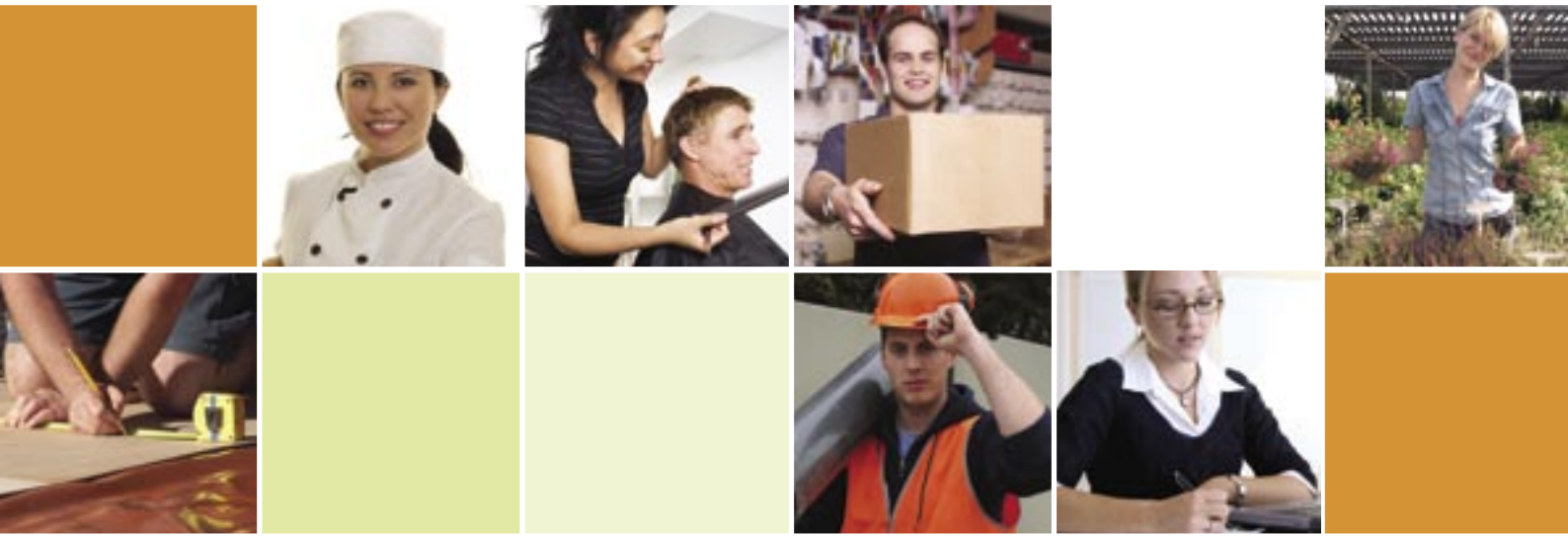




An Australian Government Initiative

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

Your Life. Your Career. Your Future.



SARINA RUSSO APPRENTICESHIP SERVICES

You can dream, learn
and have a better future.
You create your life,
a better world and more.

As an Australian Apprentice, you are extraordinary.

AUSTRALIAN APPRENTICE GUIDE

A message from Sarina

An apprenticeship is a truly exciting way to start your career and Sarina Russo Apprenticeship Services is here to help you – every step of the way.

We understand that joining the workforce can be tough, but the benefits it will bring to your life are so rewarding.

An apprenticeship provides you with the satisfaction of earning money, the opportunity for greater independence, increased self esteem, and a great way to meet new and interesting people.

We look forward to working with you and I wish you all the best.

See you at the top!



Sarina Russo
Founder and Managing Director
Sarina Russo Group



The Sarina Russo Group

Sarina Russo Apprenticeship Services is part of the Sarina Russo Group – a training, education and recruitment organisation. From small beginnings in 1979, today we employ over 700 staff in Queensland and Victoria.

Please ask your Industry Consultant for further information on:

Sarina Russo Job Access – provides a FREE employment service within its network of locations throughout Queensland and Victoria and places over 25 000 people into employment each year.

