



# HOW TO

SUCCESSFULLY ESTABLISH  
AND MANAGE A  
**TRAINEESHIP PROGRAM**  
IN YOUR BUSINESS

# TRAINEESHIPS: THE FACTS

## What is a traineeship?

A traineeship combines practical work with structured training in a nationally recognised qualification with training specifically customised to the needs of your business.

A traineeship may be undertaken full-time or part-time and some are available through school-based arrangements.

## Why train staff under a traineeship?

Including a traineeship program in your employee development strategy will help you:

- Train staff to your business requirements.
- Retain quality staff.
- Insure against future skills shortages.
- Grow your business.
- Stay competitive.
- Contribute to your bottom line.
- Stay up to date with emerging industry trends and technologies.
- The training delivery is flexible and can be customised to your business.

## How long are traineeships?

Traineeships generally range from 6 months to 3 years, depending on the level of the qualification.

## Types of traineeships

- New entrant – an employee who has been employed for less than 3 months full-time or equivalent part-time/casual\*.
- Existing worker – an employee who has been continuously employed for more than 3 months full-time, or more than 12 months part-time/casual\*, or a combination equivalent to more than 3 months full-time.

\*What is considered part-time/casual full-time equivalent may vary dependent on the State or Territory Training Authority jurisdiction.

## What areas are traineeships available in?

Traineeships are available in almost every industry, with more than 600 different traineeship qualifications available.

Qualifications range from warehousing and storage, printing and construction to retail, financial services, community services, information technology and much more!

# ADD REAL VALUE TO YOUR BUSINESS BY INVESTING IN TRAINEESHIPS:

- Insure against a shortage of skills available to your business in the future.
- The combination of study and practical work allows you to train staff to the specialist requirements of your business.
- Bringing new skills into the business allows you to remain competitive.
- Boost morale, productivity, engagement and retention by showing your staff you are investing in their future.
- You can build a skilled and qualified workforce.

Traineeships have come a long way in the last decade. There are now so many different options:

- More than 600 vocations to choose from.
- Choice of training providers.
- The training can be delivered in the workplace, by attending classes, online or a blend of all three.
- Trainees can start their traineeships whilst still at school by enrolling in a School-based traineeship. Typically the trainee will work part-time and attend training and school part-time.
- Adult trainees may receive formal recognition of their existing skills and knowledge to reduce the amount of study they must complete.



The Australian Government is committed to supporting the development of skilled labour in the country. They provide a range of financial incentives and benefits to employers and Australian Apprentices, including trainees.

Below is a snapshot of the Standard Incentives businesses may be eligible for. Additional incentives may also apply.

## 1. Standard Commencement incentive\*

\$1,250 for new entrant traineeships at CII\*\*  
or  
\$1,500 for full-time Certificate III, IV, or selected Diploma/Advanced Diploma\*\*\* Traineeships

## 2. Standard completion incentive\*

\$2,500 for successful completion of:  
• Full-time Certificate III, IV traineeships  
• Part-time School-Based Traineeships at CIII or higher  
\$1,500 for successful completion of part-time traineeships  
\$3,000 for successful completion for Existing Worker Traineeships in priority occupations\*\*\* full-time# or part-time##

\*Eligibility criteria applies. Benefits and services are subject to change at any time without notice.

\*\* Nominated Equity Groups only – Indigenous, Disability, School-based, Mature Aged (45+), Rural & Remote, and jobseekers with severe barriers to employment immediately prior to commencing their Australian Apprenticeship.

\*\*\* Qualification must lead to a priority occupation in Aged Care; Child Care; Disability Care Worker; or Enrolled Nurse.

# full-time CIII, CIV, Diploma, Advanced Diploma

## part-time Diploma, Advanced Diploma

# LAUNCHING A SUCCESSFUL TRAINEESHIP PROGRAM IN YOUR BUSINESS

## ■ Step 1 – Identify opportunities

An Apprenticeship Network Provider, such as Apprenticeship Support Australia will have a consultant visit your business to discuss areas where there may be an opportunity to train your existing staff or to bring on a new trainee.

## ■ Step 2 – Recruit

Once you have recruited your trainee or identified existing staff to participate in your program, it's time to officially sign them up.

## ■ Step 3 – Sign-up

Your local Apprenticeship Support Australia consultant will visit you to assist with the sign-up process. This is a free service and it simplifies the process for you, as they are experts in all the requirements and will help you to complete the necessary paperwork so that you can claim any incentives you may be entitled to.

## ■ Step 4 – Identify your specific needs

Apprenticeship Support Australia can assist you to find a Registered Training Organisation (RTO) that can accommodate the needs of your business and your trainee.e.

## ■ Step 5 – Approval

Once Apprenticeship Support Australia has submitted your trainee's paperwork on your behalf, the State or Territory Training Authority has to approve your application to establish the traineeship.

## ■ Step 6 – Induction

Inducting your trainee is a critically important part of ensuring a successful traineeship program in your business.

## ■ Step 7 – Mentoring and training

After your trainee has completed their induction program it's important to provide continuous coaching and mentoring.

## ■ Step 8 – Obtain support

Apprenticeship Support Australia provides free support for the duration of the traineeship to make sure it runs smoothly. This includes assistance with any questions, ensuring you are claiming all the incentives you are eligible for during the course of the traineeship and access to a library of resources to help you build a successful traineeship program.

## ■ Step 9 – Completion

Once your trainee has completed the traineeship, Apprenticeship Support Australia can consult on options for further qualifications for your employee.

