



# Trainee Handbook

A guide for new Trainees



*Grow your career, Grow your business*

## Version Control

Version	Date	Author	Reason
V6.1	Mar 2019	Quality Compliance and Risk Manager	Updates to Privacy Notice
V6	Feb 2019	Quality Compliance and Risk Manager	Updates to Privacy Notice Site visits
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# The Traineeship

## Commonly used acronyms:

AASN - Australian Apprenticeship Support Network

ASQA - Australian Skills Quality Authority

Competency - A unit of work. A traineeship consists of Core competencies and a number of Elective Competencies

DTWD - Department of Training and Workforce Development

Extension - Application to extend the traineeship beyond the period first specified

Incentive - Payments made to employer over period of traineeship

Outcome - Each competency consists of a number of outcomes. Each outcome must be met to ensure a 'pass' in a competency

RTO - Registered Training Organisation

SSI - Skills Strategies International

Trainee - Employee employed under Australian Apprenticeship Scheme

Training Plan - An outline of the units negotiated to be delivered over the traineeship and a schedule of when and how they are to be delivered and assessed

Variation - Application to alter the terms of the employment/training agreement

# The Traineeship

## What is a Traineeship?

A traineeship is an agreement between an employee and their employer, which is delivered by a Registered Training Organisation and supervised and administered by the Government.

The agreement can cover a term of six months, one, two or three years - depending on the type of traineeship undertaken and the employment status (part-time, full-time) of the trainee.

The parties to a traineeship are:

- the trainee (the employee)
- the workplace supervisor and the employer
- the Australian Apprenticeship Support Network representative
- the Registered Training Organisation

At the commencement of a traineeship, the trainee and employer will be required to sign training agreements which specify the duration and type of training arrangement entered into.

The aim of the traineeship is to provide the trainee with appropriate on and off-the-job training to ensure that the requirements of the traineeship program are met.

Rather than attending a training organisation on-campus, the trainee is encouraged to develop their vocational skills in the workplace. Trainees can 'top-up' their training by using the online portal or using resources provided by your Skills Strategies International trainer.

The employer, trainee and the Skills Strategies International trainer will discuss and plan the format or method of training at commencement of the traineeship - determining which units of study will be completed solely on-the-job, which need to be off-the-job training and identifying units which will be completed using a combination of both.

On successful conclusion of the traineeship the trainee will be eligible to receive a Qualification which indicates that this Qualification has been achieved by a traineeship strategy. All traineeship Certificates are nationally accredited Certificates.

# The Traineeship

## The Trainee

The trainee undertakes the training required to achieve the outcomes associated with the traineeship qualification. The training can occur on-the-job, online or off-the-job, or as a blended combination. The training can be formalised, or simply practical - as in day to day tasks associated with the job. The Trainee is required to keep a 'training diary' to record on-the-job training - what training occurs, when it occurs and the duration of the training.

## The Employer

The employer provides the trainee with every opportunity to achieve the outcomes associated with the traineeship. Where the trainee is unable to achieve a skill on-the-job, the employer will give the trainee the opportunity to access relevant training, either off-the-job, or in another format. Determined by the type of traineeship undertaken, the employer is obliged to ensure the trainee has access to a specified number of 'training hours' per week. The trainee records these training hours in their training diaries.

## The Workplace Supervisor

A workplace supervisor is appointed by the employer to oversee all on-the-job training undertaken by the trainee. The workplace supervisor is a contact for the Australian Apprentice Centre (AAC) and Registered Training Organisation (RTO). The supervisor verifies that the trainee has successfully demonstrated competence in each unit of the program prior to assessment by the RTO representative. Skills Strategies offer training for the Workplace Supervisor if required.

