to the enrolment will be reflected on the training contract.

| Action   | Referral Pathway                                    | Responsibility   |
|--|---|--|
| Student with an active training contract hasn't enrolled.<br>Student ceases employment.<br>Student commences with a new employer.<br>Student withdraws from program and has advised will not continue.<br>Student is transferring to or from another training provider.<br>Student changes their residential address.<br>Student is deferring study.<br>Employers address has changed. | Senior Manager CIT Apprenticeships and Traineeships | Educator<br>Department Administrative Officers<br>Head of Department |
| Initiate training contract variation with the relevant State Training Authority  | Relevant State Training Authority                   | Senior Manager CIT Apprenticeships and Traineeships                  |

### 3.8 Completion of Training and Australian Apprenticeship training contract

| Step | Action  | Responsibility   |
|------|---|--|
| 1    | 6 months before the date to complete the training contract, provide a list of students to the teaching department including the dates the training contract are <i>due to complete</i> and training progression.  | Senior Manager CIT Apprenticeships and Traineeships          |
| 2    | If the <i>due to complete</i> date of the training contract is reached, advise the Australian Apprentice and their employer: <ul style="list-style-type: none"> <li>• when the term of the apprentice's/trainee's contract will expire before training is completed</li> <li>• that an application for an extension to the term of the training contract must be made if Structured Training cannot be completed prior to the nominal completion date of the training contract</li> <li>• of the time frame required for the Australian Apprentice to complete successfully.</li> </ul> | Senior Manager CIT Apprenticeships and Traineeships Educator |
| 3    | When the student has completed their off-the-job training at CIT and has been identified as ready for sign off commence sign off process.<br><i>Note: sign-off might be triggered by the employer or student flagging with CIT readiness for sign off, or that training contract is due to end within 6 months),</i>  | Senior Manager CIT Apprenticeships and Traineeships          |
| 4    | Issue academic documentation once the employer sign off has occurred and student management system updated with the Date Deemed Competent.  | Manager Awards and Programs                                  |
| 5    | Notify the relevant State Training Authority that the training contract is complete.  | Senior Manager CIT Apprenticeships and Traineeships          |
| 6    | Advise the employer and apprentice/trainee that final confirmation completes the training contract.   | Senior Manager CIT Apprenticeships and Traineeships          |

### 3.9 Out of Trade (Unemployed) Australian Apprentices

CIT is approved by the ACT State Training Authority to continue to deliver Subsidised Training to Out-of-Trade Apprentice. CIT will seek to ensure those arrangements do not continue for more than six months, or one academic semester.

If the qualification is available to standard students, the student can choose to complete the program outside an apprenticeship pathway.

| Step | Action  | Responsibility |
|------|---|----------------|
| 1    | Monitor the progress of the unemployed Australian Apprentice to manage completion of the enrolled units before re-engaging with another employer. | Educator       |

| Step | Action  | Responsibility |
|------|---|----------------|
| 2    | Make at least two attempts to gain the former employer's confirmation of competence for outstanding units prior to resulting these. | Educator       |

### 3.10 Death or injury of an apprentice or trainee

| Step | Action  | Responsibility  |
|------|---|---|
| 1    | Notify Awards and Programs immediately of the death or injury of an Australian Apprentice.  | Manager CIT Apprenticeships and Traineeships<br>Relevant Head of Department |
| 2    | Notify the relevant State or Territory Training Authority by email within 24 hours of being notified by the Head of Department of the death of an Australian Apprentice and immediately if an Australian Apprentice suffers a serious injury. | Senior Manager CIT Apprenticeships and Traineeships                         |
| 3    | Notify the Director Safety and Wellbeing, Executive Director, Education Futures, Industry and Innovation Lead and Education Design and Delivery Lead immediately if the injury occurred on a CIT campus                                       | All staff   |

## 4. Documentation

### 4.1 Legislation/Regulation

- *Memorandum of Understanding – Subsidised Training between CIT and ACT Government*
- *ACT Standards Compliance Guide for Australian Apprentices*
- *NSW Smart and Skilled Operating Guidelines*
- *State and Territory Training Authorities' Standard Guidelines*
- *Standards for Registered Training Organisations 2015*

### 4.2 Policy and Procedures

- *Admissions and Enrolment Policy*
- *Apprenticeships and Traineeships Procedure*
- *Academic Integrity and Misconduct Policy*
- *Assessment Policy*
- *Industry Engagement (Learning and Assessment) Procedure*
- *Records Management Policy*
- *Student and Community Members Complaint Policy*
- *Student Conduct Policy*

### 4.3 Documents

- Training contract
- Training Plan
- Training Record Book

### 5. Definitions

All terminology used in this procedure is consistent with definitions in the CIT Definition of Terms. The following terms are provided in the context of this procedure.

|   |   |
|---|---|
| <b>Australian Apprentice</b>                    | Term used to describe both apprentices and trainees, who have entered an Australian Apprenticeships Training Contract.  |
| <b>ANP</b>                                      | <p><b>Australian Apprenticeship Network Provider</b></p> <p>The Australian Government contracts four Apprenticeship Network providers in Victoria as the first point of contact about starting an Apprenticeship or Traineeship. ANP offer support services (administrative support, payment processing and regular contact) and targeted services for those who need extra support to complete their Apprenticeship. Information on ANP services, including providers, can be found on the Australian Apprenticeships website CIT has no inclusive relationships with any of the ANPs.</p> |
| <b>Claim Form</b>                               | Form to be lodged by the Employer to determine the entitlement for the Employer to Commonwealth Australian Apprenticeship Incentives for employing an Apprentice or Trainee. The form is required for claims such as Commencement, Recommencement, Completion, Rural and Regional and Special Incentives.   |
| <b>Training Contract:</b>                       | Means an agreement signed by the employer and the Australian Apprentice, in accordance with the Act and Regulatory requirements detailing training conditions and the type of training the Australian Apprentice will receive.  |
| <b>State and Territory Training Authorities</b> | Government departments responsible for apprenticeships and traineeships within their jurisdiction. The State Training Authority in the ACT is represented by Skills Canberra. The State Training Authority in NSW is represented by Training Services New South Wales (NSW).  |