



An Australian Government Initiative

# 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

Your Life. Your Career. Your Future.



## AUSTRALIAN APPRENTICESHIPS CENTRE APPRENTICESHIP AND TRAINEESHIP INFORMATION



**2010**





An Australian Government Initiative

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Your Life. Your Career. Your Future.

## INDEX

What are Australian Apprenticeships?	2
Who is involved?	2
Further information on Australian Apprenticeships	2
Benefits of undertaking an Australian Apprenticeship	3
Australian Apprenticeship benefits for employers	3
Eligibility checklist	4
How do I find an Australian Apprenticeship?	5
How do I start an Australian Apprenticeship?	6
What is a Training Contract?	6
What training will I get?	6
Tuition Fees	7
Recognition of current competency	7
Accommodation Allowance	7
Personal benefits for Australian Apprentices	8-9
Benefits of becoming an Australian School-based Apprentice	10
Support for Australian Apprentices with a disability	11
If I become an Australian Apprentice what are my responsibilities?	12
What employment conditions apply?	13
What happens if there are problems?	13
Steps to completing an Australian Apprenticeship	14
Who to contact – New South Wales	15
Who to contact – Queensland	16
Who to contact – South Australia	17
Who to contact – Tasmania	18
Who to contact – Victoria	19
Who to contact – Western Australia	20
Your privacy	21



## **WHAT ARE AUSTRALIAN APPRENTICESHIPS?**

### **Australian Apprenticeships: a great way to start a new career**

Australian Apprenticeships are an excellent way to get ahead; starting in the career that you want and being paid at the same time. Undertaking an Australian Apprenticeship, you learn skills in a particular industry by working and training either on or off-the-job with a Registered Training Organisation (RTO) such as a TAFE or a private training provider. In this way you'll gain skills and a nationally recognised qualification in your chosen industry that will enhance your present and future prospects.

An Australian Apprenticeship can be full-time or part-time. The length of an Australian Apprenticeship depends on the industry, the specific occupation or trade, any relevant previous training and how quickly you can demonstrate competence in the skills of the qualification you're undertaking. School-based arrangements may vary, depending on the requirements in your state. Generally Australian Apprenticeships can start from 15 years of age with the approval of a parent or guardian. Any person over the age of 18 years may enter into an Australian Apprenticeship.

### **WHO IS INVOLVED?**

- an employer
- you, the apprentice or trainee
- MEGT Australian Apprenticeships Centre (AAC): for registration, eligibility, payment of government incentives and personal benefits
- an RTO: to deliver training, conduct assessments, issue qualifications (traineeships only)
- State Training Authority: the State Government body which is responsible for registration of your Australian Apprenticeship.

### **FURTHER INFORMATION ON AUSTRALIAN APPRENTICESHIPS**

*The State Training Authority in your state*

VIC	<a href="http://www.skills.vic.gov.au">http://www.skills.vic.gov.au</a>
QLD	<a href="http://www.trainandemploy.qld.gov.au">http://www.trainandemploy.qld.gov.au</a>
NSW	<a href="http://apprenticeship.det.nsw.edu.au">http://apprenticeship.det.nsw.edu.au</a>
SA	<a href="http://www.employment.sa.gov.au/employ">http://www.employment.sa.gov.au/employ</a>
TAS	<a href="http://www.skills.tas.gov.au">http://www.skills.tas.gov.au</a>
WA	<a href="http://apprenticeships.training.wa.gov.au">http://apprenticeships.training.wa.gov.au</a>

*Other:*

<http://www.australianapprenticeships.gov.au>  
<http://www.deewr.gov.au>  
<http://www.aatinfo.com.au> – for sample training plans and career pathway information



### ***BENEFITS OF UNDERTAKING AN AUSTRALIAN APPRENTICESHIP***

- a wide choice of apprenticeships and traineeships qualifications
- flexibility to train either on-the-job or off-the-job (e.g. at TAFE or other training provider)
- attain skills, experience and a nationally endorsed qualification that's mutually recognised by employers in all states and territories
- move into a new work environment via structured training and with support of a worksite mentor
- increase career opportunities, long term prospects and earning potential
- competency based training which means you may be able to complete your training faster
- possibility of commencing your Australian Apprenticeship whilst you are still at school.

### ***AUSTRALIAN APPRENTICESHIP BENEFITS FOR EMPLOYERS***

- flexibility to employ you on a full-time or part-time basis, or whilst you are still at school
- a trained and motivated staff member who is familiar with their business and who contributes to an increase in productivity, improved quality and service
- funded training for new entrant apprentices and trainees
- may receive up to \$4000 for standard Australian Government employer incentives
- additional Australian Government employer incentives apply.

Apprenticeships and traineeships are available in more than 500 occupations nationally, in both established traditional industries along with the emerging innovative areas. With this in mind there's bound to be one that will interest you.

***Australian Apprenticeships –  
a stepping stone to starting a career***



## **ELIGIBILITY CHECKLIST**

To undertake an Australian Apprenticeship you must be:

- an Australian citizen
- a foreign national with permanent residency status
- a New Zealand passport holder resident in Australia for at least six months
- a foreign national with a Trade Skills Training (TST) Visa Subclass 471.