# BUILDING EFFECTIVE RELATIONSHIPS

New and entry-level talent pools are often made up of young workers, both from the older Gen Z and younger Millennial (Gen Y) generational groups. It's important to understand some of the generational stereotypes and character traits that can impact workplace relationships, ultimately effecting employee engagement and retention.

It's likely that one or more of your trainees might fall in this Gen Z and/or Millennial age group. Learning how to manage them effectively will help to build an efficient and positive workplace culture.

## GENERATIONAL TRAITS WORTH TALKING ABOUT...

The workplace is constantly changing, and is a very different place to what it was even five years ago. Generational clashes are nothing new, but understanding the main differences between each generation will go a long way to foster harmony.

	<b>BABY BOOMERS</b>	<b>GEN X</b>	<b>MILLENNIALS</b>	<b>GEN Z</b>
<b>DATE OF BIRTH</b>	1946-1964	1965-1980	1981-1995	1996-2010
<b>POPULATION</b>	5.14 Million	5.10 Million	5.17 Million	4.41 Million
<b>TECHNOLOGY</b>	Television	Computer	Internet	Smartphones
<b>HISTORY</b>	Vietnam War	Berlin Wall	9/11	GFC
<b>MEDIA</b>	Traditional media	Targeted media	Digital & viral media	Interactive media
<b>POP CULTURE</b>	The Beatles	Madonna	Britney Spears	Billie Eilish
<b>WORK</b>	Job security	Work-life balance	Freedom & flexibility	Security & stability

## ■ Generation Z

- True digital natives (grew up using a smartphone) and are highly tech-savvy - connected 10+ hours a day.
- Natural entrepreneurs: want to start their own business and hire employees.
- Concerned about boosting their people-management skills and are motivated by the power of the collective.
- Want to co-create culture in a business.
- Concerned about the environment and working towards global change.
- Can absorb loads of new information daily, spending several hours a day immersed in social media or searching the Internet for information.
- Independent, self-confident and autonomous.
- Multi-taskers and have an extraordinary ability to process and absorb lots of information within seconds.

## ■ Millennials / Generation Y

- Grew up in affluent times so often have a sense of entitlement that comes from their upbringing..
- Embraces technology and often prefers to communicate via phone, instant message or text.
- Like to multi-task: computer, iPod, phone, Facebook and watch television all at the same time.
- Want meaningful and engaging work. They value being part of the team.
- Like to contribute ideas and make an impact early in their role.
- Have come from a generation of instant gratification, so if they want something they have generally had access to getting it quickly.
- Are concerned about work/life balance and will actively seek other employment if their needs aren't met.

- Optimistic and outspoken.
- Often have an inability to take harsh criticism.
- Think someone is cool when they have the right look.

## ■ Generation X

- Like to be individualistic.
- Feedback driven, so may constantly seek out feedback on whether they are doing a good job.
- Driven by promotion, titles are important.
- May chop and change jobs looking for better pay and promotion.
- Driven by money, they have grown up knowing you have to work hard to make it and money is a direct reflection of how hard someone works.
- Think someone is cool when they have the right attitude.
- Went to school before computers were in the classroom or at home.

## ■ Baby boomers

- Heavy reliance on friends for information.
- Less reliant on technology, many may only have bought a computer in recent years and only use it for work purposes.
- Social standing and involvement in the community is important.
- Value loyalty and appreciate personal contact if plans change or people are unable to attend events.
- Usually have worked with the same company for many years. Most haven't chopped and changed jobs.

# HOW TO BUILD

# BETTER RELATIONSHIPS WITH YOUR TRAINEE:

- Be flexible.
- Be curious about what your trainee is doing.
- Learn from them too.
- Make expectations clear early on to avoid being disappointed.
- Together, build a 'ways of working' agreement and make sure you both stick to it. For example: consider how a trainee should contact you if they can't come to work. Should they phone, send a text message, or Facebook you? Make it clear.
- Make your implicit rules and assumptions explicit - this could be their first role, and they might not intuitively understand things.
- To learn, they usually need to be told more than once.

## TIPS

- Get to know your trainee/s. The more engaged they are, the better they'll perform and the more likely they'll stay.
- Induct your trainee/s properly.
- Be aware of the generational stereotypes. Make your expectations clear from the beginning.
- Your role as employer is to coach and mentor your trainee/s.



# APPRENTICESHIP SUPPORT AUSTRALIA CAN HELP YOU

Apprenticeship Support Australia is funded by the Australian Government to provide services for Australian apprenticeships.

## They provide:

- A network of locally based consultants, who can visit your workplace at no cost to you and advise on training opportunities for your staff.
- Advice on government incentives and benefits your business may be entitled to.
- Assistance with all the necessary paperwork.
- Advice on how you may be able to claim payroll tax rebates.
- Referrals to expert advice on award rates and other IR matters.
- Access to our secure online portal to easily track trainee and company incentive payments.
- Ongoing advice and support.
- A range of online resources to assist you in inducting, coaching and mentoring your trainee.
- Customised service almost anywhere in Australia for multi-site and multi-state employers.

*"You and your staff have been instrumental in the smooth running of my business due to the way you handled all of the necessary and sometimes tedious paperwork with regard to employing apprentices. The way in which your staff always handled a query or problem, no matter how small, and the fact that I could call your office for advice was always a welcome relief. I will continue to recommend your service to the trade and relate my experience."*

ANDREW E, EMPLOYER

For more information call  
Apprenticeship Support Australia today on  
**1300 363 831** or visit [apprenticeshipsupport.com.au](http://apprenticeshipsupport.com.au)