

# Apprentice Handbook

Australian Apprenticeships  
guide for apprentices  
and trainees.



**A U S T R A L I A N  
A P P R E N T I C E S H I P  
S U P P O R T S E R V I C E S**

An Australian Government Initiative

**APM**  
employment services





## Contents

Welcome to APM Apprenticeships .....	1
About this handbook.....	2
Your apprenticeship journey .....	3
How we help .....	4
Your training .....	5
Your obligations .....	6
Your employer's obligations .....	7
Your rights and entitlements .....	8
Financial support for you .....	9
Financial support for your employer .....	10
Who to contact .....	11
Useful resources .....	12
About APM .....	13



# Welcome to APM Apprenticeships

## **Congratulations on starting your Australian Apprenticeship!**

This handbook will guide you through your journey, offering practical advice, useful resources, and essential information about what to expect and how to make the most of this opportunity.

Becoming an apprentice or trainee is an exciting step towards a fulfilling career.

Whether you're just out of school or changing careers, this experience will give you valuable skills and knowledge. You'll combine hands-on work with formal education, becoming a skilled

professional in your chosen field. Remember, APM Apprenticeships is here to help you. We offer career advice, help resolve workplace issues, and provide guidance on financial support.

Don't be afraid to ask questions and seek help when needed. Your hard work and dedication will lead to nationally recognised qualifications and a strong foundation for your future career.

We wish you the best of luck and are here to support you throughout your apprenticeship.

This handbook is your go-to resource for all things related to your apprenticeship. It covers everything from understanding your wages and entitlements to knowing what to do if you encounter any issues at work.

Inside, you'll find details on your rights and responsibilities, health and safety guidelines, and the support services available to you.

Here are some useful terms you will see in your handbook.

## **Who's who**

**You:** The Australian Apprentice joining an apprenticeship or traineeship. You could be a new employee or an existing worker wanting to develop your skills.

**Your employer:** The business you currently work for.

**Parents/Guardians:** If you're under 18, a parent or guardian must sign the National Training Contract.

## **RTO (Registered Training Organisation):**

The organisation delivering your training, conducting assessments, and issuing your qualification. Training may occur at your workplace or at the RTO's facility.

**Australian Government:** Department of Employment & Workplace Relations. They handle Australian Apprenticeship policies and funding.

**APM Apprenticeships:** Your support service provider. APM is contracted by the Australian Government to support apprentices, trainees, and employers. This is a free service.

## **VRQA (Victorian Registration and Qualifications Authority):**

Victoria's STA (State Training Authority) which manages the National Training Contract. Any changes to your contract must be approved by the VRQA.

# Your journey

## Before you start working

We can provide career advice and even help you find an employer (if required) via our career assessment tools.

## Getting ready

We will contact you and your employer either via phone or face-to-face to discuss the Australian Apprenticeship that you're beginning.

An APM Apprenticeships consultant will then meet with you and your employer to sign up your National Training Contract.

We will also advise on your options in relation to Australian Apprenticeship Support Loan (AASL), Living Away From Home Allowances (LAFHA) and Disability Assistance - if applicable.

## Day one

On-the-job training starts with your employer on your first day. Off-the-job training will start once you have signed a Training Plan with your chosen RTO. If additional support is required, at the four, eight and 12-week mark of your apprenticeship we will also phone or email you to see how you're progressing.

## During your apprenticeship

We'll contact you and your employer either face-to-face, or via phone or email, at regular intervals - or when required - to see how you're progressing and offer any support.

We'll also be in touch near the point of completing your apprenticeship to ensure everything is on track.

Remember, we're here for you throughout your apprenticeship. You can contact your APM Apprenticeships consultant or one of our friendly team members with any questions or if you need advice.

## You've done it!

Your employer and RTO will assess your competency on and off the job in relation to modules in your Training Plan. Once you've reached the level of competency required in your plan, you will have completed your apprenticeship.

## How we help

As your service provider, we will support you with:

**Personalised advice:** Guidance on choosing the right apprenticeship and career path.

**Support services:** Assistance with your training contract, problem-solving, and accessing government incentives and funding.