You must be undertaking a qualification at the Certificate II, III, IV or Diploma or Advanced Diploma level and employed in a State or Territory of Australia under one of the following industrial arrangements:

- an Industry Award
- a registered Australian Workplace Agreement
- a Certified or Collective Agreement
- a State or Territory formally approved contract of employment.

To commence training:

- a Training Contract must be signed by the employer and you (MEGT will supply this form and help you fill it out)
- the Training Contract must be formally approved by the State Training Authority
- you must be enrolled with a Registered Training Organisation (RTO) – MEGT can help you find an RTO to deliver the accredited training program ending in a nationally recognised qualification.

If you are a **new worker** (you've worked for your current employer for less than three months full-time or twelve months part-time or casual) you may be eligible to receive state funded training. The availability of State funded training can vary throughout Australia on the basis of occupation and the relevant qualification being undertaken. Contact MEGT for further advice on these matters.

If you are an **existing worker** (you've worked for your current employer for more than three months full-time or twelve months part-time or casual) training opportunities may be influenced by additional eligibility criteria.

If you hold **prior qualifications** obtained in the past this may impact on the level of training to be undertaken, as well as any incentive payments your employer may be eligible to receive. Contact MEGT for verification.

Certain **age requirements** apply:

- if you are under 18 years of age a parent or legal guardian is required to also sign the Training Contract with you and
- if you are less than 15 years of age some states of Australia require a Child Employment Permit.



## **HOW DO I FIND AN AUSTRALIAN APPRENTICESHIP?**

**First:** remain positive! Sometimes it can be hard and a little bit daunting when you first set out to start a new career. But set your goals, aim high and you'll eventually be rewarded.

**Second:** decide what it is you want to do. What type of work interests you? Do you want to, for example:

- work with people – hospitality, community services or retail
- be creative – the arts
- learn a trade – engineering, automotive, electrical
- work indoors – office administration or IT
- work outside – landscaping or construction work?

Once you have established the occupation you wish to undertake research as much as possible about the job, the industry and any particular companies you may like to work for.

**Third:** get yourself 'job ready'. Is your resume ready and up to date? Build your confidence by practising for that important interview. Prepare a list of questions to take with you to the interview. Perhaps start a folder to keep copies of all the applications you have sent out – a good way to keep track of what you have applied for and possibly who you have spoken to in the process.

**Now you're ready to go.** There are many ways that you can source your new career; check out these options:

- If you are still at school talk with your career advisors and teachers and ask if they receive vacancies from local employers.
- Check with relatives, friends and neighbours – they might have a position or know of another employer you could contact.
- Check local and national newspapers.
- Use the Yellow Pages to search for employers in the industry you are interested in and send them your resume – make sure you follow up with a phone call.
- Register with your local Job Network Agency and any Group Training Company that provides Australian Apprenticeships in the area that you are interested in.

Or, go to the Internet and check out these useful web sites:

[www.jobsearch.gov.au](http://www.jobsearch.gov.au)  
[www.jobjuice.gov.au](http://www.jobjuice.gov.au)  
[www.myfuture.edu.au](http://www.myfuture.edu.au)

[www.thesource.gov.au](http://www.thesource.gov.au)  
[www.workplace.gov.au](http://www.workplace.gov.au)  
[www.centrelink.gov.au](http://www.centrelink.gov.au)

[www.seek.com.au](http://www.seek.com.au)  
[www.mycareer.com.au](http://www.mycareer.com.au)  
[www.megt.com.au](http://www.megt.com.au)

Don't be disheartened if you miss out on the first Australian Apprenticeship you apply for. Keep trying and show employers your enthusiasm and eagerness.



## ***HOW DO I START AN AUSTRALIAN APPRENTICESHIP?***

When you have found an employer who offers you an Australian Apprenticeship you will need to discuss training and employment conditions. A parent or guardian may need to be involved in this discussion if you are under 18 years of age.

Once you and your employer have decided to go ahead with an Australian Apprenticeship you will need to complete a Training Contract. It is compulsory that an Australian Apprenticeships Centre representative be in attendance to complete the necessary paperwork. To arrange a visit contact us on 13 MEGT. Ideally this should be done as soon as possible after beginning work.

## ***WHAT IS A TRAINING CONTRACT?***

A Training Contract is an agreement signed between you and your employer specifying the type of apprenticeship or traineeship being undertaken. Training must be delivered by a Registered Training Organisation (RTO) approved by the State Training Authority.

The Training Contract must be signed by both you and your employer and verified by your MEGT AAC Consultant. If you are under 18 years of age a parent or guardian must sign the Training Contract.

## ***WHAT TRAINING WILL I GET?***

You and your employer will need to select a RTO for the delivery of your training. Your employer must enrol you with a RTO within three months of you starting your Australian Apprenticeship. A training plan, which outlines the individual competencies you are to achieve during your Australian Apprenticeship both with the RTO and on or off-the-job at work, must be completed and signed by you, your employer and the RTO. A sample-training plan is available for your Australian Apprenticeship and can be customised and/or extended.

