



# Skill360

## Induction Guide for Apprentices & Trainees

CONNECTING APPRENTICES AND TRAINEES TO HOST EMPLOYERS

# Your future, your way!

An apprenticeship or traineeship can be an exciting career pathway choice!

The team at Skill360 can support you throughout your apprenticeship or traineeship by connecting you to work opportunities in your industry and region.

We are a Group Training Organisation which means we act as your employer, paying your wages, ensuring all compliance with workplace health and safety and offering ongoing mentoring support so you can successfully complete your qualification and move forward in your career.

Skill360 has excellent relationships with local employers so we can support your secure employment from start to finish!

Through an apprenticeship or traineeship you receive on-the-job training, earn while you learn and gain a qualification on completion.

So, what are you waiting for? Let us help you create your future, your way!



**Skill360 act as a mediator between you and the ‘host business’. We are always a phone call away and offer ongoing mentoring support.**

**If for some reason the host business can no longer employ you, we assist you to find a new role with another business, ensuring as little interruption to your apprenticeship qualification as possible.**

**Gain a competitive edge and earn while you learn.**

With an apprenticeship or traineeship you will:

- Get practical hands-on training in an industry of your choice
- Create a stepping stone opportunity to higher education
- Gain a nationally-recognised qualification
- Get paid to work, while learning relevant on-the-job skills
- Have the opportunity to fast-track your training
- Get access to ongoing support services and mentoring



## How Skill360 can support your career:

- We help you choose a career path that suits your skills and interests
- We assist in finding the right qualification and help with lodging any paperwork
- We manage and process any Australian government financial assistance you may be eligible for
- We offer a range of ongoing support services, to keep you on track with your apprenticeship or traineeship
- Whenever you need us, we are only a phone call away



# A step-by-step guide

Throughout the process, Skill360 provide support with:

1

## Choosing A Career Path

We listen to you, your interests and career aspirations and with our career guidance tools, we assist you to make the right qualification choice.

2

## Commencing Your Apprenticeship or Traineeship

Once we place you into an apprenticeship or traineeship with a host employer, Skill360 will officially induct you into the program and facilitate the completion of your training contract.

3

## Finding a Training Provider

Skill360 are a Registered Training Organisation and can deliver your training, depending on the industry you are in, or we find you a suitable training provider.

4

## Apprenticeship Support Network

Skill360 are a part of the BUSY Group Ltd and can connect to Australian Apprenticeship Support Network (AASN) services to approve your Training Contract and forward to The Department of Employment, Small Business and Training (DESBT) for registration.

5

## Accessing Incentive Claims

Through our AASN connections, Skill360 can help assess you and your employer's eligibility for financial assistance or incentives.

6

## Mentoring & Assistance

For the duration of your training, Skill360 offer access to mentoring and other support services as required.

7

## Completion of Training

Congratulations - you have now gained a formal industry qualification that is nationally recognised! We have the reputation and connections for you to have the best chance of long term employment in your chosen industry.



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A P P R E N T I C E S H I P  
S U P P O R T N E T W O R K**  
An Australian Government Initiative



**Queensland  
Government**



# Helpful Information

## WAGES FOR AN APPRENTICE OR TRAINEE

- An employee can only be paid apprentice/trainee pay rates if they have a formal training contract in place with their employer.
- Pay rates vary depending on the industry and increase at different periods or skill levels during your apprenticeship period.
- Modern Awards establish the minimum conditions for employers across Australia.
- Further information on wages can be found at [fairwork.gov.au/pay](http://fairwork.gov.au/pay).

## IF YOU'RE EXPERIENCING PROBLEMS

- If you feel you are not receiving the appropriate support for your training, are experiencing harassment or bullying in the workplace or have any other issues, inform Skill360 immediately.
- You can also contact the Department of Employment, Small Business and Training on 13 74 68.
- Most workers, including apprentices and trainees, are covered by national anti-bullying laws. More information regarding this act can be found at [fwc.gov.au](http://fwc.gov.au) or you can contact the Fair Work Commission on 1300 799 675.

## YOUR HEALTH & SAFETY IN THE WORKPLACE

- While employed, you must follow all health and safety instructions given to you by Skill 360 and your host employer.

- By law, your employer should provide a safe workplace for all workers, free from verbal, physical, sexual and racial abuse.
- Your employer is obligated by law to provide a safe workplace, ensuring you are free from harm, including physically and mentally.
- Skill360, a part of The BUSY Group is an organisation that puts the best interests of children and young people first by adhering to the Child Safety Organisation National Principles. A copy of our Child Safety and Wellbeing policy can be found at [skill360.com.au/about/policies/](http://skill360.com.au/about/policies/).
- More information can be found at [safeworkaustralia.gov.au](http://safeworkaustralia.gov.au).

