



Australian Government

AUSTRALIAN APPRENTICESHIPS

Your Life. Your Career. Your Future.

Information for Employers

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) delivers free Support Services to employers to make it easier for you to recruit, train and retain Australian Apprentices and Trainees (collectively known as 'apprentices').

Providers focus on providing targeted support to apprentices and employers from prior to commencement until completion of the apprenticeship. Providers should make it easy to engage with the apprenticeship system and will be hubs for supporting apprentices and employers. Providers will identify and offer proactive support to apprentices particularly those who may experience additional barriers to completing their apprenticeship.

Providers have sites and field officers across Australia and offer three types of Support Services to employers and apprentices throughout the apprenticeship lifecycle:

- **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 apprentices 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.

Why are there Generalist and Specialist Providers?

As part of the strengthened service delivery model, you may have a choice between a Generalist Provider or a Specialist Provider in some Regions.

A Generalist Provider will deliver Support Services to all apprentices and employers.



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Specialist Providers have been introduced to provide expertise and will deliver Support Services specifically tailored to:

- Women in male-dominated trades,
- First Nations Australian Apprentices, or
- Australian Apprentices working towards Clean Energy occupations.

How can my Provider help me recruit?

Your Provider will deliver customised services to you before the apprenticeship starts and assist in selecting the apprenticeship most suited to you and the apprentice.

The Provider will also assist employers who want to attract and recruit apprentices. Apprenticeship candidates can be screened to assess their readiness and ability to undertake an apprenticeship, including identifying areas where the individual may require additional support.

Providers will support you and your business as you sign-up to the training contract and assess your eligibility for the Australian Apprenticeships Incentive System.

How will my Provider help me get training for my apprentice?

Providers will work with you and the Registered Training Organisation to identify the right training for your apprentice and make sure they get the skills needed for your business.

They will engage with the State Training Authorities to help manage administration of apprenticeship arrangements, including training contracts, training plan approvals and completion arrangements.

You will be regularly contacted by your Provider and you can contact your Provider any time you need help. Providers focus on supporting employers and their apprentices through to the completion of an apprenticeship.

How will my Provider help me retain my apprentice?

Support services offered by your Provider will help to identify apprentices who are at high-risk of not completing their apprenticeship so that tailored support can be provided. You also can receive tailored assistance if you are facing difficulties retaining an apprentice in training.

Where can I find out more?

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