At the end of your Australian Apprenticeship, you will become competent in a range of skills in your occupation or trade and you will receive a nationally recognised qualification. For traineeships this qualification is issued by the RTO. Trade apprentices must apply to VETASSESS for their Certificate of Completion.



### ***TUITION FEES FOR VET STUDENTS***

Training providers (Registered Training Organisations) charge new entrant Australian Apprentices (students) a tuition fee for each nominal hour of government funded training the student is enrolled in and/or an enrolment fee. Concession eligibility may apply. Contact your Training Provider to determine whether this is applicable.

Existing worker Australian Apprentices may incur additional fees and charges.

MEGT Australian Apprenticeships Centres advises all employers and Australian Apprentices to consult with their TAFE or private training provider to ensure they are fully aware of the fees and charges applicable to the training that is to be undertaken.

### ***RECOGNITION OF CURRENT COMPETENCY (RCC) / RECOGNITION OF PRIOR LEARNING (RPL) / CREDIT TRANSFER (CT)***

If you have had some previous training or other work experience it may be possible to demonstrate that you already have competencies in some skill areas. You may be able to apply for recognition of your prior learning or current competencies and reduce the length of your Australian Apprenticeship. Your RTO will be able to advise whether this is applicable.

### ***ACCOMMODATION ALLOWANCE***

If you are undertaking off-the-job training at an RTO, attending consecutive days of training and must stay away from home overnight, you may be eligible for an Accommodation Allowance. Enquire at the RTO you attend.



## ***PERSONAL BENEFITS FOR AUSTRALIAN APPRENTICES***

### **Tools For Your Trade payment**

From January 1, 2010 a new payment, Tools For Your Trade Payment, is available to support Australian Apprentices with the cost of their training, purchases of relevant tools and other costs associated with their Australian Apprenticeship.

Qualifications eligible to attract the Tools For Your Trade payment are:

- Certificate III or IV level qualifications that lead to an occupation listed on the National Skills Needs List or
- A Certificate II to IV level qualifications in Agriculture or
- Certificate II to IV level qualifications in Horticulture in an eligible rural and regional area.

The new payment will be delivered as five tax exempt payments totaling \$3,800 over the life of the Australian Apprenticeship. Payments for full-time Australian Apprentices will be at the following milestones (part-time and school-based Australian Apprentice milestones are in brackets):

- \$800 payable after 3 months
- \$800 payable after 12 months (24 months)
- \$800 payable after 24 months (48 months)
- \$700 payable after 36 months (72 months)
- \$700 payable upon successful completion.

### **Support For Adult Australian Apprentices**

From January 1, 2010 Australian Apprentices aged 25 years or over at the commencement of their Certificate III or IV level Australian Apprenticeship that leads to an occupation listed on the National Skills Needs List, may be eligible to attract the Support For Adult Australian Apprentices (SAAA) initiative.

The payments of \$150 per week for the first 52 weeks (\$7,800 per annum) and \$100 per week for the second 52 weeks (\$5,200) per annum are payable to the Australian Apprentice where the actual wage paid is less than the Federal Minimum Wage and payable to the employer where the wage is equal to or greater than the Federal Minimum Wage.



## **Living Away From Home Allowance (LAFHA)**

The LAFHA provides assistance to eligible Australian Apprentices in their first three years of an Australian Apprenticeship where they have moved away from their parent's or guardian's home in order to take up or remain in an Australian Apprenticeship.

To be eligible for LAFHA an apprentice or trainee must:

- be in their first Australian Apprenticeship and
- be undertaking an Australian Apprenticeship at Certificate II to IV, Diploma or Advanced Diploma level and
- have moved away from home no more than three months prior to the commencement or recommencement date of their Australian Apprenticeships and this is the first time they have moved away from home and
- travel more than 90 minutes each way to work or have unreasonable travel delays, prohibitive transport costs or there is limited transport available or
- meets the homelessness criteria.

An application form must be submitted to MEGT at the commencement of your Australian Apprenticeship.

## **Youth Allowance**

Australian Apprentices may have eligibility to access Youth Allowance, Austudy, or ABSTUDY. Contact Centrelink on 13 36 33 to determine whether you meet the criteria for one of these allowances. Please note that an Australian Apprentice cannot attract both LAFHA and Youth Allowance/Austudy/ABSTUDY at the same time.



### ***THE BENEFITS OF BECOMING AN AUSTRALIAN SCHOOL-BASED APPRENTICE***

- gives senior secondary school students a head start with their working life by gaining a vocational education and nationally accredited training qualification whilst at secondary school
- allows students to have a part-time job
- allows students to earn money
- flexible training in most cases is completed on-the-job
- training has been developed by industry for industry
- can be integrated into the school timetable with the student working during school hours
- can be non integrated whereby the student only works out of school hours
- generally takes two years by undertaking a minimum number of hours per week of combined work placement and training
- students can pursue tertiary studies or they can take up full-time Australian Apprenticeships making them more attractive to current and future employers.

