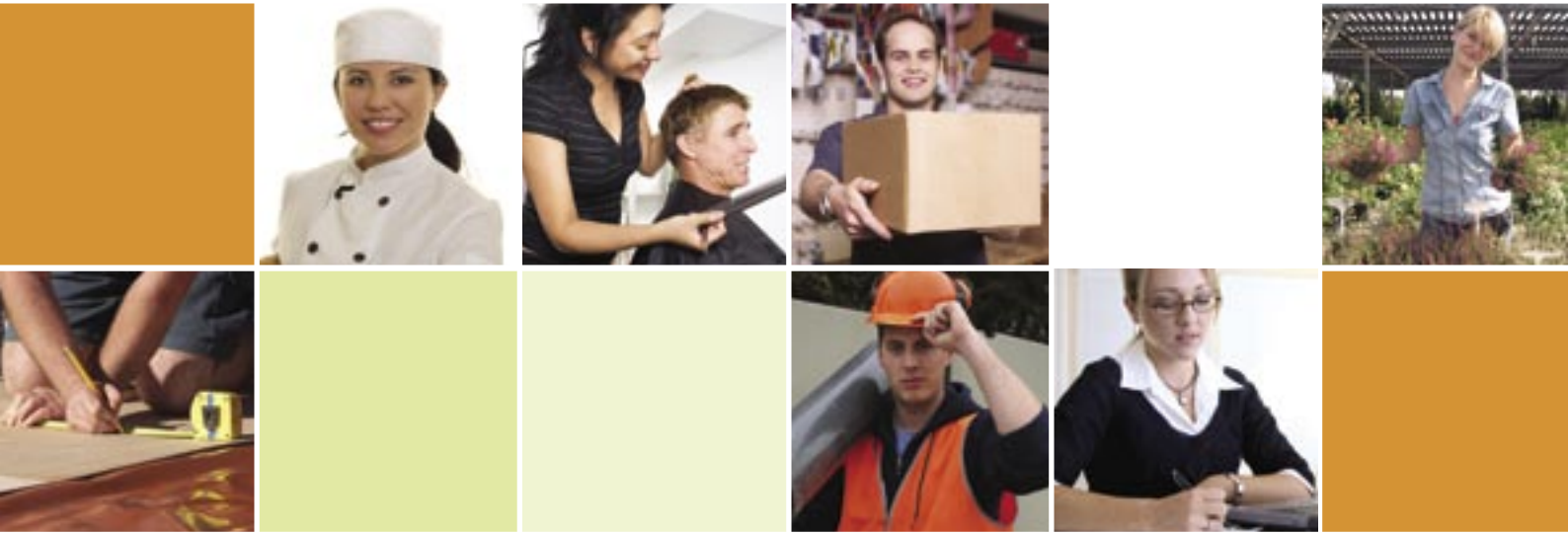




An Australian Government Initiative

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 inspire, educate,
enlighten and provide a better future.
You create memories, confidence,
mateship, careers and more.
As an employer, you are extraordinary.

EMPLOYER GUIDE

A message from Sarina

A buoyant economy, record low unemployment and competition amongst employers for skilled labour means you need someone you can trust to match you with the right Australian Apprentice.

As a fully integrated market leader in education, training and employment services, the Sarina Russo Group understands skills are a key driver to the success of your business. That's why Sarina Russo Apprenticeship Services offers you a total employment solution.

Our commitment is to ensure we provide you with the right solutions to help your business grow and enhance skill levels of your employees.

We look forward to meeting you personally and building a strong working relationship based on finding the right person for your job.

See you at the top!



Sarina Russo
Founder and Managing Director



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. APPROVAL PROCESS	2. CLAIMING INCENTIVE	3. ONGOING SUPPORT	4. COMPLETION
<ol style="list-style-type: none">1. We will visit you to assist with the sign-up application.2. Your completed application will be sent to the State Training Authority (STA).3. You will receive notification of approval.4. Contact will be made by your chosen Registered Training Organisation (RTO).	<ol style="list-style-type: none">1. We will notify you when incentives are due, provide claim forms and help you complete them, authorise incentive payments and notify you of payment.2. Prior to payment, contract must be registered and the 3 month waiting period met.	<ol style="list-style-type: none">1. We will contact you approx. 6 months after commencement and at completion.2. We will check with your RTO to ensure your apprentice is attending training.3. You can contact us at any time if you have any questions on 1300 1 RUSSO.	<ol style="list-style-type: none">1. We will contact you on successful completion of the Australian Apprenticeship.2. We will lodge a completion incentive claim if eligible.3. Discuss further training options for you and your Australian Apprentice.

