

### Traineeship and Apprenticeship Services

Traineeship and Apprenticeship Services (TAS) manages training contracts for trainees, apprentices and employers, and advises them of the rights and obligations under a training contract.

TAS works closely with Australian Apprenticeships Centres (AACs) and Registered Training Organisations (RTOs) to ensure trainees and apprentices receive the right training either at work, TAFE or through other training organisations.

TAS is also responsible for administering training subsidies to Registered Training Organisations.

To find out more:

**Phone:** 1800 673 097

**Email:** [dfeest.tas@sa.gov.au](mailto:dfeest.tas@sa.gov.au)

**Internet:** [www.employment.sa.gov.au](http://www.employment.sa.gov.au)

### Rights and Obligations

A training contract is a legally binding document governed by the *Training and Skills Development Act 2008*.

#### Trainee and Apprentice

As a trainee/apprentice undertaking a training contract you are obliged to:

- attend work at the agreed time, observe the conditions of your employment, and follow any lawful directions from your employer
- work toward achieving your qualification
- undertake any training and assessment as agreed in your Training Plan
- acknowledge that any information, intellectual or physical property obtained from your employer is to remain the property of your employer
- maintain professional confidentiality
- not abandon or terminate your employment without the mutual agreement of your employer once your probationary period has expired
- seek advice and support to assist you with any issues.

If you are under 18 years of age, your parent or legal guardian may also be involved in your training contract.

A parent/guardian may:

- co-sign the training contract
- negotiate on your behalf.

### Rights and Obligations

#### Employer

As an employer of a trainee/apprentice undertaking a training contract you are obliged to:

- provide on-the-job employment, training and assessment as agreed in the Training Plan for the term of the contract
- release the trainee/apprentice from work to attend any relevant off-the-job training and assessment - this needs to be factored into your business operations
- pay wages and comply with the conditions outlined in the relevant award or industrial agreement
- discharge all other lawful obligations of an employer, such as those obligations relating to occupational health, safety and welfare.

*In addition:*

A trainee/apprentice must not be bullied, intimidated or coerced into changing or terminating their contract.

A trainee/apprentice must not be left unsupervised and must have immediate access to a supervisor. It is not the role of a trainee/apprentice to manage other staff or take responsibility for business operations that should be undertaken by appropriately qualified/experienced personnel.

### Australian Apprenticeships Centres

Australian Apprenticeships Centres (AACs) are private enterprises that assist trainees/apprentices and their employers with setting up training contracts.

It is the AACs' responsibility to ensure training contracts are registered with Traineeship and Apprenticeship Services (TAS).

AACs can assist with the following:

- advising appropriate training packages for trainees, apprentices and employers
- selecting a Registered Training Organisation (RTO) to deliver training
- Living Away From Home Allowance
- employer incentives.

If you would like to find out more about Australian Apprenticeships Centres:

**Phone:** 13 38 73

**Internet:** [www.australianapprenticeships.gov.au](http://www.australianapprenticeships.gov.au)

## Training

### Registered Training Organisations

Registered Training Organisations (RTOs) are training providers, which deliver nationally recognised qualifications.

- An RTO can be:
  - a State Government organisation, such as TAFE
  - a private enterprise, such as a business college or a specific industry trade school
- An RTO is responsible for:
  - negotiating a Training Plan with the employer and trainee/apprentice
  - offering recognition of prior learning
  - delivering training, and assessing trainee/apprentice competencies
  - issuing trainees/apprentices with qualifications upon successful completion of their studies
  - advising trainees/apprentices about the availability of travel allowances to attend off-job training.

### Complaints about training organisations

Contact the Quality & Tertiary Education Policy Directorate of the Department of Further Education, Employment, Science and Technology to lodge complaints about Registered Training Organisations.

**Phone:** (08) 8226 3065

### Training Advocate

The Training Advocate can assist people who are having problems with the vocational education and training system or who would like information or advice about the system.