### ***BENEFITS FOR EMPLOYERS***

- a fantastic way to integrate new employees into the workplace
- the apprentice or trainee is getting the right skills for the employer and for their future
- may be eligible to access Australian Government employer incentive payments.

### ***HOW TO BECOME AN AUSTRALIAN SCHOOL-BASED APPRENTICE***

- contact your careers advisor/VET coordinator at school
- contact an MEGT consultant on 13 MEGT.



## ***SUPPORT FOR AUSTRALIAN APPRENTICES WITH A DISABILITY***

Employing people with a disability in an Australian Apprenticeship can help businesses gain fresh new skills whilst assisting them to stay competitive.

### ***BENEFITS FOR EMPLOYERS***

- People with disabilities offer life skills, commitment and dedication, enthusiasm, willingness to learn, experience and aptitude.
- Employing people with a disability is a viable recruitment option.
- There are Australian Apprenticeships to suit the needs of your business based on industry developed training.
- Gain a skilled long term employee contributing to the future of your industry.
- MEGT can assist employers to access appropriate Australian Government funding such as wage subsidies, mentoring, tutorial or interpreting services – *subject to eligibility criteria.*

### ***ASSISTANCE AVAILABLE***

#### **Wage Support for Australian Apprentices with a Disability**

Employers of full-time Australian Apprentices with a disability may receive wage support of \$104.30 per week, while employers of those people with a disability on part-time arrangements may receive pro-rata payments. This assistance is payable as an alternative to the standard regime of employer incentives.

#### **Personal support in the form of:**

- Tutorial Assistance – additional assistance provided by a tutor
- Mentor Assistance – supports organisational/personal issues that may impact on training
- Interpreter Assistance – generally provided for people with a visual or hearing impairment.

*Note: These additional forms of assistance for Australian Apprentices with a disability are payable only to the Registered Training Organisation who delivers the training. Australian Apprentices with a disability may attract these forms of assistance providing Wage Support eligibility is met regardless of whether the employer is receiving Wage Support.*

#### **Workplace modifications**

The Workplace Modifications Scheme (WMS) aims to encourage and support the employment of people with a disability by reimbursing employers for the cost of workplace modifications and equipment where it is needed.

Further information: 1800 464 800 or [www.jobaccess.gov.au](http://www.jobaccess.gov.au)



**IF I BECOME AN AUSTRALIAN APPRENTICE WHAT ARE MY RESPONSIBILITIES?**

Gaining a qualification whilst at work is a great opportunity. You are embarking on a period of work and training in order to gain a nationally recognised qualification. You must honour the commitments set out in your Training Contract and in your Employment Agreement.

<b><i>You must:</i></b>	<b><i>You employer must:</i></b>
<ul style="list-style-type: none"> <li>• undertake the training that has been agreed upon in consultation with the employer and RTO</li> <li>• attend training at the RTO at which you are enrolled where off-the-job training has been arranged</li> <li>• work under instruction at the agreed working times</li> <li>• keep a record of your achievements both at work and in training</li> <li>• adhere to company policy and procedures.</li> </ul>	<ul style="list-style-type: none"> <li>• provide relevant on-the-job training to equip you with the skills to gain the qualification</li> <li>• provide appropriate supervision at all times</li> <li>• ensure you are enrolled with an RTO and the Training Plan completed within three months of commencement of the Training Contract</li> <li>• allow you to attend the off-the-job training during normal working hours (this is paid time) where this applies</li> <li>• allow the RTO access to you for training and assessment during normal work hours</li> <li>• meet legal obligations</li> <li>• provide a safe work environment</li> <li>• ensure you are covered by a WorkCover policy within the workplace</li> <li>• pay you the agreed wage and inform you of the terms and conditions of employment under the relevant award</li> <li>• arrange for superannuation payments into your chosen fund.</li> </ul>



### ***WHAT EMPLOYMENT CONDITIONS APPLY?***

As an Australian Apprentice, you are paid under the relevant industry award; the National Training Wage Award, an Industry Award, a Certified or Collective Agreement, a registered Australian Workplace Agreement or a State or Territory formally approved contract of employment. Your wage will vary according to your age, how long you have been out of school, how long you have been an Australian Apprentice and other factors. Generally speaking a 'training wage' is paid along with same entitlements to superannuation, Workers' Compensation and other benefits as received by employees of the organisation.

You will discuss the terms of your employment with your employer before entering into a training contract. This will include whether your employment arrangements are full-time or part-time.

### ***WHAT HAPPENS IF THERE ARE PROBLEMS WITH MY APPRENTICESHIP OR TRAINEESHIP?***

If appropriate discuss the problem with your employer. If not you can contact an MEGT Industry Employment Consultant or your local State Training Authority.