Sarina Russo Schools | Australia - trains up to 5000 students each year in Brisbane and is recognised as one of the largest privately owned education training institutes in Australia.

Russo Recruitment – provides clients (at a fee) with a customised recruitment service for all their permanent, temporary and contract staffing needs, ensuring the most suitable person for all skills, specialist and executive positions.

James Cook University Brisbane - Russo Higher Education in partnership with James Cook University (JCU) has established a campus in the heart of the Brisbane Central Business District, teaching both undergraduate and postgraduate courses.

Sarina Russo Open Employment Services - provides specialist assistance and services to people with a disability in Melbourne who need ongoing support to help find and maintain open employment.

Quick Guide to the Australian Apprenticeship Process

1. HOW TO GET THAT JOB	2. SIGN UP PROCESS	3. CLAIMING INCENTIVES & ONGOING SUPPORT	4. COMPLETION
<ol style="list-style-type: none">1. Decide on the job you want to do.2. Find an employer by calling Sarina Russo Job Access on 131 559 or a Group Training Organisation or the Job Network.	<ol style="list-style-type: none">1. We will visit you & your employer to assist with the sign-up application.2. Your completed application will be sent to the State Training Authority (STA).3. Contact will be made by your chosen Registered Training Organisation.	<ol style="list-style-type: none">1. We will advise and provide assistance on completing paperwork on any incentives that you are entitled to.2. We will contact you approx. 6 months after commencement and at other times during your Australian Apprenticeship.3. You can contact us at any time on our 24 Hour Apprenticeship Hotline.	<ol style="list-style-type: none">1. We will contact you on successful completion of your Australian Apprenticeship.2. We will discuss further training options for you.

What can we do for you?

What is an Australian Apprenticeship?

You will earn money and get hands on skills, experience and knowledge through a combination of on and off-the-job training. Training is delivered on a full-time or part-time basis, or while you are still at school.

Matching you to a career

Combining paid work and training is a great way to start your career. At Sarina Russo Apprenticeship Services we understand what is needed for you to succeed in the workplace. Our industry experts will be on hand to support you every step of the way.

What can Sarina Russo Apprenticeship Services do for you?

Sarina Russo Apprenticeship Services provides you with ongoing support and assistance throughout your qualification. We can help you:

- Understand your obligations
- Complete all necessary paperwork
- With a dedicated 24 hour phone hotline – 1300 1 RUSSO
- Monitor your progress through regular contact.

Being employed as an Australian Apprentice

The following organisations are here to help you become an Australian Apprentice:

- Sarina Russo Job Access on 131 559
- Sarina Russo Apprenticeship Services on 1300 1 RUSSO
- Group Training Organisations on 1800 819 747
- Job Network at www.jobnetwork.gov.au
- If you are studying at school or a college, talk with your career adviser
- Youth Pathways assist young people at risk aged 13 to 19 at www.youthpathways.dest.gov.au

What you will get paid?

You are entitled to be paid wages dependent on the award or agreement under which you are employed. Information on wages and conditions are available at:

- QLD Wageline 1300 369 945 or visit www.wageline.qld.gov.au
- VIC Wageline 1300 363 264 or visit www.wagenet.gov.au



How long will my Australian Apprenticeship take?