**Phone:** 1800 006 488

**Email:** [trainingadvocate@sa.gov.au](mailto:trainingadvocate@sa.gov.au)

**Internet:** [www.trainingadvocate.sa.gov.au](http://www.trainingadvocate.sa.gov.au)

## Wages and Conditions

### SafeWork SA

SafeWork SA promotes and encourages a safe, fair and productive working environment in South Australia by providing information to employers and employees in the state industrial relations system on state awards and agreements, unfair dismissal, and wages and employment conditions.

**Phone:** 1300 365 255

**Internet:** [www.safework.sa.gov.au](http://www.safework.sa.gov.au)

### Fair Work Infoline

The Fair Work Infoline provides advice and assistance to employers and employees in the federal industrial relations system, on modern awards and agreements, and their rights and obligations (eg regarding wages and conditions) under the Fair Work Act.

**Phone:** 13 13 94

**Internet:** [www.fairwork.gov.au/](http://www.fairwork.gov.au/)

### The Fair Work Ombudsman

The Fair Work Ombudsman works with employees and employers to promote harmonious, productive and cooperative workplaces, investigates workplace complaints, and enforces compliance with Australia's federal workplace laws (the Fair Work Act).

**Phone:** 13 13 94

**Internet:** [www.fwo.gov.au](http://www.fwo.gov.au)

## Disputes and Grievances

### South Australian Industrial Relations Commission

The SA Industrial Relations Commission (SAIRC) handles all grievances and disputes relating to training contracts, whether the employer and trainee/apprentice are in the state or national industrial relations system.

**Phone:** 8207 0999

**Internet:** [www.industrialcommission.sa.gov.au/](http://www.industrialcommission.sa.gov.au/)

### Fair Work Australia

Those in the national industrial relations system may also lodge complaints with Fair Work Australia.

**Internet:** [www.fwa.gov.au](http://www.fwa.gov.au)

## Safety in the workplace and Workers Compensation

### SafeWork SA

SafeWork SA manages all occupational health, safety and welfare functions in South Australia.

**Phone:** 1300 365 255

**Internet:** [www.safework.sa.gov.au](http://www.safework.sa.gov.au)

### WorkCover

WorkCover provides a workers rehabilitation and compensation scheme for South Australians and promotes workplace health and safety.

**Phone:** 13 18 55

**Internet:** [www.workcover.com](http://www.workcover.com)

## Other Assistance

### Equal Opportunity Commission

The Equal Opportunity Commission promotes equality of opportunity, and fosters informed and unprejudiced community attitudes. It does this through handling complaints of discrimination, sexual harassment and victimisation, and through education and training in equal opportunity laws.

**Freecall:** 1800 188 163

**Phone:** (08) 8207 1977

**TTY (Deaf and Hearing Impaired):** (08) 8207 1911

**Internet:** [www.eoc.sa.gov.au](http://www.eoc.sa.gov.au)

### SA Unions

SA Unions assists workers with wages and workplace health and safety issues.

**Phone:** (08) 8279 2222

**Email:** [saunions@saunions.org.au](mailto:saunions@saunions.org.au)

**Internet:** [www.saunions.org.au](http://www.saunions.org.au)

### Young Workers Legal Service (YWLS)

The YWLS provides a confidential and free advisory service to young workers under 30 years of age on employment related issues, including traineeship and apprenticeship matters.

**Phone:** (08) 8279 2233

**Email:** [ywls@saunions.org.au](mailto:ywls@saunions.org.au)

**Internet:** [www.ywls.org.au](http://www.ywls.org.au)

### Working Women's Centre SA Inc

The Centre provides information, support, advocacy and advice to women on work-related issues.

**Freecall:** 1800 652 697

**Phone:** (08) 8410 6499

**Fax:** (08) 8410 6770

**Email:** [wwc@wwc.org.au](mailto:wwc@wwc.org.au)

**Internet:** [www.wwc.org.au](http://www.wwc.org.au)