**Mentorship:** Ongoing support and mentorship throughout your apprenticeship to ensure your success.

We will also help you to:

- Stay proactive in your learning and seek feedback regularly
- Set clear career and training goals to stay motivated
- Take advantage of the support services and training provided
- Manage your time effectively to balance practical work and training requirements





## Your training

### Training Plan

On your National Training Contract, your employer will select a Registered Training Organisation (RTO) as your training provider.

The RTO will contact you to arrange enrolment and discuss a Training Plan tailored to your needs. This plan should be completed during the probation period.

Your Training Plan outlines how your training will be delivered and must be signed by you, your employer, your RTO representative, and your school if applicable.

### Training Record Book

The RTO will provide a training logbook (hard copy or digital) listing the competencies and assessments required.

You, your workplace supervisor, and your trainer will sign off each module as you complete it. Keep this book secure at your workplace.

### Training costs

The cost of training can vary by state and the type of apprenticeship. Discuss potential fees with your employer and RTO.

### Unique Student Identifier (USI)

You need a USI to track your training records online. Apply for a USI online before starting your apprenticeship. If you already have a USI, bring the number with you to the sign-up. Apply online [usi.gov.au](https://usi.gov.au)

### Support payments

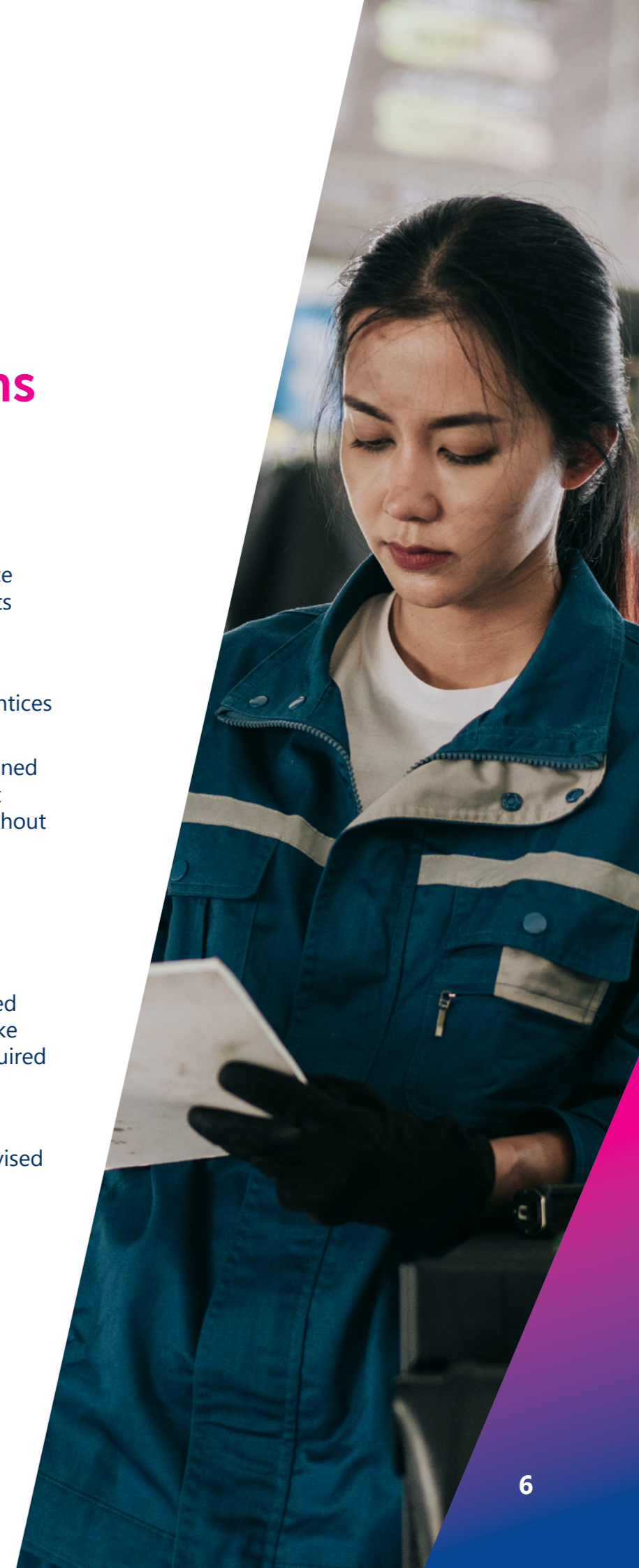
Contact Services Australia (formerly Centrelink) to find out about support payments available while you study.