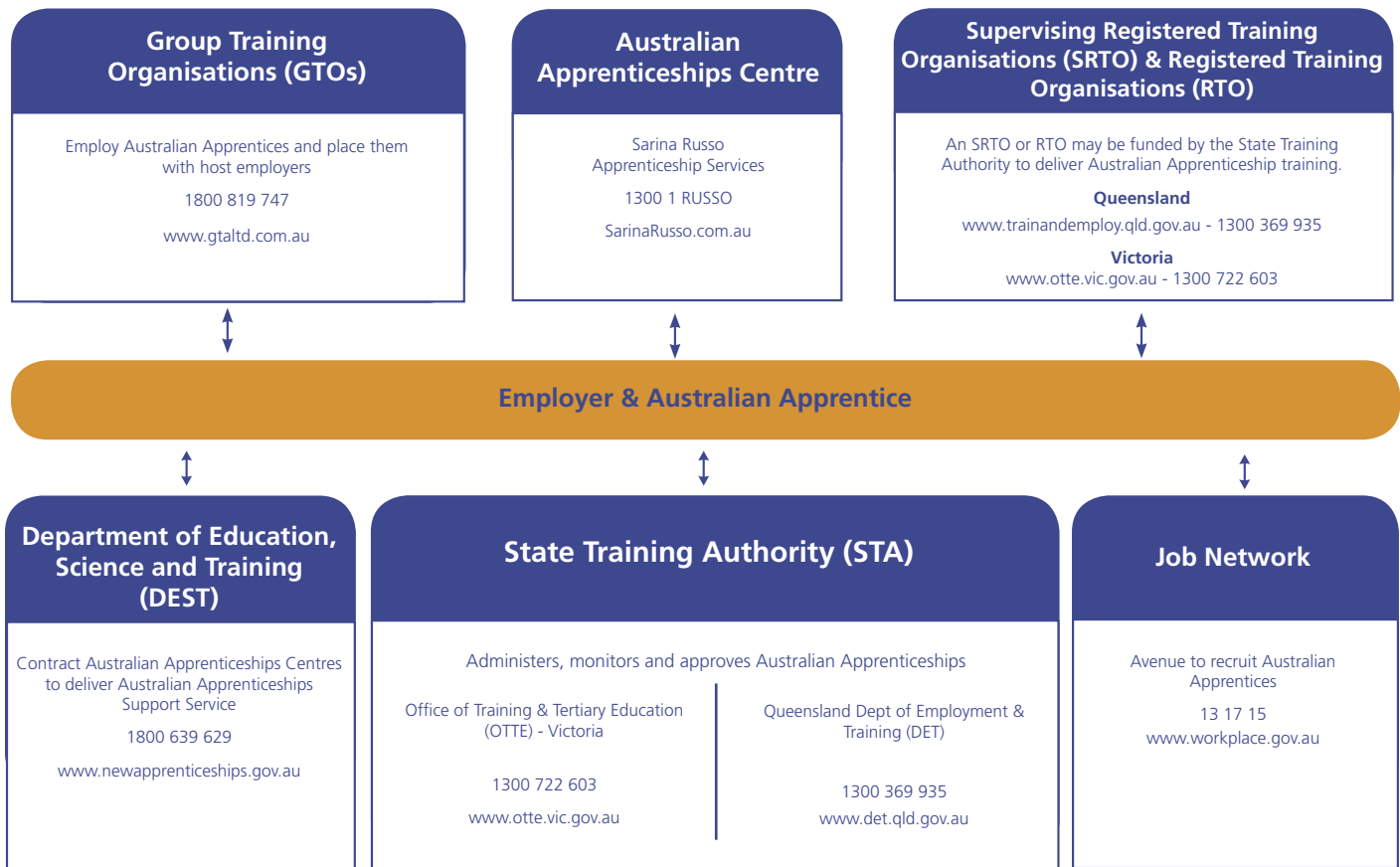
Australian Apprenticeships cover over 600 different qualifications. A full-time Australian Apprenticeship takes 12 months to four years to complete. Australian School-based Apprentices are undertaken on a part-time basis, therefore, durations will vary.

The importance of Supervising Registered Training Organisation (SRTO) or Registered Training Organisation (RTO)

SRTOs (QLD) and RTOs (VIC) play an important role in the development of your apprenticeship. They will:

- Establish the training plan
- Deliver training
- Assess achievements
- Undertake an employer resource assessment
- Issue the qualification upon successful completion

Who's Who of Australian Apprenticeships



State Training Authority (STA)

The STA approves Training Contracts and offers a range of incentives. The body in each state is responsible for the operation of the vocational education and training system.

Recognition of Prior Learning (RPL) / Current Competencies (RCC) - recognising your hard work

RPL & RCC recognise your skills and knowledge acquired through previous training, work or life experience, that may be used to grant status or credit in a subject or module.



Incentives & Allowances

Sarina Russo Apprenticeship Services will work with you from recruitment to completion to ensure you maximise all available incentives and allowances.

Eligibility criteria apply to all incentives and allowances. Australian and State Government incentives and allowances can be varied at any time without notice.