What can we do for you?

Who is Sarina Russo Apprenticeship Services?

Sarina Russo Apprenticeship Services offers a total employment solution for employers, Australian Apprentices and jobseekers.

Our commitment to you is to ensure that we provide the right solution to best meet your needs and assist you to grow your business, employment opportunities and employee skill levels.

Sarina Russo Apprenticeship Services will:

- Advise you on Australian Apprenticeships for your business
- Ensure you maximise on available incentives and allowances
- Help you find and hire the right Australian Apprentice
- Assist you to find the right employee through Sarina Russo Job Access
- Provide employment options, including full-time, part-time, school-based or Group Training
- Highlight the legal responsibilities and obligations for you and your Australian Apprentice
- Assist you with the training options, including choosing a Supervising Registered Training Organisation (SRTO) or Registered Training Organisation (RTO)
- Outline the eligibility requirements for financial incentives and allowances
- Offer strategies to help you retain your apprentice until the end of the Australian Apprenticeship

FREE Sarina Russo Apprenticeship Services include:

- Expert advice on your industry and more than 600 qualifications
- Payment of employer incentives (eligibility criteria apply)
- Support from recruitment to completion
- Workplace visits for training and employment assistance
- Assistance with completing and lodging all paperwork
- 24 Hour Apprenticeship Hotline
- Online claim and information system
- Notification of eligible incentive payments

Sarina Russo Apprenticeship Services Online

Our online system will enable you to monitor and manage your Australian Apprentices 24 hours a day, 7 days a week. The power is in your hands to check the status of claims and incentives, and even change contact details. Our friendly team will be pleased to take your call and assist if you are unable to access this information online.

Notification System

Communication is all important, and our state of the art Online Notification System will advise you when claims are due, payments are made and other relevant information.



Advantages of employing an Australian Apprentice

- Get staff who are MOTIVATED
- Get staff who are PRODUCTIVE
- Get staff who stay in the job LONGER
- Financial incentives (eligibility criteria apply)
 - Up to \$4000 in government incentives
 - State Government funded training
 - Payroll tax relief (QLD only)
 - Workcover rebate (VIC only)
 - Training award pay rates
 - Training and assessment at little or no cost to your business

Keeping your Australian Apprentice

You have done all the hard work to find that special Australian Apprentice. Here are some tips on how to keep them:

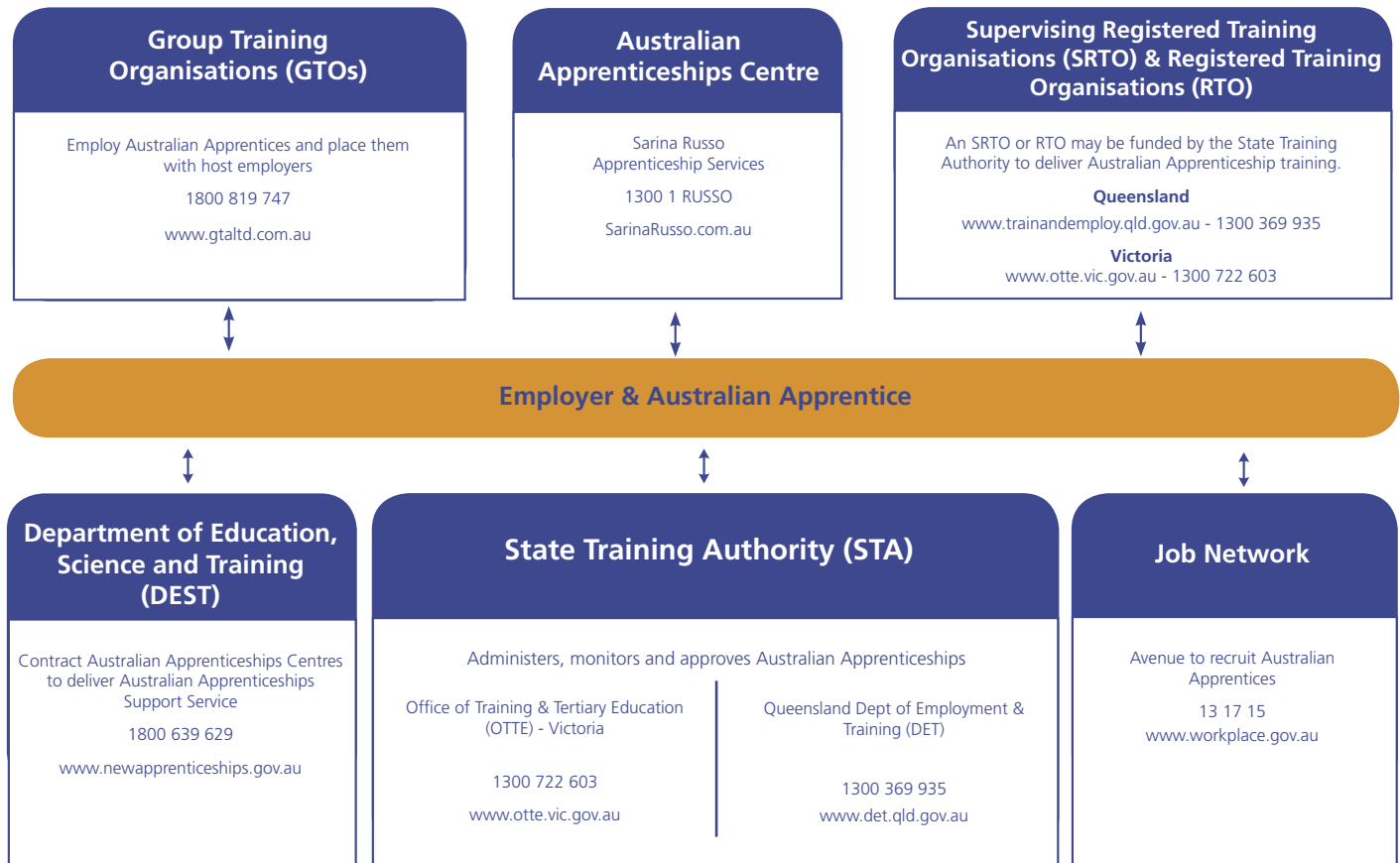
- Take an active interest in their Australian Apprenticeship
- Set time aside each week to review their progress at their training organisation
- Receive a regular progress report
- Rotate your Australian Apprentice through different areas of your organisation
- Encourage your Australian Apprentice to communicate any of their concerns