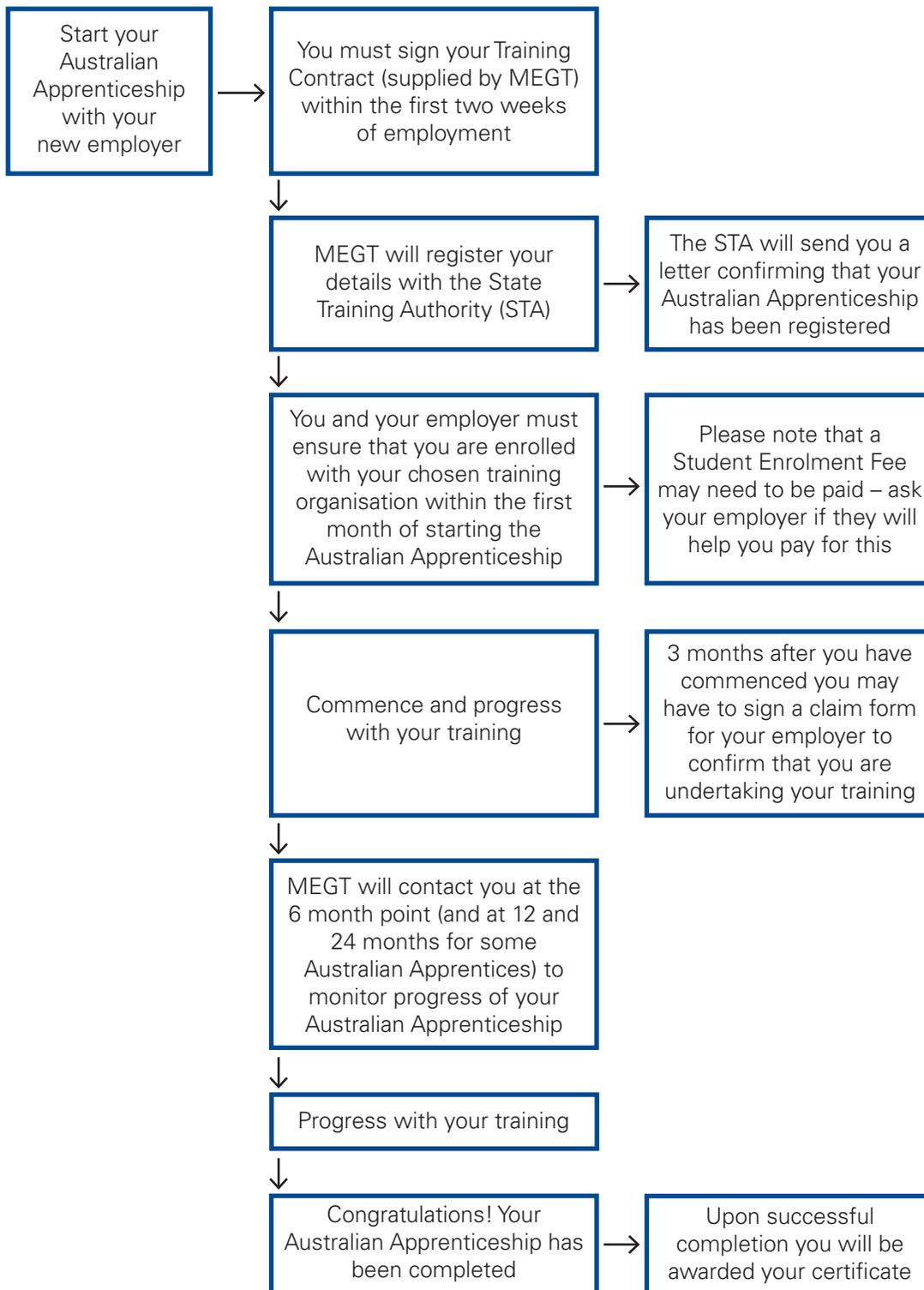
If the issue is training related contact your Registered Training Organisation for assistance.

It is important to deal immediately with any problems should they arise in order to maintain effective and productive working relationships and to ensure a safe and secure workplace environment.

You or your employer may decide to cancel the Australian Apprenticeship if efforts to resolve the problem fail.

When you start your Australian Apprenticeship, you will go through a probationary period. During this period, either you or your employer can cancel the Australian Apprenticeship by giving notice under the relevant award or Employment Agreement. When cancelling after the probationary period certain criteria apply – contact your MEGT consultant for further information.

## STEPS TO COMPLETING AN AUSTRALIAN APPRENTICESHIP



**Remember:** help is at hand at any time throughout your Australian Apprenticeship. Contact either MEGT or an Apprenticeship Field Officer with the State Training Authority (STA).



