



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 S E R V I C E S  
An Australian Government Initiative

# Induction Pack

## for Apprentices and Trainees



A man and a woman wearing high-visibility work clothes and hard hats are looking at a plant in a field. The man is wearing a brown hard hat and a yellow high-visibility shirt. The woman is wearing a blue hard hat and a yellow high-visibility shirt. They are both smiling and looking at a plant with large green leaves and small white flowers. The background is a bright, sunny outdoor setting with more plants and trees.

# **We empower potential.**

An apprenticeship or traineeship (apprenticeship) involves learning a trade from your employer, combining paid, on-the-job training with formal education from a Registered Training Organisation (RTO).

An apprenticeship is an excellent way to achieve a qualification, such as a Certificate II, Certificate III, or even a Diploma, while gaining hands-on experience and earning money.

With over 500 different types of jobs to choose from, including business and administration, farming, building and construction, hospitality, conservation and land management, mining, community services, manufacturing, automotive, and many more, there's sure to be one that suits you!

ITEC Employment's Apprenticeship Consultants and First Nations Mentors will help you find the right apprenticeship and support you throughout your journey to help you achieve your goals.

# How we can help you.

We are a specialist in helping First Nations peoples in the Cairns region, Northern Peninsula Area (NPA) and the Torres Strait.

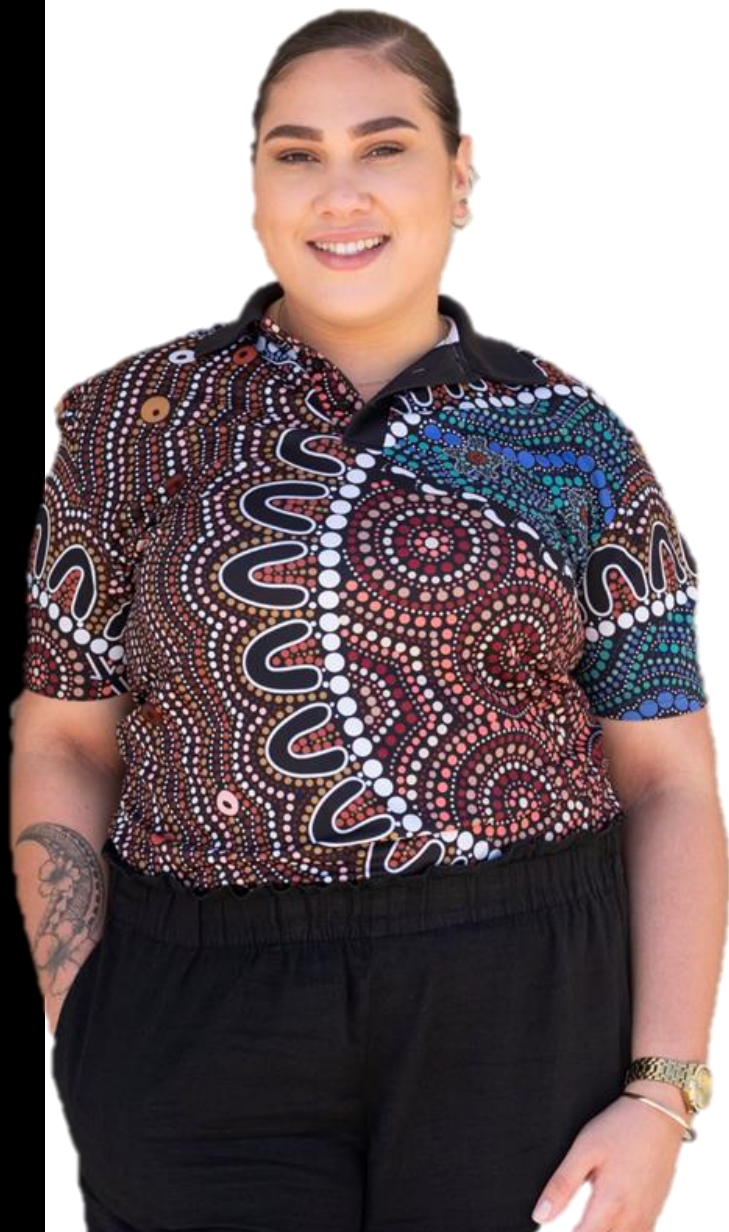
With over 30 years' experience working with First Nations peoples in regional and remote areas, we are dedicated to providing you with services that respects your cultural identity and supports your individual needs and goals.