Learn more at [servicesaustralia.gov.au/apprenticeship](https://servicesaustralia.gov.au/apprenticeship)

## Your obligations

When you sign your National Training Contract you agree to:

- Attend and perform work in a professional manner in accordance with your employer's requirements
- Take care of workplace property and resources
- Respect the rights of other apprentices and employees in the workplace
- Remember that information obtained from your employer must be kept confidential and not disclosed without approval from your employer
- Obtain consent from a parent or guardian, if you are under 18 years of age
- Make all reasonable efforts to achieve the competencies specified in your training plan and undertake any training and assessments required
- Participate in the development of your training plan
- Attend training sessions or supervised workplace activities
- Maintain a training record book



## Your employer's obligations

When your employer signs your National Training Contract they agree to:

### Maintain health and safety

- Follow relevant Australian Government and State/Territory legislation, relating to Australian Apprenticeships
- Provide a safe working environment free from bullying, discrimination, and verbal, physical, racial, and sexual abuse
- Ensure all occupational health safety requirements are addressed and you receive an appropriate induction to the workplace

### Support structured training

- Provide opportunities to develop knowledge and skills
- Work with APM Apprenticeships to lodge your National Training Contract and select a RTO (Registered Training Organisation)
- Enrol you in training within the required timeframe
- Participate in developing your Training Plan and provide facilities and expertise to assist in training of your agreed qualification

- Ensure your training record is maintained and relevant authorities are notified when you complete your training
- Provide supervision and support in the workplace and stay mindful Australian Apprentices under the age of 18 are minors, and their parents or guardians have legal responsibility for them

### Advise you of your rights and responsibilities

- Ensure you feel safe raising issues and problems both in the workplace and with your Registered Training Organisation
- Advise you of your entitlements including wages and work condition
- Provide comprehensive induction process for the start of your apprenticeship

### Learn more

- National Code of Good Practice for Australian Apprenticeships

## Your rights and entitlements

Most employers and employees (including apprentices) in Australia are covered by something called awards and by the National Employment Standards (NES).

- These set out minimum pay rates, leave entitlements and conditions.
- Before starting your apprenticeship, it's helpful to know the minimum standards employers must provide to all employees.
- Maximum weekly hours – 38 hours per week, plus reasonable additional hours
- Requests for flexible working arrangements – certain employees can request a change in their working arrangements
- Parental leave – up to 12 months of unpaid leave per employee, as well as the right to request an additional 12 months leave
- Annual leave – four weeks paid leave per year, plus an additional week for some shift workers
- Personal/carer's leave and compassionate leave – up to 10 days per year for full-time employees, two days of unpaid carer's leave and two days compassionate leave as required
- Family and domestic violence leave – 10 days of paid leave per year.

- Community service leave – unpaid leave for voluntary emergency management activities and leave for jury service
- Long service leave – paid leave for employees who have been with the same employer for a long time
- Public holidays – an entitlement to a day off on a public holiday, unless reasonably requested to work
- Superannuation (super) – employers must make contributions to eligible employees' super funds under super guarantee laws
- Notice of termination and redundancy pay – up to five weeks' notice of termination and up to 16 weeks redundancy pay
- Fair Work Information Statement – must be provided to all new employees. Visit [fairwork.gov.au/fwis](http://fairwork.gov.au/fwis) to download a copy

### Learn more

- [fairwork.gov.au](http://fairwork.gov.au) - National Employment Standards
- Fair Work Ombudsman Guide – Guide to starting an apprenticeship





## Financial support for you

You may be entitled to a support payment or loan from the Australian Government to help apprentices and trainees with costs.

These payments were simplified in July 2024.

Your APM Apprenticeships consultant can guide you through the process of applying for support payments if you are eligible.

If you started after 1 July 2024, you may be able to access:

### Australian Apprentice Training Support Payment (AATSP)

For apprentices and trainees starting, restarting or already working and undertaking a qualification including Certificate III, IV, Diploma, Advanced Diploma or listed on the Priority List. Check the full eligibility online at [apm.net.au/apprenticeships](http://apm.net.au/apprenticeships)

- \$5,000 for full-time Australian Apprentices (\$1,750 at six and 12 months, then \$750 paid at 18 and 24 months)
- \$2,500 for part-time Australian Apprentices (\$875 at six and 12 months, then \$375 at 18 and 24 months)

## New Energy Support Payment

If your apprenticeship or training includes meaningful exposure, experience and work in the clean energy sector, you may be eligible for the New Energy Support Payment.