## The Australian Apprenticeship Support Network

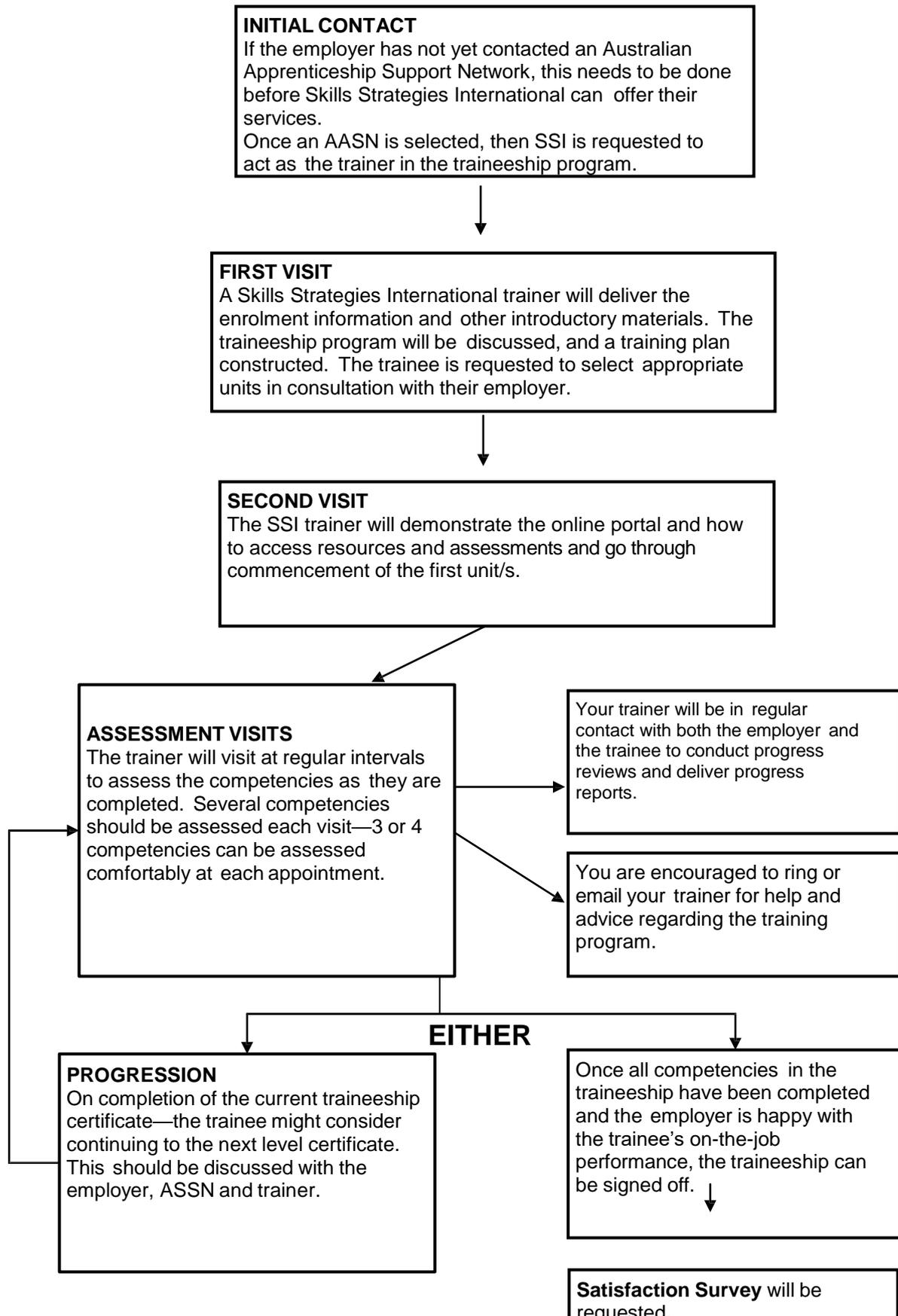
- Draw up initial training agreements
- Assist in completion and processing of claims for financial incentives
- Support in regard to administration of traineeship agreement
- Monitor progress of traineeship
- Assist in finalising traineeship and issues the qualification Testamur and associated documentation

## The Registered Training Organisation

- Assist in completion of enrolment paperwork if required
- Construct a training plan in consultation with the trainee and employer/workplace supervisor
- Provide training and resources where appropriate
- Monitor progress of traineeship for compliance; maintain regular contact with trainee and employer
- Assess each competency as trainee completes training
- Finalise the traineeship and issue the Testamur (certificate) to successful trainees

# The Traineeship

## The Traineeship Process



## **Traineeship Fees**

The fees charged for each traineeship enrolled at Skills Strategies International varies based on the type of traineeship undertaken.

The employer or the trainee is invoiced the enrolment fee. The fee consists of:

- Tuition fee
- Materials fee if required

This fee is applied to each new enrolment - i.e. a trainee completing two Certificates will need to enroll twice and will be subject to two full fees.

The fees cover all the costs associated with training and assessment and include the cost of resources and participation in classes or workshops conducted by SSI.

No further costs are incurred by the employer or trainee in completing a standard traineeship. If the employer or trainee require training additional to that specified in the traineeship, further costs may be incurred.

## **The First Visit**

A representative of SSI will visit the organisation shortly after the trainee commences employment/traineeship, to discuss the traineeship program with the trainee and the workplace supervisor and/or employer.

