



Employer roles and responsibilities

Sarina Russo
Apprenticeships

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 U P P O R T N E T W O R K
An Australian Government Initiative

Employer roles and responsibilities

MAKE SURE YOUR EMPLOYEE:

- Understands your expectations and their responsibilities
- Understands wages, employment conditions, hours of work, start/finish times, lunch/rest breaks, leave and entitlements
- Understands their role in relation to your business success
- Has the equipment to do their job

ASSIGN A SUPERVISOR WHO WILL:

- Impart their knowledge and expertise
- Provide ongoing mentoring, encouragement, support, feedback and supervision
- Communicate clearly and effectively
- Work closely with the training provider ensuring all competencies are met

PROVIDE ON-THE-JOB TRAINING ENSURING:

- Relevant training to meet skills required to work in your business
- Time is allocated for training sessions (for example on a weekly basis)
- There is variety in the training regime
- You regularly review and evaluate how the training is progressing

WAGES AND ENTITLEMENTS FOR APPRENTICES AND TRAINEES*

Just like your current staff, your trainee or apprentice will be eligible for general employment entitlements including sick leave, annual leave, long service leave, super etc. You may also be required to supply tools, uniforms, workers compensation and other entitlements. *May not apply to some school based apprentices or trainees.

- Modern Awards established the minimum conditions for employers across Australia.
- We recommend you contact Fair Work on 13 13 94 or visit www.fairwork.gov.au for more information

EXPERIENCING PROBLEMS IN THE WORKPLACE

SRA will make regular contact with the apprentice/trainee to check on their progress. You can also contact SRA at any time for support or advice. The State Training Authority can also assist with disputes related to the Training Contract.

If your apprentice or trainee experiences harassment, not receiving appropriate training, receiving poor feedback or has any other issues they must inform their supervisor immediately. You can contact your State Training Authority (STA) on:

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|-----|--------------|-----|----------------|
| QLD | 1800 210 210 | NSW | 13 28 11 |
| VIC | 1300 722 603 | ACT | (02) 6205 8555 |
| SA | 1800 673 097 | TAS | 1800 655 846 |

WORKPLACE HEALTH & SAFETY

By law, you should provide a safe workplace for all workers, free from verbal, physical, sexual and racial abuse.

- Your trainee or apprentice is required to follow any health and safety instructions you give. For more information visit:

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| QLD | www.worksafe.qld.gov.au |
| VIC | www.worksafe.vic.gov.au |
| SA | www.safework.sa.gov.au |
| NSW | www.safework.nsw.gov.au |
| WA | commerce.wa.gov.au/worksafe |
| ACT | www.worksafe.act.gov.au |
| TAS | www.worksafe.tas.gov.au |

AUSTRALIAN APPRENTICESHIP SUPPORT NETWORK CODE OF CONDUCT

As an Australian Apprenticeship Support Network Provider, we are required to comply with the AASN Code of Conduct which sets out acceptable behaviour and standards of service. You can request a copy if required.

PRIVACY

We are committed to protecting the privacy of your personal information as defined under the Privacy Act 1988 and the Privacy Amendment (Enhancing Privacy Protection) Act 2012. Further details regarding the ability to correct and raise concerns regarding the handling of this information are provided in SRA's Privacy Policy.

CODE OF GOOD PRACTICE

The National Code of Good Practice has been developed to give both employers and Australian Apprentices/Trainee a clear understanding of each other's obligations and expectations. A copy of this code has been included in your induction kit.

COMPLAINTS

Contact 1300 178 776 or write to -National Customer Service Manager, PO Box 53, Fitzroy, 3065

If you have not gained a satisfactory response from a Group Training Organisation, Registered Training Organisation or a government department, call the Australian Apprenticeships Referral Line on 13 38 73 or email skilling@education.gov.au

For further information, please contact your SRA Consultant:

1300 178 776
sarinarusso.com