Training existing staff

To have your team at the cutting edge, they need to keep learning. Through the Commonwealth Government, financial incentives are available to train eligible staff at Australian Qualification Framework Levels III and IV.

An existing worker Australian Apprentice is someone who has been employed for more than three months full-time or more than 12 months part-time or casual, or a combination of both, immediately prior to the commencement date of training.

Who's Who of Australian Apprenticeships, Wages & GTOs



Sarina Russo Apprenticeship Services can assist you to determine the wages and conditions of employment for your Australian Apprentices (new and existing employees).

- New employees are normally paid a reduced wage that reflects the time spent undertaking formal training. You are required to pay the Australian Apprentice for time spent in training (off-the-job or on-the-job), with the exception of Australian School-based Apprentices, who do not receive payment for time spent in training.
- Existing worker wage and employment conditions usually remain unchanged when undertaking an Australian Apprenticeship.

Wages for full-time, part-time and Australian School-based Apprentices vary across qualifications and are determined by a number of industrial relations awards.

For wage information contact:

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

Why use a Group Training Organisation?

Group Training Organisations (GTO) provide one of the easiest ways to take on an Australian Apprentice. With GTOs, you get all the advantages of carefully selected Australian Apprentices, short or long-term, without the hassle of paperwork and payroll.

GTOs make it as simple as possible for your business to take on an Australian Apprentice by:

- Managing the selection process
- Managing their training, ongoing support and paperwork – wages, superannuation, allowances, workers' compensation, sick / holiday pay and other employment benefits
- Ensuring they receive a broad range of training and experience by rotating them from business to business, when necessary

As a host employer, you are responsible for paying the GTO for the time the Australian Apprentice spends on the job.

If you would like to know more about Group Training Organisations visit www.gtald.com.au or phone 1800 819 747.

Training Organisations & School-Based 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.

The importance of a Supervising Registered Training Organisation (SRTO) and Registered Training Organisation (RTO)

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

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

What should you consider when selecting an SRTO or RTO?

- Does the SRTO or RTO have funding available under a User Choice contract?
- Does the SRTO or RTO deliver the Australian Apprenticeship qualification for your industry?
- Does the SRTO or RTO work with you and your Australian Apprentice to design a relevant Training Plan?
- Does the SRTO or RTO provide you with the level of service you require and explain the costs involved?
- Can the timing of the training be rearranged?
- How and when does the SRTO or RTO assess the Australian Apprentice? What support is given to help you with assessments? Do you play a role in the assessment?
- How much feedback and contact do you expect to have with the SRTO or RTO on the progress of your Australian Apprentice?
- Does the SRTO or RTO provide any additional support to suit your business needs? If your Australian Apprentice needs additional learning support (e.g. maths, reading or writing), is this provided?
- What is the complaints handling procedure? If you are unhappy, you have the right to change to another SRTO or RTO.