At this meeting, the SSI representative will conduct a Pre-Training Assessment and also bring along an enrolment kit, which will contain:

- An Enrolment Form
- An Eligibility Form
- An Authority to Invoice Form
- This Information booklet
- Draft Training Plan
- A Training Diary/Log
- A commencement training session will also take place for the first unit that you have open

## **Subsequent visits**

During the second visit to the workplace you will receive ongoing training and instruction to align with the unit/s that you are about to commence ongoing study. Further visits may be arranged by your SSI Trainer.

You will be required to sign a document to confirm training has taken place each time. Where training has taken place electronically, you will be required to respond electronically to a statement confirming that the training took place.

## Information Booklet

Hopefully this booklet will answer all the questions you may have when commencing the traineeship program - either as a trainee, workplace supervisor or an employer. If you have any other enquiries not covered off in this booklet, or you wish to obtain further information, please refer to the Student Handbook or contact your Trainer at the SSI office.

## Training Plan

The training plan is an essential tool for all parties to the traineeship program. It lists each unit of competency, commencement and completion dates and verifies RTO visits and assessments. Both the trainee and the SSI representative must keep a copy of the plan.

Once there is agreement on which competencies will be completed, the trainee, employer and trainer work to schedule the competencies over a twelve-month period (or alternatively the duration of the traineeship).

For students doing a School Based Apprenticeship Traineeship (SBAT), the school is also required to endorse the training plan. This is to ensure the school is aware of and supportive of the training arrangements. Schools are an important partner in the SBAT program and remain responsible for students' duty of care and need to strongly consider their ability to support the training arrangements in all facets.

A new training plan is required to be developed and signed where a new RTO is engaged or in the event of a new employer. The training plan has to be finalised and notification made to the Department of Training within a 6-week timeframe. Monetary penalties apply for late or failure of timely notification.

The trainee is asked to draft a plan first - this is done by rearranging the list of competencies into priority order. Those competencies the trainee has some understanding of already should be the first on the list. The competencies that may require additional training, those that appear a little more difficult, should be left until later in the traineeship.

Once a prioritised list of competencies has been completed, some information can be transferred to the draft plan

From the prioritised list of competencies determine how they should be staggered across the year and how many should be completed in a month. Some may take two or three months to complete. Indicate the time that will be spent working on a single competency by allocating proposed commencement and proposed completion dates

If possible, indicate which competencies can be completed solely on-the-job and those that will require some online training or coaching by your trainer

Indicate who the workplace supervisor will be for each competency.

Where the traineeship stipulates a requirement of structured on-the-job training time, an indication must be given of when this will take place, i.e. Thursday mornings, in the Staff Room from 9:00 - 12:00. Where it is difficult to determine when the training will occur, and

some flexibility is required in this regard, simply indicate 'as recorded in training diary'.

The training plan is a 'tool' that will help keep all parties on track, however it is not set in concrete; it can be altered. Assessments can be postponed or brought forward. Electives can be added, deleted or changed.

Once the training plan is agreed upon, it should be signed by the trainee, the employer and your trainer. A copy should be kept in the workplace and another copy should be retained by SSI.

## **Planning and Preparation**

Your trainer will plan the completion of each competency in consultation with the trainee and the workplace supervisor. The trainee and the workplace supervisor will contribute to the planning by:

- Suggesting how appropriate training can occur in the workplace and identify where additional training off-the-job is required
- Suggesting what the trainee can do, or what the trainee can provide to verify they are 'competent' in each of the units or competencies

All parties will discuss a strategy for completion of training, preparation for assessment and a proposed date of assessment will set.

The trainee must contact their trainer if they have any problems completing work, gathering evidence or keeping the scheduled appointments. It is imperative that the trainee is well organised for the assessment appointment, otherwise the appointment should be re-scheduled.

## **Aligning Workplace Training with the Training Plan**

Where ever possible you are encouraged to align normal business activities with your training plan. If you are participating in a business activity that is not covered by the training plan for some time evidence of this activity should be kept in your portfolio. It may mean you do not have to complete a formal assessment later in the traineeship.

If you make changes to your assessment schedule you should let your trainer know by email.

## **Mastery of Skills**

Mastery of skills is achieved by repetition and practice, so every opportunity should be made to practice skills that are part of your units undertaken.

## **Time for Training**

Employers are required to provide some time for learners to complete their training, however it is recognised that they have a work role to fulfil as well. Workplace visits will require a minimum of an hour to engage in training with their SSI trainer.

