



Australian Government

AUSTRALIAN APPRENTICESHIPS

Your Life. Your Career. Your Future.

Information for Apprentices

From 1 July 2024, the Australian Government has introduced a new model for Australian Apprenticeship Support Services (Support Services). The new model will provide strengthened support for apprentices who are at the highest risk of non-completion and will be delivered by an Apprentice Connect Australia Provider (Provider).

What is an Apprentice Connect Australia Provider?

An Apprentice Connect Australia Provider (Provider) works with Australian Apprentices and Trainees (collectively known as 'apprentices') and employers from before an apprenticeship starts to identify individual needs, help apprentices to find the right pathway and provides support throughout the apprenticeship until its successful end. Providers have sites and field officers across Australia.

As part of the strengthened service delivery model, you may have a choice between a Generalist or Specialist Provider in some Regions. Specialist Providers have been introduced to provide expertise to Women in male-dominated trades; First Nations Australian Apprentices; and apprentices working towards clean energy occupations.

What support services do Providers deliver?

- **Assessment Services:** a pre-commencement assessment for potential apprentices and employers prior to sign-up or commencement to determine their readiness and ability to undertake an apprenticeship, and make sure potential apprentices and employers receive required additional support early in the apprenticeship to set them up to succeed.
- **Mentoring and Personal Support Services:** once an apprentice's development needs or an employer's capacity to support an apprenticeship to completion have been identified, Mentoring and Personal Support Services may be provided. Support for apprentices may include pastoral care, career guidance and advice and connections to peer support networks. Support for employers may include training and mentoring around supervision, mental health, healthy workplace relationships, diversity and inclusion.
- **Engagement and Apprenticeship Technical Support Services:** the essential functions required to assist apprentices and employers engaged with apprenticeships to understand their roles, responsibilities and the apprenticeship system. This includes ongoing contact with the apprentice and employer throughout the life of the apprenticeship, performing eligibility assessments for apprentice and employer incentives, provision of technical support and support to claim entitlements, advice on the operation of the apprenticeships system and specific requirements of the State Training Authority.

How will my Provider help me to get an apprenticeship?

Your Provider will deliver customised services to you from before the apprenticeship starts and will assist in determining the apprenticeship most suited to you. You may already have an employer lined up who wants to sign you up as an apprentice. However, Providers promote the value of apprenticeship pathways with business and industry and often have employers who are also looking for apprentices to fill skills gaps.



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How will my Provider help me stay in training?

Your Provider will be your first point of contact for all matters relating to your apprenticeship.

They work with you, your employer and the Registered Training Organisation to identify the right training so you get the skills you need.

They also engage with your State Training Authority to help manage apprenticeship arrangements through to completion.

You will be regularly contacted by your Provider as your apprenticeship progresses and you can contact your Provider at any time.

How will my Provider help me complete my apprenticeship?

Your Provider will deliver integrated, targeted support services to best help you and your employer and they will provide extra support or advice you may need to complete your apprenticeship.

They will also assist you and your employer to finalise the administrative elements of your apprenticeship, including lodging any eligible claims. They engage with the State Training Authorities to arrange completion of your apprenticeship and make sure you receive the papers you need to prove you are qualified in your chosen trade or occupation.

Who can access a Provider?

Anyone can access the Provider. The Provider supports both new and existing apprentices as well as those still deciding on a career pathway.

Where can I find out more?

For more information, or to learn about Providers in your area go to www.apprenticeships.gov.au