This payment is worth up to \$10,000 for full-time apprentices and up to \$5,000 for part-time apprentices over the course of your apprenticeship.

### Australian Apprenticeship Support Loans (AASL)

- For eligible apprentices in priority areas, repaid through the tax system when your income reaches the repayment threshold. Loan terms are flexible to suit individual needs

### Living Away From Home Allowance (LAFHA)

- If you have to move to take up or continue training you may be eligible for the Living Away From Home Allowance to support you with the additional costs of living
- LAFHA is a weekly tax-free payment that reduces as you progress in your training

## Other government payments

You may be eligible for other general supports on offer from Services Australia. These payments may include:

- Youth Allowance - Financial help if you're 24 or younger
- Austudy - Financial help if you're 25 or older
- ABSTUDY - Payments for Aboriginal or Torres Strait Islander apprentices

To learn more about these payments, visit the Services Australia website.

Download a copy of the Australian Apprenticeships Incentive System guidelines.

### Trade Apprentice Vehicle Discount

Up to 100% off car registration renewal in Victoria. See VRQA online for details.

## Financial support for your employer

A range of financial incentives and support may be available to your employer.

### Wage Subsidy

Employers may be eligible to receive part of your wages covered by the Australian Government if you are training towards an occupation listed on the Priority List at a Certificate level III or above.

### Hiring incentive

If your employer is not eligible for the Priority Wage Subsidy, they may be eligible for a one-off payment after six and 12 months of employing you as an apprentice.

### Disability Australian Apprentice Wage Support (DAAWS)

If you have a disability, your employer may be eligible for a weekly payment to support them during your apprenticeship.



## Who to contact

If you need...	You can...
<ul style="list-style-type: none"> <li>• Detailed information about an Australian Apprenticeship</li> <li>• Information about a Group Training Company (that employs apprentices then hires them out to employers on short or long term assignments)</li> <li>• Information before starting or during my Australian Apprenticeship</li> <li>• To apply for a Living Away From Home Allowance</li> <li>• Help because your apprenticeship has been suspended or terminated</li> <li>• To talk because things are tough at work and you need some help</li> <li>• Help catching up with training on an Australian Schools based Apprenticeship</li> </ul>	<p>Speak to your APM Apprenticeship consultant or call our friendly team on 1800 276 221</p>
<ul style="list-style-type: none"> <li>• Information on, or have any queries about wages and terms and conditions of employment</li> </ul>	<p>Visit Fair Work Commission website</p>
<ul style="list-style-type: none"> <li>• To speak about being treated fairly or if your work is rationed OR you believe you are being harassed or discriminated against at work or in training</li> <li>• Obtain your Trade Certificate of Completion</li> </ul>	<p>Contact us in the first instance on 1800 276 221</p> <p>Victorian Regulation and Qualification Authority</p> <p>Fair Work Ombudsmen</p>

## Useful information

### National resources

- National Code of Good Practice for Australian Apprenticeships
- Information for Apprentices
- Information for School-based Apprenticeships
- Australian Apprenticeship Support Loans
- Living Away from Home Allowance
- Services Australia Payments (Youth Allowance, Austudy, ABSTUDY)
- Fair Work Information Statement
- Fair Work - Apprentices and trainees
- Record Keeping and Employee Payslip
- myskills - Training & Course Options

### Victoria resources

- Competency Based Completion for Apprenticeships
- Victorian Registration and Qualification Authority
- Trade Apprentice Vehicle Discount





# About APM

APM Apprenticeships is part of APM Employment Services – a national provider of employment programs supporting tens of thousands of Australians to enter and stay in the workforce every year.

This includes people with disability, injury, health conditions, and other barriers to employment.

APM's experienced and dedicated teams have been supporting Australians for more than 30 years.

With team members in more than 500 communities across the country, we understand the local job markets, industries and needs of employers near you.

## Contact us

 **1800 276 221 APM Apprenticeships**

 **support@apm.net.au**

 **apm.net.au/apprenticeships**

