

We develop people, we improve business



Trainee Guide

A guide for new trainees



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THE BEGINNING

Welcome

Welcome to Skills Strategies International (SSI), your Registered Training Organisation (RTO) during your traineeship. Thank you for choosing us to support you and your employer throughout your learning journey.

This *Trainee Guide* provides you with all the information you need to know about your traineeship with Skills Strategies International.

If you haven't already, please read our [Learner Handbook](#) which covers everything else you need to know about Skills Strategies International.

Traineeship Overview

An Australian Apprenticeship – that is an apprenticeship or traineeship – is a great way to get a head start in a chosen career or to retrain for the career you have always wanted. For employers, Australian Apprentices can bring new and valuable resources and skills into a business.

Australian Apprenticeships offer opportunities for you to train, study and earn an income at a variety of Vocational Education and Training (VET) qualification levels in many occupations including traditional trades and can be either full-time, part-time or school-based.

When you finish your Australian Apprenticeship, you will have a nationally recognised qualification that can take you anywhere in Australia and is held in high regard in many overseas countries as well.

Completing a traineeship has many benefits as a pathway into a career, such as:

- Earning a wage while you learn.
- Developing practical skills specific to your chosen occupation or industry
- Experiencing hands-on training in the workplace, classroom, or a combination
- Gaining a nationally recognised qualification which can provide the basis for further education and training over the course of your working life

- Potentially accessing government financial support and other benefits to assist with the costs incurred whilst you are undertaking your training
- Updating skills in an area you already work in
- Increasing your value as a qualified employee

Training Contract

A training contract is a legally binding agreement between the employer and the trainee. In signing the training contract, both parties are bound by certain obligations expressed in the contract.

The training contract sets out the terms of the traineeship, which are agreed to by both the employer and the apprentice or trainee. This includes the:

- Qualification the apprentice or trainee is working towards
- Nominal term of the apprenticeship or traineeship
- Number of hours in training and employment provided each week
- Arrangements for on and off the job training

The aim is to provide you 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 Skills Strategies International 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.

Australian Apprenticeship Support Network Provider

Australian Apprenticeship Support Network providers deliver free support to apprentices, trainees and employers throughout the life of an Australian Apprenticeship.

Their services include:

- Providing information on apprenticeships and traineeships suitable for a workplace
- Conducting an induction with the employer and apprentice or trainee
- Administration of the lodging and updating of the training contract
- Managing the eligibility, submission and progress of potential allowances, loans and incentives
- Providing information and support about relevant training providers
- Providing support through mentoring

Registered Training Organisation

Registered Training Organisations (RTOs) deliver the formal off the job training for Australian Apprentices.

We work with employers and apprentices / trainees to:

- Develop the training plan
- Deliver off-the-job training
- Support the employer in delivering on-the-job training
- Approve and issue the qualification upon successful completion

Employer

It all starts with an employer. To be able to start an apprenticeship or traineeship you need to have an employer wanting to employ you as an apprentice or trainee in the relevant occupation.

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.

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.

Schools

In the case of a school-based trainee, the school must approve and be involved in the process. The school's involvement includes:

- Negotiating a schedule of education, training and employment with the RTO, the employer and the student
- Helping the school-based apprentice or trainee to modify their school timetable to include time for working with the employer and training with the RTO
- Providing support to the school-based trainee throughout the school-based traineeship

Parent or Guardian

If an apprentice or trainee is under 18 years of age and in the care and control of a parent or legal guardian when they enter into an apprenticeship or traineeship, the parent or guardian will have requirements in relation to the signing of the training contract.

Fees and Charges

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 fees for each enrolment which consists of:

- Tuition fee
- Materials fee, if required

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.



THE MIDDLE

First Visit

Your Trainer/Assessor will visit the organisation shortly after the trainee commences their employment/traineeship. They will discuss the traineeship program with you and your employer.

At this meeting, your Trainer/Assessor will conduct a Pre-Training Assessment and bring along our Welcome Pack which includes:

- Enrolment Form
- Eligibility Form
- Authority to Invoice Form
- Learner Handbook
- Trainee Guide (that's this one)
- Training Plan
- Training Diary/Log

At this meeting you will also commence your first units (usually three) with your Trainer/Assessor.

Subsequent Visits

Visits after the first meeting will be discussed and agreed on between yourself, your Trainer/Assessor and your employer. Visits include onsite visits and online / remote training and communication.

Employers are required to provide some time for you to complete your training, however it is recognised that they have a work role to fulfil as well. Workplace visits will require a minimum of one (1) hour to engage in training with your Trainer/Assessor.

You will be required to sign a document to confirm training has taken place each time.

Workplace Training

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.

Planning and Preparation

Your Trainer/Assessor 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/Assessor if they have any problems completing work, gathering evidence or keeping the scheduled appointments.

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
- Change to your assessment schedule
- 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

Assessment

Assessments are conducted in an informal, non-threatening manner. Trainees are fully informed of when and what will be assessed prior to assessment.

Assessments, along with learning materials, are all provided to you through our online eLearning platform which you will be given access to at the beginning of your traineeship.

You will be able to access this through our website.

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.

Evidence

You are required to provide evidence of your competence against the units of competency listed in your training plan. will

Wherever possible, evidence should be collected prior to the assessment so that the actual assessment process is as speedy and efficient as possible.

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.



THE END

Results

Your Trainer/Assessor will advise you, 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 (4) 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.

Withdrawing

Trainees 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.

Issue of Certificates

Upon successful completion of your traineeship SSI will issue you with your certificates within 30 days.

Certificates cannot be issued until all financial obligations incurred from enrolment have been fulfilled, including:

- 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.

Certificates are either posted to trainees and employers or delivered by your Trainer/Assessor.

Appendix 1

Terms and Definitions

AASN	Australian Apprenticeship Support Network
AQF	Australian Qualifications Framework
ASQA	Australian Skills Quality Authority
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
Learner	Student, Online Learner, RPL Candidate, Trainee
LLN	Language, Literacy and Numeracy
Outcome	Each competency consists of a number of outcomes. Each outcome must be met to ensure a 'pass' in a competency
RPL	Recognition of Prior Learning
RTO	Registered Training Organisation
SBAT	School-Based Apprenticeships and Traineeships
SSI	Skills Strategies International
TP	Training Plan
Trainee	Employee employed under Australian Apprenticeships
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
USI	Unique Student Identifier
Variation	Application to alter the terms of the employment/training agreement
VET	Vocational Education and Training