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.

Why employ an Australian School-based Apprentice?

In a competitive marketplace, it makes good business sense to employ an Australian School-based Apprentice who can offer your business a flexible helping hand when you don't need a full-time employee.

Australian School-based Apprentices are typically in years 10, 11 or 12 and continue to study towards their Senior Certificate while they undertake the Australian Apprenticeship.

Until the training program is completed, you must commit to provide ongoing employment for your apprentice:

- In QLD a minimum of 48 days per year. You have access to the student for one day per week, with the option of providing extra work after school hours, on weekends and on school holidays.
- In VIC - Integrated requires 10 hours per week averaged over the duration of the contract
- Non-integrated requires 15 hours per week averaged over the duration of the contract

Once their schooling is completed, you can convert your Australian Apprentice to either full-time or part-time work. You are only required to pay the student for the hours they actually work, while they are at school.

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.

Commonwealth Government Incentives	Overview	What's available
Commencement Incentive	Payable for Australian Apprentices <ul style="list-style-type: none"> • Certificate Level II • Certificate Levels III or IV 	\$1,250 \$1,500
Innovation Incentive	Payable to employers for employing an Australian Apprentice in an identified Innovation Training Package.	\$1,100
Australian School-based Apprenticeship Commencement Incentive	Payable to employers for employing an Australian Apprentice in an endorsed Australian School-based Apprenticeship.	\$750
Declared Drought Area Incentive (Exceptional Circumstances)	May be payable to employers who hold a current Exceptional Circumstances Drought Area Certificate.	\$1,500
Rural and Regional Skills Shortage Incentive	Payable to employers for employing an Australian Apprentice at Certificate Levels III or IV in an identified skills shortage occupation in rural and regional areas.	\$1,000
Mature Age (45+) Commencement Incentive	Payable to employers of a disadvantaged mature age Australian Apprentice.	\$750
Recommencement Incentive	Payable to employers for recommencing an out of trade Australian Apprentice at Certificate Levels III or IV.	\$750
Completion Incentive	Payable to the employer for employing an Australian Apprentice at Certificate Levels III or IV who successfully completes their training.	\$2,500
Australian School-based Apprenticeship Retention Incentive	Payable to the employer who employs an Australian School-based Apprentice within six months of their completion of year 12.	\$750
Mature Age (45+) Completion Incentive	Payable to employers when their disadvantaged mature age Australian Apprentice successfully completes their training.	\$750
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

State Government Incentives	Overview	What's available
Funded Training	State Government may subsidise the cost of the training component delivered by SRTOs or RTOs.	Amount advised at application
Payroll Tax Exemptions	Payroll Tax Exemptions may be available to employers who enrol their new staff into an Australian Apprenticeship (Queensland only)	Amount to be advised
Workcover Rebate	Workcover Rebate may be available to employers who enrol their new staff into an Australian Apprenticeship (Victoria only)	Amount to be advised
Start-up Assistance for Australian Apprentices	A reimbursement for those employed in an identified skill shortage industry. Must be for specialised equipment such as necessary tools and protective equipment (excluding uniforms).	\$300
Travel and Accommodation Allowances for Australian Apprentices	For those who travel more than 50km to attend courses in relation to their training program	Amount to be advised
Strategic Employment Development Program	For eligible employers and Group Training Organisations who recruit an additional Australian Apprentice in a specified skill shortage industry.	\$2,000 - \$4,000
Building and Construction Industry Training Fund	Provides additional financial incentives to employers in selected skill shortage areas within the building and construction industries.	\$1,590 - \$6,363
Employers of Indigenous Australian Apprentices Incentives	Overview	What's available
Indigenous – Wage Assistance	<ul style="list-style-type: none"> Over 26 weeks of ongoing full-time employment Over 26 weeks of ongoing part-time employment (min. 20hrs/week) 	\$4,000 \$2,000
Indigenous – Structured Training and Employment Projects (STEP)	Employers who employ 5 or more indigenous employees into a structured training program	Amount advised at application
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



Apprenticeship Centres Code of Conduct



Australian Apprenticeships Centres' Code Of Conduct

The Australian Apprenticeships Centres' Code of Conduct applies to all Australian Apprenticeships Centres and their staff and represents the minimum standards to be applied in all dealings with employers, Australian Apprentices and other interested parties. It aims to ensure the delivery of high quality support services with high standards of ethical behaviour exhibited to all parties concerned.

