



Australian Government

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.



Training takes off

Qantas Airways Ltd

Sydney region



Qantas Australian Apprenticeships are popular and competitive. The 2009 intake for the Aircraft Engineering program, for example, received 1800 applications for 100 positions.

'Each year we take on around 100 Aircraft Engineering apprentices across NSW, Victoria and Queensland covering avionics, mechanics and structures of aircraft,' Russell Burgess, Qantas Senior Instructor Apprentice Training, says.

The trade qualification for this is at the Certificate IV level and the selection criteria are designed to attract those who demonstrate an interest in aircraft engineering.

Monica Ferreri, Business Relationship Manager at Sarina Russo Apprenticeship Centre, Sydney, is not surprised Qantas Australian Apprenticeships are so sought after.

'Qantas recognises that involving their executive leaders in their training programs is powerful. Through this constant endorsement, Qantas has seen their programs accelerate the growth and development of its people,' Monica says.

'This is a unique way of promoting accredited training within any organisation. Business units such as Q Catering have done this extremely well. Qantas has really taken ownership and made the Australian Apprenticeships program its own.'

Qantas has 600 Australian Apprentices in engineering, catering, telephone sales and airport operations and a 100 per cent training completion rate. There are plans to train an additional 100 people in 2009.

'We view the apprentices and trainees as members of the team and they have all the resources available to them that other long-term members of staff have, including support from senior managers and other staff,' Learning and Development Manager Michael Alacqua says.

Historically, the focus at Qantas was on engineering, but this has expanded to other areas such as catering, airport services and telephone sales.

'A training needs analysis was conducted in 2007 which identified a skills gap with our front line leaders. This led to the development of the Certificate III and IV Frontline Leaders programs which commenced in early 2008,' Michael says.

Qantas' Indigenous employment program has also been recruiting Aboriginal and Torres Strait Islander people since 1988.

The company offers an Indigenous cadetship program, known as Indigenous Cadetship Support, in partnership with the former National Indigenous Cadetship Project run by the Department of Education, Employment and Workplace Relations.

The four cadets who currently work at Qantas get financial support for their university studies and are encouraged to apply for graduate program or corporate area roles when they finish university.

Qantas has also joined with the Aboriginal Employment Strategy, a not for profit organisation that places Aboriginal people in employment, to give 16 Indigenous high school students Australian School-based Apprenticeships.

‘These students get valuable work experience and when they complete high school, we hope they consider a career with Qantas,’ Michael says.

Qantas Executive Manager People Jon Scriven dedicates this award to all its apprentices and trainees, past and present.

‘This award is acknowledgment to all the 8000 plus apprentices and trainees who have, and who are still working for Qantas.’

