



Strengthen your business with vocational education and training

Skills for your workforce

March 2021



What is VET?

Training the NSW workforce

Vocational education and training (VET) provides people with the workplace skills and technical knowledge they need to meet current and future employment demands.

Put simply, VET is skill-based education and training. An integral part of the Australian tertiary education system, VET is designed to support NSW's economic, regional and community development.

In a multi-career era, upskilling and retraining will create the agile workforce that's required to keep our economy moving and make NSW great.

Our VET system is internationally respected for delivering training that's flexible, relevant and responsive to industry innovations, market trends and new skills needs.

The speed, value and skills VET provides help workers take a faster, more cost-effective route to completing a qualification and entering or progressing in the workforce.

Delivered by TAFE NSW and a variety of private and community training organisations, our nationally recognised qualifications range from Certificates I-IV to Diplomas and Advanced Diplomas. These vary in length and can take between six months to three years to complete. However, some apprenticeships can take up to four years to complete, depending on the trade and the individual circumstances.

Not only is there a VET course for every industry, there are VET courses for the largest growth areas and for all occupations reporting a shortage of labour, such as child carers, accountants, project managers and in hospitality.

VET is now more relevant than ever when it comes to making NSW businesses globally competitive.

Why VET?

Access a supply of skilled workers

Employers all over Australia hold VET qualifications in high regard. They know VET delivers a structured program designed by industry experts that coaches students through the specific skills industry needs.

Learning alongside experienced training professionals, VET students develop real skills and specialist knowledge in state-of-the-art facilities and purpose-built simulated work environments.

They then bring those up-to-date skills into your business — benefiting your workplace as a whole.

As a two-way knowledge transfer occurs, employers see increased workplace innovation, productivity and staff engagement, which in turn, grows profits.

Employees are also more likely to work harder and stay longer with companies that have provided them with a career start.

Employers report there's nothing more rewarding than helping people achieve their personal goals while working towards their business's goals.





Shoalhaven Water

Traineeship program

Shoalhaven Water's traineeship program was designed to meet the challenges of changing technologies and an ageing workforce. In partnership with TAFE NSW Illawarra, trainees undertake certificate qualifications through a combination of workplace training and formal on-site study.

With 70% of graduates gaining full-time employment at Shoalhaven Water, vacant positions are seamlessly filled and young talent stays in the region — a number of graduates have already progressed to senior operator roles.

Benefits of VET for your business

-  Overcome skills shortages
-  Invest in the future skills needs of your business and industry
-  Grow profit and productivity
-  Increase staff retention rates
-  Reduce recruitment costs — promote from within
-  Bring current theory into your business
-  Increase staff engagement and motivation



VET integration

Integrating VET into your business gives your company a competitive edge

Upskill your existing staff

Motivate and inspire your employees, increase staff loyalty, decrease staff turnover, and promote from within.

VET can help you get the best out of your employees by equipping them with industry-relevant qualifications and keeping them up-to-date with new technologies and best practices.

Providing recognised training for your employees shows them that you value them enough to invest in their individual development. They'll be more committed to your business as a result.

VET also promotes initiative. Employees who can work without supervision are more efficient and productive.

Research has also found a connection between VET and increased customer satisfaction—more efficient staff serve customers more effectively.

Develop new apprentices or trainees

Employ new staff who will learn on the job your way.

Recruiting an apprentice or trainee provides you with a worker who is keen to learn and who can be trained in the targeted skills your business needs, now and in the future.

In today's job market, many applicants consider training opportunities a key reason for choosing an employer.

Tailored training for your business

The *Smart and Skilled Targeted Priorities Prevocational and Part Qualification Program* can help keep your staff up-to-date. It can also assist staff develop the skills they need to transition into new roles.

A part qualification is a short training program made up of a skill set or units of competency selected from nationally recognised training package qualifications. Training can be targeted to your needs and the learners only have to complete the modules they need to get the required skills. Training under this program is fully subsidised.