**WHO TO CONTACT**

**NEW SOUTH WALES**

<b>Contact</b>	<b>Topic</b>	<b>Contact details</b>
<input checked="" type="checkbox"/>	If I need detailed information about an Australian Apprenticeship	MEGT Australian Apprenticeships Centre 13 MEGT
<input checked="" type="checkbox"/>	If I want more information on Australian School-based Apprenticeships	Career Teacher, VET coordinator or MEGT Australian Apprenticeships Centre
<input checked="" type="checkbox"/>	If I would like to be employed by a Group Training Company (who employ apprentices and trainees then hire them out to employers on short or long term assignments)	MEGT Australian Apprenticeships Centre 13 MEGT
<input checked="" type="checkbox"/>	If I have any queries before starting or during an Australian Apprenticeship	MEGT Australian Apprenticeships Centre 13 MEGT
<input checked="" type="checkbox"/>	If I need information on, or have any queries about, wages and terms and conditions of employment	Fair Work Australia 13 13 94 <a href="http://www.fairwork.gov.au">www.fairwork.gov.au</a>
<input checked="" type="checkbox"/>	To apply for a Living Away From Home Allowance if I have moved in order to start an Australian Apprenticeship	MEGT Australian Apprenticeships Centre 13 MEGT
<input checked="" type="checkbox"/>	If I believe I am not being treated fairly, if my work is rationed or my Australian Apprenticeship is suspended	State Training Services 132 811 <a href="http://www.apprenticeship.det.nsw.edu.au">www.apprenticeship.det.nsw.edu.au</a>
<input checked="" type="checkbox"/>	If I am harassed or discriminated against at work or in training	State Training Services 132 811 <a href="http://www.apprenticeship.det.nsw.edu.au">www.apprenticeship.det.nsw.edu.au</a>
<input checked="" type="checkbox"/>	If I am or my employer is terminating my Australian Apprenticeship	State Training Services 132 811 <a href="http://www.apprenticeship.det.nsw.edu.au">www.apprenticeship.det.nsw.edu.au</a>
<input checked="" type="checkbox"/>	When I have completed my Apprenticeship where do I obtain my Trade Certificate of Completion	State Training Services 132 811 <a href="http://www.apprenticeship.det.nsw.edu.au">www.apprenticeship.det.nsw.edu.au</a>

**WHO TO CONTACT**

**QUEENSLAND**

<b>Contact</b>	<b>Topic</b>	<b>Contact details</b>
<input checked="" type="checkbox"/>	If I need detailed information about an Australian Apprenticeship	MEGT Australian Apprenticeships Centre 13 MEGT
<input checked="" type="checkbox"/>	If I want more information on Australian School-based Apprenticeships	Career Teacher, VET coordinator or MEGT Australian Apprenticeships Centre
<input checked="" type="checkbox"/>	If I would like to be employed by a Group Training Company (who employ apprentices and trainees then hire them out to employers on short or long term assignments)	MEGT Australian Apprenticeships Centre 13 MEGT
<input checked="" type="checkbox"/>	If I have any queries before starting or during an Australian Apprenticeship	MEGT Australian Apprenticeships Centre 13 MEGT
<input checked="" type="checkbox"/>	If I need information on, or have any queries about, wages and terms and conditions of employment	Fair Work Australia 13 13 94 <a href="http://www.fairwork.gov.au">www.fairwork.gov.au</a>
<input checked="" type="checkbox"/>	To apply for a Living Away From Home Allowance if I have moved in order to start an Australian Apprenticeship	MEGT Australian Apprenticeships Centre 13 MEGT
<input checked="" type="checkbox"/>	If I believe I am not being treated fairly, if my work is rationed or my Australian Apprenticeship is suspended	Department of Employment and Training 1300 369 935 <a href="http://www.trainandemploy.qld.gov.au">www.trainandemploy.qld.gov.au</a>
<input checked="" type="checkbox"/>	If I am harassed or discriminated against at work or in training	Department of Employment and Training 1300 369 935 <a href="http://www.trainandemploy.qld.gov.au">www.trainandemploy.qld.gov.au</a>
<input checked="" type="checkbox"/>	If I am or my employer is terminating my Australian Apprenticeship	Department of Employment and Training 1300 369 935 <a href="http://www.trainandemploy.qld.gov.au">www.trainandemploy.qld.gov.au</a>
<input checked="" type="checkbox"/>	When I have completed my Apprenticeship where do I obtain my Trade Certificate of Completion	Department of Employment and Training 1300 369 935 <a href="http://www.trainandemploy.qld.gov.au">www.trainandemploy.qld.gov.au</a>



**WHO TO CONTACT**

**SOUTH AUSTRALIA**

<b>Contact</b>	<b>Topic</b>	<b>Contact details</b>
<input checked="" type="checkbox"/>	If I need detailed information about an Australian Apprenticeship	MEGT Australian Apprenticeships Centre 13 MEGT
<input checked="" type="checkbox"/>	If I want more information on Australian School-based Apprenticeships	Career Teacher, VET coordinator or MEGT Australian Apprenticeships Centre
<input checked="" type="checkbox"/>	If I would like to be employed by a Group Training Company (who employ apprentices and trainees then hire them out to employers on short or long term assignments)	MEGT Australian Apprenticeships Centre 13 MEGT
<input checked="" type="checkbox"/>	If I have any queries before starting or during an Australian Apprenticeship	MEGT Australian Apprenticeships Centre 13 MEGT
<input checked="" type="checkbox"/>	If I need information on, or have any queries about, wages and terms and conditions of employment	Fair Work Australia 13 13 94 <a href="http://www.fairwork.gov.au">www.fairwork.gov.au</a>
<input checked="" type="checkbox"/>	To apply for a Living Away From Home Allowance if I have moved in order to start an Australian Apprenticeship	MEGT Australian Apprenticeships Centre 13 MEGT
<input checked="" type="checkbox"/>	If I believe I am not being treated fairly, if my work is rationed or my Australian Apprenticeship is suspended	Trainee and Apprentice Services 1800 673 097
<input checked="" type="checkbox"/>	If I am harassed or discriminated against at work or in training	Trainee and Apprentice Services 1800 673 097
<input checked="" type="checkbox"/>	If I am or my employer is terminating my Australian Apprenticeship	Trainee and Apprentice Services 1800 673 097
<input checked="" type="checkbox"/>	When I have completed my Apprenticeship where do I obtain my Trade Certificate of Completion	Trainee and Apprentice Services 1800 673 097