## Evidence

At assessment, the trainee will be asked to supply evidence to verify their competence. Wherever possible, evidence should be collected prior to the assessment so that the actual assessment process is as speedy and efficient as possible. The Assessment Task sheet from Moodle is your guide for assessment. If you don't have workplace evidence, you will have to complete the assessment tasks.

Evidence can take the form of:

Work Samples	Photocopies of workplace documents—confidential or sensitive material must be deleted
Reports	Outlines of procedures or policies implemented in the work place.
Activities	Exercises supplied by the assessor
Assessments	Test pieces supplied by the assessor
Checklists	Completed by the workplace supervisor or assessor to verify observation of a skill or competence
Questioning or discussion	Responses given by the trainee at the time of assessment.
Workshop	Attendance at workshops or classes away from the workplace.
Third Party Report	Verification of competence by a third party

## Presentation Standards

When submitting your work for assessment, please ensure that you have completed the following steps:

- All work must be submitted digitally
- All work to be word processed using size 12 font, leave a minimum of a 2cm top, bottom, left and right-hand margin.
- Proof read all your work, paying close attention to grammar and spelling.
- Ensure you only submit original work. You must acknowledge any other person's work, including the internet.
- Ensure that the work has the name of the unit, the date submitted and your name.
- Ask your supervisor to read through any activities that have been set and ask them to make any relevant comments.
- Ensure that the record sheet is signed by your supervisor.

You can negotiate with your assessor to do questions orally but make sure you have prepared the answers.

**If you are not going to be ready for an assessment on the day that you have a scheduled appointment with your assessor, please contact them and let them know so that the appointment can be rescheduled.**

## Assessments

Assessments are conducted in an informal, non-threatening manner. Trainees should be fully informed of when and what will be assessed prior to assessment. Assessments are conducted when the trainee has completed training in a competency and has gathered sufficient evidence to verify their knowledge/skill in that competency.

Prior to your trainer calling to conduct an assessment:

- Workplace observations need to be signed
- All evidence/tasks etc. should be completed and ready for submission. The evidence submitted will be copied and kept on file by your trainer
- Trainees are encouraged to keep a copy of all work submitted at assessment

Assessment can take a variety or a combination of forms:

- Observation
- Discussion, role play
- Questioning
- Collection of work samples
- Completion of assignments, tasks etc
- Checklists

Once the trainee and the workplace assessor are familiar with the assessment process, the trainer will prefer to assess several competencies at each appointment, rather than conducting assessments on single competencies.

## Plagiarism

Plagiarism (noun) is defined as the practice of taking someone else's work or ideas and passing them off as one's own.

Under the RTO Standards 2015 clause 1.8-1.12 conduct effective assessment, the sub-clause 1.8.2 The Rules of Evidence (valid, sufficient, authentic and current) state the work is to be authentic meaning, the assessor is assured that the evidence presented for assessment is the learner's own work.

Skills Strategies International assessors may on occasions use a plagiarism-checker to check authentication of submitted assessments.

All learner assessments submitted for marking is to be the individual work of the named learner.

All learners are permitted two (2) submissions per unit of competency.

Where work is alleged to be plagiarised by the assessor, the assessor will bring it to the attention of the Quality, Compliance and Risk Manager (QCR Manager) where a decision will be made on the authenticity in consultation with the assessor and QCR manager.

Once the decision has been made that plagiarism has occurred and evidence is available;

- Learner is notified by the QCR Manager that an investigation is underway in relation to alleged plagiarism
- Evidence of the plagiarism is to be included to verify the allegation as a true event.

- Learner notified of the informed decision after the investigation is completed
- Learner offered to respond or appeal the allegation in writing (Complaints and Appeals policy to be followed if appealing the decision)
- Learner advised that the person responsible for payment, if other than the Learner, will be notified of the event

Where the Learner accepts liability for plagiarism;

- Learner's response will be acknowledged in writing and be able to re-submit a final assessment
- A note will be recorded on Power Pro
- Notify the person responsible for payment, if other than the Learner, of the event.

Where the Learner denies liability for plagiarism;

- Learner's response will be acknowledged in writing and the Complaints and Appeals Policy will be sent to the student
- The process will then convert to an Appeals process of which follows the Complaints and Appeals Policy
- A note will be recorded on Power Pro
- Notify the person responsible for payment, if other than the Learner, of the event.