How it works

We can help you design and implement a workforce development strategy

Identifying your training needs

We can identify the training opportunities to enhance the skills of your workforce.

This may include training for new technologies, developing your staff's customer service skills or improving competitiveness and productivity.

Smart and Skilled

Smart and Skilled provides you with choice and access to high-quality, affordable training for courses on the NSW Skills List.

There are more than 420 RTOs approved to deliver Smart and Skilled-funded courses. To find one, go to smartandskilled.nsw.gov.au

Call your nearest Training Services NSW office on **13 28 11** to tailor a training package for your business.

Connecting you to a RTO

Once we've discussed your training needs, we can connect you to an approved Smart and Skilled Registered Training Organisation (RTO). The RTO may be able to combine units from various courses to create a new program or adjust programs so they meet your business's precise requirements. Either way, your staff will receive nationally recognised training.

Your staff may also be highly skilled yet have no formal qualifications. An RTO can assess your staff's existing skills, provide full or partial credit towards a nationally recognised qualification, and if skills gaps are identified, customise training to complete their skills.

Read more on Australian Government Employer Incentives: <https://www.australianapprenticeships.gov.au/apprentices>

Contact your Apprenticeship Support Network to discover the incentives your business can receive: www.apprenticeshipsupport.com.au

Financial benefits

You may be eligible for financial assistance through:

- Standard, additional and special incentives
- Support for mature-age apprentices or trainees
- Support for apprentices or trainees with a disability
- Support for employing a school-based apprentice or trainee
- Support for rural and regional skills shortages.



Why recruit an apprentice or trainee?

Businesses both large and small have increased their bottom line and enjoyed sustainable growth by providing training to apprentices or trainees.

Employing an apprentice or trainee provides you with a worker who is keen to learn and who will be trained to your specific business requirements.

You can choose whether you want someone full-time or permanent part-time, depending on your business needs.

Studies show that apprentices and trainees are more likely to work harder and stay longer with employers who've provided them with a career start.

How does it work?

Apprenticeships and traineeships include:

- paid employment under an industrial arrangement
- a legally binding training contract between you and your apprentice or trainee
- structured workplace training
- formal study and skills development organised through a registered training organisation, such as TAFE NSW, an adult or community training organisation, or a private provider

- a nationally recognised qualification.
- Apprenticeships and traineeships are available to anyone over 15 years of age.
- Full-time apprentices and trainees work and train for an average of 38 hours a week.
- Depending on the trade or vocational course, part-time apprentices and trainees may work and train for at least 21 hours a week.
- From 1 July 2018, the NSW Government will pay the full course costs for new apprenticeships.

Benefits of taking on an apprentice or trainee

- ← Fill skills gaps in your business
- 🔧 Develop your supervisors' abilities
- 📄 Access to Smart and Skilled subsidised training (subject to eligibility)
- 🏠 Government incentives and subsidised fees



Apprentice or trainee — what's the difference?

Apprentices spend three to four years, depending on their industry and qualification, learning a traditional trade such as building and construction, automotive, cooking, engineering or manufacturing. Their apprenticeship leads to a job as a qualified tradesperson.

Trainees spend one to three years, depending on their industry and qualification, learning a vocation in areas such as agriculture, information technology, hospitality, business, digital media or financial services.



How apprenticeships and traineeships work

How do I employ an apprentice or trainee?

An apprentice or trainee can be:

- a new employee
- someone you already employ
- a school student completing their HSC
- a mature-age worker.

Mature age apprentices and trainees

While your apprentice or trainee must be 15 years of age or older, there is no upper age limit.

Many businesses are increasingly employing apprentices or trainees who are re-entering the workforce after an absence, looking to progress their career or wanting to change careers.

- When your business invests in a mature age apprentice or trainee, you can apply for a range of government incentives.