**WHO TO CONTACT**

**TASMANIA**

<b>Contact</b>	<b>Topic</b>	<b>Contact details</b>
<input checked="" type="checkbox"/>	If I need detailed information about an Australian Apprenticeship	MEGT Australian Apprenticeships Centre 13 MEGT
<input checked="" type="checkbox"/>	If I want more information on Australian School-based Apprenticeships	Career Teacher, VET coordinator or MEGT Australian Apprenticeships Centre
<input checked="" type="checkbox"/>	If I would like to be employed by a Group Training Company (who employ apprentices and trainees then hire them out to employers on short or long term assignments)	MEGT Australian Apprenticeships Centre 13 MEGT
<input checked="" type="checkbox"/>	If I have any queries before starting or during an Australian Apprenticeship	MEGT Australian Apprenticeships Centre 13 MEGT
<input checked="" type="checkbox"/>	If I need information on, or have any queries about, wages and terms and conditions of employment	Fair Work Australia 13 13 94 <a href="http://www.fairwork.gov.au">www.fairwork.gov.au</a>
<input checked="" type="checkbox"/>	To apply for a Living Away From Home Allowance if I have moved in order to start an Australian Apprenticeship	MEGT Australian Apprenticeships Centre 13 MEGT
<input checked="" type="checkbox"/>	If I believe I am not being treated fairly, if my work is rationed or my Australian Apprenticeship is suspended	OPCET 1800 816 057 <a href="http://www.education.tas.gov.au">www.education.tas.gov.au</a>
<input checked="" type="checkbox"/>	If I am harassed or discriminated against at work or in training	OPCET 1800 816 057 <a href="http://www.education.tas.gov.au">www.education.tas.gov.au</a>
<input checked="" type="checkbox"/>	If I am or my employer is terminating my Australian Apprenticeship	OPCET 1800 816 057 <a href="http://www.education.tas.gov.au">www.education.tas.gov.au</a>
<input checked="" type="checkbox"/>	When I have completed my Apprenticeship where do I obtain my Trade Certificate of Completion	OPCET 1800 816 057 <a href="http://www.education.tas.gov.au">www.education.tas.gov.au</a>



**WHO TO CONTACT**

**VICTORIA**

<b>Contact</b>	<b>Topic</b>	<b>Contact details</b>
<input checked="" type="checkbox"/>	If I need detailed information about an Australian Apprenticeship	MEGT Australian Apprenticeships Centre 13 MEGT
<input checked="" type="checkbox"/>	If I want more information on Australian School-based Apprenticeships	Career Teacher, VET coordinator or MEGT Australian Apprenticeships Centre
<input checked="" type="checkbox"/>	If I would like to be employed by a Group Training Company (who employ apprentices and trainees then hire them out to employers on short or long term assignments)	MEGT Australian Apprenticeships Centre 13 MEGT
<input checked="" type="checkbox"/>	If I have any queries before starting or during an Australian Apprenticeship	MEGT Australian Apprenticeships Centre 13 MEGT
<input checked="" type="checkbox"/>	If I need information on, or have any queries about, wages and terms and conditions of employment	Fair Work Australia 13 13 94 <a href="http://www.fairwork.gov.au">www.fairwork.gov.au</a>
<input checked="" type="checkbox"/>	To apply for a Living Away From Home Allowance if I have moved in order to start an Australian Apprenticeship	MEGT Australian Apprenticeships Centre 13 MEGT
<input checked="" type="checkbox"/>	If I believe I am not being treated fairly, if my work is rationed or my Australian Apprenticeship is suspended	State Training Authority 1300 722 603 <a href="http://www.skills.vic.gov.au">www.skills.vic.gov.au</a>
<input checked="" type="checkbox"/>	If I am harassed or discriminated against at work or in training	State Training Authority 1300 722 603 <a href="http://www.skills.vic.gov.au">www.skills.vic.gov.au</a>
<input checked="" type="checkbox"/>	If I am or my employer is terminating my Australian Apprenticeship	State Training Authority 1300 722 603 <a href="http://www.skills.vic.gov.au">www.skills.vic.gov.au</a>
<input checked="" type="checkbox"/>	When I have completed my Apprenticeship where do I obtain my Trade Certificate of Completion	VETASSESS 03 9655 4701 <a href="http://www.vetassess.com.au">www.vetassess.com.au</a>