In adhering to the Code of Conduct, Australian Apprenticeships Centres must:

- Be open and honest at all times.
- Be respectful and courteous in their dealings with all clients.
- Inform clients of their rights, obligations and entitlements.
- Ensure that provision of information is current, accurate, impartial and consistent.
- Ensure that advice about training options, particularly National Training Packages, best reflects the training needs of the employer and the Australian Apprentice.
- Adhere to the Australian Apprenticeships Incentive Programs Policy and Administrative Guidelines when determining eligibility and processing claims for Australian Apprenticeships Incentives.
- Refrain from making false or misleading statements to employers and Australian Apprentices in relation to eligibility and processing claims for Australian Apprenticeships Incentives.

- Be easy to contact by telephone, facsimile and e-mail during normal business hours as well as maintaining easily accessible premises.
- Respond quickly and accurately to requests for information.
- Treat complaints seriously and learn from them.
- Comply with obligations under laws such as the Privacy Act 2000, the Freedom of Information Act 1982 and the Trade Practices Act 1974.
- Not seek or accept fees, benefits or advantages either directly or indirectly from employers, Australian Apprentices or other interested parties for services funded by the Australian Government.
- Make available to any interested person details of the controls and arrangements put in place to manage conflict of interest matters where such conflict exists.
- Maintain up-to-date knowledge in respect to all Australian Apprenticeships and particularly Training Packages available within industry sectors.
- Ensure that a positive reputation and outlook for Australian Apprenticeships is promoted to State and Territory Authorities, other key stakeholders and the community.



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 csm@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

You and your Australian Apprentice 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 decide on a Supervising Registered Training Organisation?

With over 600 different training programmes, it will be dependant on the nature of the job. We will assess the roles and advise which training programmes are most suitable. We can also provide options of Registered Training Organisations.

Is there an Australian Apprenticeship to suit my business?

Yes. Australian Apprenticeships cover more than 600 different occupations. A full-time Australian Apprenticeship can take from 12 months to four years to complete. Australian School-based Apprentices are undertaken on a part-time basis, therefore, durations will vary.

What is a Australian School-based Apprenticeship?

They allow high school students - typically Years 11 and 12 - to work with an employer as a paid employee while studying for their senior certificate. At the same time, students undertake a training qualification with a Registered Training Organisation.

When does my Australian Apprentice attend training?

Training will be organised at a convenient time after discussion between you, your apprentice and your training organisation.

What are the benefits of a Group Training Organisation (GTO)?

The GTO is the employer of your Australian Apprentice. They manage the training, provide ongoing support and undertake all the paperwork connected with wages, allowances, superannuation, workers' compensation, sick / holiday pay and other employment benefits.

How can I best use Sarina Russo Apprenticeship Services?

Sarina Russo Apprenticeship Services provides you with total employment solutions from recruitment through to completion. By arranging a time to visit your business, we will identify the right solutions to help grow your business, enhance your employee skill levels and match the right apprentice to your job.

Can my existing staff do training through Australian Apprenticeships?

Yes. Please contact us on 1300 1 RUSSO to discuss the necessary eligibility requirements.

Is there a probationary period before I commit to placing my Australian Apprentice into training?

The standard probationary period is 90 days for an apprentice and 30 days for a trainee.

What are my obligations and expectations as an employer?

You are to provide training, supervision and relevant workplace instruction. You must notify the relevant State Government Department within 14 days of any changes to the training contract.

How do I find an Australian Apprentice?

Australian Apprentices can be recruited by:

- Calling Sarina Russo Apprenticeship Services on 1300 1 RUSSO
- Calling Sarina Russo Job Access on 131 559
- Contacting a Group Training Organisation directly or calling 1800 819 747
- Calling the Job Network employer line on 13 17 15
- Contacting your local high school or telephoning 1800 626 839 and asking for details of the school-industry partnerships in your local area

What incentives and allowances are available for Australian Apprenticeships?

Incentives and allowances start from \$750 to several thousand dollars, dependant upon your eligibility. Please contact us before you recruit your Australian Apprentice to ensure you receive your maximum benefit.

What wages do I have to pay my Australian Apprentice?

Wages are usually paid at a reduced rate which takes into account the time spent in formal training. Wages vary across qualifications and are determined by the relevant industrial award.

Notes



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