Australian Apprentice Incentives	Overview	What's available
Commonwealth Trade Learning Scholarship	Available to eligible Australian Apprentices undertaking a qualification leading to an occupation in an area of skill needs.	Up to \$1,000
Tools for your Trade	Australian Apprentices who start in an eligible trade occupation experiencing skill needs, will receive a tool kit voucher after completing the first three months of their Australian Apprenticeship.	Up to \$800
Youth Allowance, Austudy and ABSTUDY	Australian Apprentices may be eligible to receive extra support from the Government, subject to the application of parental and personal income tests.	Amount advised at application
Living Away from Home Allowance	An individual who has moved away from their parental or legal guardian's home to seek work or commence as an Australian Apprentice may be eligible.	1st yr \$77.17 per week 2nd yr \$38.59 per week 3rd year \$25 per week
Employers of Australian Apprentices with a Disability Incentives	Overview	What's available
Disabled Australian Apprentice Wage Support (DAAWS)	DAAWS is available for employers who take on an Australian Apprentice with a disability. Claimed monthly.	\$104.30 per week
Workplace Modification	Financial assistance is available for employers to purchase, lease or hire essential equipment to facilitate modifications in the workplace eg. ramps, lighting and safety equipment.	Up to \$5,000
Tutorial, Interpreter & Mentor Assistance	Financial assistance is paid to your SRTO or RTO for tutorial, interpreter and mentor services	Up to \$5,000 per year

Feedback, Privacy and Records

1. Complaints Handling Process

To ensure that all complaints are dealt with fairly and equitably, Sarina Russo Apprenticeship Services (SRAS) has developed a Complaints Handling Process which provides you, your Australian Apprentice and any other interested party with an opportunity to complain, query or provide feedback on the services received or any other aspect of the Australian Apprenticeship process.

Issues that may be raised include, but are not restricted to:

- Breaches of the Australian Apprenticeships Code of Conduct
- Quality of service or information provided by SRAS.
- Breaches of privacy.

You can register a complaint with SRAS by:

- Phoning the local office directly
- Contacting Head Office on 1300 1 RUSSO
- Writing to:

Customer Service Manager
Sarina Russo Apprenticeship Services
GPO Box 856 Brisbane Q 4001

- Emailing your complaint to esm@sarinarusso.com.au

Alternatively, you can contact the DEST Australian Apprenticeships Client Support Line on 1300 367 847, who will then forward your complaint on to SRAS for a resolution.

When SRAS receives a complaint, it is entered directly into a complaints register which is held at each SRAS office. Once the complaint is registered, a copy of the complaint is issued to the relevant Manager, who will take the appropriate action to resolve the issue. All action taken is entered into the complaints register.

If the resolution proposed by SRAS does not meet your satisfaction, the complaint will be referred to DEST for further investigation.

2. Privacy Statement

Some information that you provide to SRAS on Australian Government and State Government forms is "personal information" as defined by the Privacy Act 1988 and the Privacy Amendment Act 2000 (the Act).

This information is collected for the purposes of administering the Australian Apprenticeship, processing your registration, improving the service we provide to you and for the monitoring and evaluation of Australian Apprenticeships in general.

In addition to SRAS, the intended recipients of the information are the Commonwealth Government Department of Education, Science

and Training (DEST), the Queensland Department of Employment and Training (DET), the Victorian Office of Training and Tertiary Education (OTTE), your Supervising Registered Training Organisation (SRTTO), your Registered Training Organisation (RTO) and, if applicable, your Group Training Organisation and Building and Construction Industry Training Fund (BCITF).

The provision of this information is voluntary, but if this information is not provided, SRAS will not be able to process your training contract, amendment or incentives applications.

You have the right to access and to alter personal information concerning yourself in accordance with the Act. The information collected by SRAS will be held by SRAS for the purposes for which it was collected. Please direct any enquiries you may have in relation to this matter to the Customer Service Manager.

3. Record Rules

As an Australian Apprentice you have access to any information that relates to you or your Australian Apprentice in regard to the Australian Apprenticeship.