## We'll help you

- understand your situation and needs
- build your confidence and inspire you to take action
- overcome any barriers
- improve your skills, and help you find a job you enjoy

## We'll make sure you

- understand what an apprenticeship is and how it works
- help you and your employer sign the training contract
- apply for and claim financial support (where eligible)
- have regular progress check-ins to find out if you need additional support





Throughout the  
apprenticeship,  
ITEC Employment  
will provide  
support with:

### **Getting to know you**

We start by understanding your unique situation and goals, and finding out what your skills, abilities, and interests are.

### **Planning & goal setting**

We'll explore different job and training options and set realistic goals. Together, we'll find an apprenticeship to help you achieve your goals.

### **Getting ready to work**

We'll make sure you have your uniform, transport, tools and personal protective equipment (PPE) organised before starting work. We'll help you to understand your work and training schedule, and workplace expectations.

### **In-job support**

We'll provide support to meet your needs and those of your employer to help you keep your job. We'll have regular catchups to talk about progress and to identify any needs or challenges, and to celebrate your achievements. Our goal is to make sure you succeed and stay employed.

# The apprenticeship lifecycle



1

## Select an Apprenticeship Connect Australia Provider

That's us! Employers and apprentices in specialist cohorts can choose the provider they wish to be supported by. ITEC Employment is a First Nations Specialist Provider.

2

## Choose the job for you

We'll help you select an apprenticeship that matches your interests and career goals.

3

## Identify additional needs and support

We'll find out if you require any additional support, such as language, literacy, numeracy and digital (LLND), transport, access to housing, and health services.

4

## Match with an employer

We'll help find an employer who offers an apprenticeship in your chosen field if you haven't found one already!

5

## Select a Registered Training Organisation (RTO)

We'll help you choose an RTO that provides the training for your apprenticeship.

6

## Sign the training contract

We'll facilitate the completion of your training contract with your employer and RTO.

7

## Apply for financial support

We'll help you to apply for and make claims for financial support you may be eligible for.

8

## Commence apprenticeship

Start your apprenticeship with your employer, attending work and training sessions.

9

## Regular mentoring and progress catchups

We'll have regular check-ins throughout your apprenticeship journey to discuss progress and address any challenges.

10

## Complete Training

Congratulations! You've completed your apprenticeship and now hold a nationally recognised qualification!

# Who's involved in your apprenticeship?



A man with a beard and safety glasses, wearing a high-visibility yellow shirt over a blue long-sleeved shirt, is working in an industrial setting. He is standing next to a large metal tank with various pipes and hoses. The background is filled with green foliage. The overall scene is brightly lit, suggesting an outdoor or well-lit industrial environment.

# Supporting Documents.

- Provider Code of Conduct
- National Code of Good Practice for Australian Apprenticeships
- Unique Student Identifier factsheet
- All relevant Australian Apprentice claim factsheets
- Australian Apprenticeship Support Loans factsheet
- Fair Work Ombudsman Guide to starting an Australian Apprenticeship
- Accessing ADMS factsheet
- Introduction to the National Employment Standards

# Privacy statement.

ITEC Employment adheres to the Australian Privacy Principles (APPs) outlined in the Privacy Act 1988 (Cth). These principles guide how we collect, use, disclose, store, secure, and dispose of your personal information. You can find a copy of the Australian Privacy Principles on the website of The Office of the Australian Information Commissioner at <https://www.oaic.gov.au/>.

If you have any concerns about how your information is collected, please contact ITEC Employment.

# Complaints or feedback.

We appreciate any feedback to assist us in continually improving our services to ensure our client's needs are being met. If you would like to provide feedback you can call us on 1300 052 218 or email [AASS@itecemployment.com.au](mailto:AASS@itecemployment.com.au) or complete our online feedback form [www.itecemployment.com.au](http://www.itecemployment.com.au)

If you believe your feedback or complaint hasn't been resolved satisfactorily, you may contact the Department of Employment and Workplace Relations (DEWR), National Customer Service Line for further assistance on 1800 020 108 or email [skilling@dewr.gov.au](mailto:skilling@dewr.gov.au)





# Contact us.

**1300 052 218**

[AASS@itecemployment.com.au](mailto:AASS@itecemployment.com.au)

**itecemployment.com.au**

ITEC Employment– Head Office  
47-49 Sheridan Street Cairns QLD 4870  
PO Box 7487 Cairns QLD 4870

ABN: 25 061 370 769

ITEC Employment has made every effort to ensure the accuracy of this information at the time it was provided. For more information please contact us!

ITEC Employment is contracted by the Australian Government Department of Employment and Workplace Relations to administer the Australian Apprenticeships Support Services.