**WHO TO CONTACT**

**WESTERN AUSTRALIA**

<b>Contact</b>	<b>Topic</b>	<b>Contact details</b>
<input checked="" type="checkbox"/>	If I need detailed information about an Australian Apprenticeship	MEGT Australian Apprenticeships Centre 13 MEGT
<input checked="" type="checkbox"/>	If I want more information on Australian School-based Apprenticeships	Career Teacher, VET coordinator or MEGT Australian Apprenticeships Centre
<input checked="" type="checkbox"/>	If I would like to be employed by a Group Training Company (who employ apprentices and trainees then hire them out to employers on short or long term assignments)	MEGT Australian Apprenticeships Centre 13 MEGT
<input checked="" type="checkbox"/>	If I have any queries before starting or during an Australian Apprenticeship	MEGT Australian Apprenticeships Centre 13 MEGT
<input checked="" type="checkbox"/>	If I need information on, or have any queries about, wages and terms and conditions of employment	Fair Work Australia 13 13 94 <a href="http://www.fairwork.gov.au">www.fairwork.gov.au</a>
<input checked="" type="checkbox"/>	To apply for a Living Away From Home Allowance if I have moved in order to start an Australian Apprenticeship	MEGT Australian Apprenticeships Centre 13 MEGT
<input checked="" type="checkbox"/>	If I believe I am not being treated fairly, if my work is rationed or my Australian Apprenticeship is suspended	Apprenticeship & Traineeship Support Network 13 1954
<input checked="" type="checkbox"/>	If I am harassed or discriminated against at work or in training	Apprenticeship & Traineeship Support Network 13 1954
<input checked="" type="checkbox"/>	If I am or my employer is terminating my Australian Apprenticeship	Apprenticeship & Traineeship Support Network 13 1954
<input checked="" type="checkbox"/>	When I have completed my Apprenticeship where do I obtain my Trade Certificate of Completion	Apprenticeship & Traineeship Support Network 13 1954



## ***YOUR PRIVACY***

MEGT (Australia) Ltd is bound by the Privacy Act of 1998, which sets out guidelines for the protection of your privacy.

## ***YOUR PERSONAL INFORMATION***

Information held by MEGT about you and/or your employer's business could include: your name, current and previous address, telephone number(s), email address, as well as details of transactions with us.

## ***WHERE OUR INFORMATION COMES FROM***

MEGT collects personal information in a number of ways:

- directly from you when you complete a Training Contract or sign a claim form
- from freely available 'public domain' information sources, e.g. telephone books
- from our own records of how and when you use our services
- from third parties, such as previous employers or organisations you have dealt with in the past.

## ***HOW WE USE THIS INFORMATION ABOUT YOU***

We will only disclose information about you to others on an 'as needs' basis or where required by law. These people or organisations are:

- your authorised representative or legal advisors
- Government and statutory authorities, where required by law. For example: the reporting of Government Incentives for a registered trainee.

## ***HAVE WE GOT THE RIGHT INFORMATION?***

MEGT takes all reasonable steps to ensure that information we hold, use and where appropriate disclose to others about you is correct and current. The accuracy of this information depends largely upon you providing us with details such as current address, telephone number(s) and banking details. Please check your next correspondence from us and let us know if there are any errors.

## ***YOUR RIGHT OF ACCESS***

You have the right of access to any information we may hold about you, subject to some restrictions listed in Federal Government Legislation. If you have any questions relating to privacy or the storage of information, please contact us on 13 MEGT. You will be asked to establish your identity in writing, prior to the disclosure of any information.



MEGT's offices

Hotline: 13 MEGT (13 6348)  
Website: [www.megt.com.au](http://www.megt.com.au)  
Email: [info@megt.com.au](mailto:info@megt.com.au)  
ABN: 85 006 266 280

VICTORIA

Ballarat  
Bayswater  
Bendigo  
Camberwell  
Chadstone  
Dandenong  
Echuca  
Geelong  
Glenroy  
Hamilton  
Heidelberg West  
Horsham  
Lilydale  
Melbourne  
Mildura  
Moorabbin  
Richmond  
Ringwood (Head Office)  
Shepparton  
Sunshine  
Swan Hill  
Traralgon  
Wangaratta  
Wantirna South  
Warragul  
Warrnambool  
Werribee  
Wodonga

NEW SOUTH WALES

Albury  
Ballina  
Bankstown  
Bega  
Broadmeadow (Newcastle)  
Coffs Harbour  
Gordon  
Griffith  
Liverpool  
Ourimbah  
Parramatta  
Port Macquarie  
Surry Hills  
Wagga Wagga  
Wollongong

SOUTH AUSTRALIA

Elizabeth West  
Parkside (Adelaide)

QUEENSLAND

Bowen Hills (Brisbane)  
Gold Coast  
Caboolture  
Ipswich  
Maroochydore  
Springfield Central  
Springwood

TASMANIA

Devonport  
North Hobart  
Launceston

WESTERN AUSTRALIA

Fremantle  
Mirrabooka  
Perth