Find out more at: <https://www.australianapprenticeships.gov.au/apprentices>

What makes a good apprentice or trainee?

When choosing your applicant you should think about:

- their passion for the trade or vocation
- their motivation to succeed
- their previous experience in similar activities, including their educational achievements
- their long-term aspirations
- how well they will fit into your workplace.

You can find an apprentice or trainee by:

- calling a Jobactive Provider on **13 17 15** or jobsearch.gov.au
- approaching a Jobactive organisation at: www.employment.gov.au/jobactive
- engaging a group training organisation on **1800 819 747** or <https://www.training.nsw.gov.au/gto/contacts.html>
- advertising in your local paper or on job search websites
- talking to a careers advisor at your local secondary school
- recruiting someone you know or have had recommended to you.

Australian Apprenticeship Support Network

The Australian Apprenticeship Support Network makes it easier for you to recruit, train and retain an apprentice or trainee.

Apprenticeship Network Providers will work with you to identify your training needs, find an apprentice or trainee, and ensure they obtain the skills they need to support your business.

Providers will:

- facilitate the sign up
- advise on government incentives and subsidies, including fee-free apprenticeships
- offer mentoring and advice support.

For free advice and support contact your local apprenticeship network provider at: www.australianapprenticeships.gov.au or call **13 38 73**

We're here to help

Training Services NSW offers employers additional coaching and mentoring support, including free 'Supervising Your Apprentice or Trainee' workshops. Go to www.training.nsw.gov.au and search for 'supervising'.

School-based apprenticeships and traineeships

Give students a head start before they leave school

More than just a part-time job, school-based apprenticeships and traineeships give you the chance to recruit keen young staff while they complete their HSC.

You can employ and train a young person through a flexible part-time arrangement (usually one day a week) that allows them to progress to a full-time apprenticeship or traineeship after they complete Year 12.

Why should I employ a school-based apprentice or trainee?

School-based apprentices and trainees are a cost-effective way of employing staff. They're also a great coverage option when your other apprentices are having a study day.

Not only will you become an employer of choice for young people entering your industry, you'll be developing a valuable staff member who is gaining specific knowledge about your business.

You'll be able to access support from your young worker's school, registered training organisation and Training Services NSW, and there are many government financial incentives.

Discover more at www.sbatinnsw.info and www.training.nsw.gov.au or contact your nearest Training Services NSW office on **13 28 11**.

How does it work?

- Identify a suitable part-time position in your business.
- Find a school student eager to undertake a school-based apprenticeship or traineeship.
- If under 18 years of age, get permission from their parent or guardian.
- Employ the student directly or become a host employer through a group training organisation.
- Work with the school and registered training organisation to develop the training plan and the student's release day/s for employment.
- The student will receive mentoring and support throughout their apprenticeship/traineeship.



Apprenticeships and traineeships — getting started

How to employ an apprentice or trainee

Choose a Registered Training Organisation (RTO)

You can choose from TAFE NSW, an adult or community education provider, or a private provider.

To find a VET provider who can deliver training for your apprentice or trainee, visit smartandskilled.nsw.gov.au

Training Contracts and Training Plans

The RTO, you and your apprentice or trainee should agree on the qualification that will meet their career goals and be suitable for your workplace.

You'll then need to enter into a training contract with the apprentice or trainee, and develop a Training Plan.

The Training Plan is your essential guide to the what, where and when of your learner's training and assessment.

The Training Plan must:

- set out the undertakings and obligations of all parties
- detail the qualification to be achieved and how it will be achieved
- outline units of competency to be undertaken
- describe training to be delivered by you and the registered training organisation
- identify additional learning support required, for example, literacy and numeracy.

This plan helps you understand what your learner is studying in their formal training so you can align your workplace training to their study.





What are my responsibilities as an employer?