Examples of such information include:

- Documents signed or provided by the Australian Apprentice such as Training Contracts, application and claim forms, certificates, letters or other statements.

Before providing access to any of this information, SRAS is required to see proof of your identity which will be recorded.

Any other information that you require which does not come under the categories listed above, can be requested by way of an application under the Freedom of Information Act 1982. SRAS can help you with this process and will forward the application to DEST for consideration.

SRAS reserves the right to charge for any costs involved in the retrieval of information requested. You will be responsible for any costs incurred in making an application under the Freedom of Information Act 1982.

At the end of the Australian Apprenticeship or if so advised by DEST, SRAS is required to provide DEST with all client records, including sensitive personal information. The documents will not be used by DEST without the written consent of the Australian Apprentice.

If you believe there has been a breach of privacy, please follow the Complaints Handling Process listed previously.

Frequently Asked Questions

How do I become an Australian Apprentice?

Contact Sarina Russo Job Access on 131 559 or Sarina Russo Apprenticeship Services on 1300 1 RUSSO.

What do I need to do before approaching an employer?

Choose a qualification that suits your abilities and career aspirations. There are 600 different qualifications to choose from, to find one that best suits your needs visit the Queensland Training Information Service (QTIS) www.trainandemploy.qld.gov.au or for Victoria www.otte.vic.gov.au for a list of available qualifications in your state.

Is there any financial assistance for Australian Apprentices?

YES. Sarina Russo Apprenticeship Services will work with you to ensure all available incentives and allowances are maximised. Contact us today.

How will my training be assessed?

Australian Apprenticeships are 'competency based' which means you can complete your training faster if you reach the required skill level earlier.

How long will my Australian Apprenticeship last?

A full-time Australian Apprenticeship takes 12 months to four years to complete. Australian School-based Apprenticeships are undertaken on a part-time basis, therefore, durations will vary.

What are my responsibilities and obligations as an Australian Apprentice?

You will have the same responsibilities and obligations as an employee of a business. The National Code of Good Practice for Australian Apprenticeships outlines other requirements.

Am I entitled to financial assistance if I have a disability?

Yes. There are many programs for you and your employer to access. Sarina Russo Apprenticeship Services can provide more details. Contact us today.

Will my wages change if I do an Australian Apprenticeship as an existing worker?

Existing worker wage and employment conditions usually remain unchanged when undertaking an Australian Apprenticeship. However it is important that you obtain further advice.

Do I have to bear the cost of my training as an existing worker?

No. Any costs associated with your training are the responsibility of your employer. In many cases both the Australian and State Governments will provide a range of incentives to assist your employer with your training and employment costs.



Australian School-based Apprenticeship Frequently Asked Questions

Can I undertake an Australian School-based Apprenticeship and achieve an OP (QLD) or TER (VIC)?

Yes. School-based apprenticeships and traineeships are available in most schools, whether you are OP or TER eligible or not.

Are there any entry requirements?

No. Australian Apprenticeships are available to anyone who is 15 years of age and above and an Australian citizen or permanent resident.

What kind of wages will I receive as a Australian School-based Apprentice?

Australian Apprentices are usually paid a reduced wage that reflects the time spent undertaking formal training.

Are there any costs involved?

Australian Apprentices maybe required to pay a tuition fee for qualifications at Certificate III level and above. Call Sarina Russo Apprenticeship Services for assistance.

Where can I find my nearest Sarina Russo Apprenticeship Services Centre?

Queensland

Annerley

Beenleigh

Biggera Waters

Brisbane City

Bundaberg

Caboolture

Capalaba

Fortitude Valley

Hervey Bay

Inala

Ipswich

Logan Central

Mitchelton

Nerang

Nundah

Palm Beach

Stones Corner

Strathpine

Sunshine Coast

Toowong

Toowoomba

Upper Mt Gravatt

Wynnum

Victoria

Epping

Dandenong

Fitzroy

Fountain Gate

Frankston

Greensborough

Heidelberg

Lilydale

Ringwood



SARINA RUSSO
APPRENTICESHIP SERVICES

Call 1300 1 RUSSO
7 8 7 7 6

SarinaRusso.com.au