Where the response is not accepted by the assessor and QCR manager, and no clear path of progression, the RTO Director will be consulted. The RTO Director may;

- Review the learner's response
  - Allow a final submission of assessment
- or
- Cancel the enrolment
  - Notify the person responsible for payment, if other than the Learner of the cancellation of enrolment.

Where a second allegation of plagiarism occurs with the same Learner;

- The learner will be referred direct to the Skills Strategies International Director
- The RTO Director will notify the employer
- RTO Director has the right to immediate cancellation of enrolment

All learners are required to read, sign and date the Student Agreement page located in the Workplace Logbook. This requirement is also verbally explained to all learners who attend a face-to-face workshop.

## Results

Your Trainer will advise the trainee, either at the assessment appointment or shortly afterwards, whether the assessment was successful, i.e. the trainee was assessed 'competent'. If the trainee is not assessed as competent they will be given information on what extra evidence is required for successful completion

In some instances, the trainee may be required to undertake further training before another assessment can be conducted.

If the trainee or workplace supervisor do not agree with the result of an assessment, they

have the right to question the result with the trainer and failing a satisfactory outcome from those discussions, they are encouraged to approach the Skills Strategies International Director.

## Completion

Completion may occur in four forms:

1. **Variation** - training has not been completed by the due date and the traineeship needs to be extended
2. **Progression** - in consultation with the employer, the trainee may decide to continue to the next Certificate level. Both your AASN representative and your trainer need to be advised so that they can complete one agreement and commence a new agreement
3. **Early completion** - if training is completed prior to the due date, both the employer and the trainer must agree that the traineeship contract be finalised. If the trainee believes that training will be completed ahead of schedule, he/she must discuss early completion with the employer before arranging completion with the trainer.
4. **Completion** - all on-the-job and off-the-job training is completed by the final date noted on the training agreement, generally twelve months after commencement.

## Issue of Certificates

Certificates cannot be issued unless all financial obligations incurred from enrolment have been fulfilled, i.e.:

- Invoices for enrolment fees paid
- Any books borrowed from SSI have been returned

The employer will receive a Letter of Appreciation from SSI to thank them for their contribution to the traineeship process.

Certificate are either posted to trainees and employers or delivered by your trainer.

## Responsibilities

Trainees should advise in the event of:

- change of name, address or telephone number
- change of working conditions, i.e. full-time to part-time
- left employment
- unable to keep appointments due to holidays, sick leave or other reasons

Employers should advise in the event of:

- problems or concerns with training or trainee's performance
- ceasing trainee's employment
- withdrawal from traineeship program

## Withdrawing

Students who are no longer completing the course in which they are enrolled as a trainee will need to discuss with their employer and the AASN about ending their traineeship and withdrawing from their course.

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## Privacy Statement

### Information

The Privacy Notice and Student Declaration at Schedule 1 of the National VET Data Policy has changed.

RTOs must use the new Privacy Notice from 1 July 2019 but can commence using it from January 2019. This new Privacy Notice no longer requires RTOs to collect and keep a record of student consent. Registered training organisations (RTOs) are still required to provide the Privacy Notice to all students at enrolment, but the new format removes the need to record and report student consent, making the enrolment process simpler.

## Privacy Notice

### VET Data Use Statement

Under the Data Provision Requirements 2012 and National VET Data Policy (which includes the National VET Provider Collection Data Requirements Policy), Registered Training Organisations are required to collect and submit data compliant with AVETMISS for the National VET Provider Collection for all Nationally Recognised Training. This data is held by the National Centre for Vocational Education Research Ltd (NCVER), and may be used and disclosed for the following purposes:

- populate authenticated VET transcripts;
- facilitate statistics and research relating to education, including surveys and data linkage;
- pre-populate RTO student enrolment forms;
- understand how the VET market operates, for policy, workforce planning and consumer information; and
- administer VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at [www.ncver.edu.au](http://www.ncver.edu.au)).

## Student Acknowledgement Form

You may copy and paste this section to a document for Moodle Drop Box or into an email body addressed to **compliance@skillstrategies.wa.edu.au**

I, \_\_\_\_\_ (insert full name), declare that I have read the contents of this Student Handbook.

### Digital images & Recordings

SSI will consult with and gain approval to use any digital image or recording for marketing or any purpose other than assessment prior to use. Where a trainee is under the age of eighteen (18) parental /guardian permission will also be obtained prior to use.

*Learner's digital signature on this form acknowledges that s/he has read and understands the contents of the Student Handbook and has read the Privacy Policy and Student Declaration.*

<b>Learner's name</b>	Insert your full name
<b>Date</b>	