As an employer, you're responsible for providing your learner with:

- every opportunity to learn the skills and industry knowledge they'll need for their vocation
- a qualified or experienced supervisor who facilitates their workplace training
- time off work with pay during work hours to undertake formal study delivered by the registered training organisation
- workplace arrangements, wages and conditions that comply with state and federal industrial laws.

You'll need to observe your learner's progress and confirm that they're developing the required competencies by liaising regularly with your training organisation.

Formal study

As the employer, you can choose whether formal study is undertaken in your workplace, in the classroom or in a combination of both.

You must release your learner during paid work time to undertake their formal study.

Training wages for apprentices and trainees have been designed to account for the time they spend undertaking training and assessment.

In summary

Step 1

- Do you have full-time work available for an entry level position? (Four days' work and one day released for study)

Step 2

- Select the trade or vocation suitable for your business from smartandskilled.nsw.gov.au

Step 3

- Advertise for an apprentice or trainee

Step 4

- Check the award that the apprentice/trainee will be paid under for wages and leave on fairwork.gov.au

Step 5

- Choose a Registered Training Organisation to deliver the training. Visit smartandskilled.nsw.gov.au

Step 6

- Your Registered Training Organisation will create a Training Plan for you and your apprentice to sign

Step 7

- Arrange for the apprentice/trainee to sign up through your Apprenticeship Support Network. You can find them at australianapprenticeships.gov.au

Step 8

- Sign a Training Contract

Step 9

- Assign a suitable supervisor. (You can find a supervisor workshop at training.nsw.gov.au for help)

Step 10

- For the first day on the job, perform a worksite induction, organise uniform and training materials

Case study

Harley-Davidson's story

Developing a dedicated workforce

The Harley-Davidson Custom Apprenticeship Program seamlessly delivers a traditional apprenticeship qualification and a Harley-Davidson certification in one program, through one training entity.

Seeking more customised training than that offered in traditional VET courses, Harley-Davidson approached TAFE NSW to collaborate on developing this unique program.

TAFE NSW worked with Harley-Davidson to define the company's needs in order to map a new curriculum that embraced the training requirements of both organisations.


The successful program sees apprentices recruited by individual Australia-wide Harley-Davidson dealerships. Students are flown to Sydney several times a year for intensive block training in Harley-Davidson's state-of-the-art training facility.


A TAFE NSW trainer is embedded at Harley-Davidson and cross-trained in advanced Harley-Davidson automation and the latest brand technology. The TAFE trainer also delivers TAFE NSW's accredited motorcycle mechanical technology training.

Centred on holistic learning, the program transforms students' vision of what's possible in the industry and, in turn, their lives. They receive the highest quality mechanical training along with a sense of belonging, direction and purpose.


Now in its fifth year, the Harley-Davidson Custom Apprenticeship Program delivers exceptionally skilled staff who contribute to ongoing customer satisfaction with the Harley-Davidson brand.

Benefits to the employer and industry

 Harley-Davidson trains then employs outstanding graduate technicians.

 Graduates have an extensive working knowledge of Harley-Davidson's newest and most technologically sophisticated machines, resulting in faster turnarounds and better customer service.

 Apprentices from around Australia share information on regional motorcycle culture and riding conditions, which expands Harley-Davidson's understanding of on-road safety issues and customer needs.

 Graduates are passionate about brand culture and remain loyal to the company, delivering return on training investment.



VET: supporting industry's skills needs

Vocational Education and Training (VET)
www.vet.nsw.gov.au

Smart and Skilled
1300 772 104
www.smartandskilled.nsw.gov.au

**Training Services NSW
NSW Department of Education**
13 28 11
www.training.nsw.gov.au




Australian Apprenticeships
13 38 73
www.australianapprenticeships.gov.au

School Based Apprenticeships and Traineeships
1800 009 310
www.sbatinnsw.info

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We acknowledge the homelands of all Aboriginal people and pay our respect to Country.

Say hello

 @TrainingServicesNSW
 @NSWEducation
 @NSWEducation
education.nsw.gov.au

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