## AUSTRALIAN APPRENTICESHIP SUPPORT NETWORK PROVIDERS' CODE OF CONDUCT

- All Australian Apprenticeship Support Network Providers are required to comply with the Australian Apprenticeship Support Network Providers' Code of Conduct which sets out acceptable behaviour and standards of service. You can request a copy if required.

## YOU AND YOUR EMPLOYER'S OBLIGATIONS

- The National Code of Good Practice has been developed to give both employers and Australian apprentices and trainees a clear understanding of their obligations.

# Frequently Asked Questions

## Q. EXPLAIN THE DIFFERENCE BETWEEN AN APPRENTICESHIP AND A TRAINEESHIP?

A. An apprenticeship usually relates to a trade, eg electrician, hairdresser, chef, plumber or carpenter. A traineeship generally relates to industries that don't need a trade certificate, eg business, retail, hospitality and more.

## Q. HOW LONG WILL IT TAKE?

A. Full time apprenticeships will take between 36 to 60 months, depending on the apprentice and how quickly they complete the competencies. An apprentice will undertake qualifications from Cert Level III to Level VI. Full time traineeships will take between 12 and 24 months, undertaking qualifications from Cert Level II to Level VI. Recognition of prior learning, on the job learning and formal or informal experience can all contribute towards competency and completion of the qualification.

## Q. IS THERE A PROBATIONARY PERIOD?

A. Yes, usually the probationary period for a full-time apprenticeships is 90 days while a traineeships is 30 - 60 days.

## Q. IS THERE ELIGIBILITY CRITERIA TO BECOME AN APPRENTICE OR TRAINEE?

A. Apprenticeships or traineeships are available to anyone of working age who are Australian Citizens or Permanent Residents, a NZ Passport holder or the holder of a visa type which allows you to work in Australia. You don't need a secondary school certificate or other qualification to be able to do an apprenticeship or traineeship.

You can do an apprenticeship or traineeship if you're a school leaver, re-entering the workforce or as an adult worker simply wishing to change careers or gain new skills. You can even begin your apprenticeship or traineeship while you're still at school finishing Years 11 and 12. You will need to be an Australian citizen or hold a New Zealand passport or a visa that allows you to engage in work in Australia.

## Q. DO I NEED TO BE EMPLOYED FULL TIME?

A. As an apprentice or trainee you can combine time at work with training and can be either employed as full-time, part-time (minimum of 15 hours per week) or school-based (you will need to work a minimum of 50 days per year, usually one day per week). You must be employed on a permanent basis, not casual.

## Q. WHAT FINANCIAL ASSISTANCE IS AVAILABLE?

A. There is financial assistance available that you may be eligible for including Trade Support Loans, Living Away from Home Allowances and Centrelink allowances under Youth Allowance, Austudy and Abstudy. Contact BUSY At Work on 13 28 79 or more information can be found at [australianapprenticeships.gov.au](http://australianapprenticeships.gov.au)

Depending on your circumstances, you may also be eligible for other government support services when commencing your apprenticeship or traineeship.

## Q. WHAT IS A GROUP TRAINING ORGANISATION?

A. A Group Training Organisation is a labour hire employer that matches apprentices and trainees to suitable host employers, managing the payroll and legalities for the host employer and supporting the apprentice or trainee to ensure they have ongoing employment and successfully complete their training.

## Q. WHAT ARE THE BENEFITS OF A GROUP TRAINING ORGANISATION (GTO)?

A. GTOs provide the following benefits:

- Apprentices utilising GTOs have a higher retention and completion rate.
- GTOs provide full or tailored recruitment services such as online applications, screening, profiling risk assessment, aptitude testing, medical assessments and arranging uniforms including Personal Protective Equipment (PPE).
- Full financial services, for example, payroll invoicing.
- We help manage conflict and disputes, including industrial relations and human resources matters.
- We coordinate your training plan and provide mentoring support to you and your host employer when needed.

## Contact Details

### Locations

#### Cairns

1 Wilkinson Street  
Manunda QLD 4870

#### Townsville

5/358 Flinders Street  
Townsville QLD 4810

#### Kirwan

Shop 4, 2 Kern Brothers Drive  
Kirwan QLD 4817

**1300 933 358**

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