

# Australian Apprenticeship Support Services 2024-2028

The Department, on behalf of the Australian Government, has contracted Providers to deliver Australian Apprenticeship Support Services



**Department is responsible for advising relevant Minister(s) and implementing the Australian Government's Australian Apprenticeship Policies and programs**

**Apprentice Connect Australia Providers are responsible for providing a free service to Australian Apprentices and Trainees (collectively known as 'Australian Apprentices') and Employers to improve retention and completion rates**

# Apprentice Connect Australia Providers

1

can assist employers, and Australian Apprentices, to navigate the Apprenticeship system and any specific State and Territory Training Authority requirements

2

support Australian Apprentices to access support and services available locally

3

have on the ground staff with local knowledge and networks

**Providers work closely and responsively with the Department, escalating issues and engaging collaboratively.**

**The Personnel of Providers are ‘Commonwealth public officials’ for the purpose of several fraud related sections of the *Criminal Code Act 1995* (Cth). Providers and their Personnel should note offences in the Code about the falsification of documents by a Commonwealth public official (s145.4) and to the giving of information derived from false or misleading documents (s145.5). In addition, giving false or misleading information to the Commonwealth is a serious offence under section 137.1 (1) of the Criminal Code.**

# The Department's role includes:



Setting up and communicating the overarching strategy for the program



Developing and providing policy advice for Australian Apprentices on

- Commonwealth Apprenticeship Incentive Programs
- Australian Apprenticeship Support Loans



Providing a clear understanding of expectations through program inductions, clear guidance on systems, governance arrangements and other areas to enable delivery of program outcomes



Monitoring, reviewing, and evaluating Providers' performance and compliance under the Deed



Making payments to Providers, employers, Australian Apprentices and Registered Training Organisations through the Apprenticeship Data Management System (ADMS)



Receiving and investigating complaints



Collecting, analysing, reporting, and publishing information on program outcomes



Investigating allegations or gathering evidence of non-compliance or fraud in relation to Support Services and entitlements under Commonwealth Apprenticeships Incentive Program



Managing and maintaining the Department's IT System

# The Provider's role includes:



Ensuring Australian Apprentices and Employers receive high quality advice and regular communication to

- make them aware who their Provider is, how to contact them, what their Provider does and how to access their support
- understand the eligibility and other requirements for payments under Commonwealth Incentive Programs and Australian Apprenticeship Support Loans and their obligations when receiving payments
- undertake a pre-commencement assessment with their Provider (where relevant) to understand if there is any support they can access
- ensure they are informed of their expectations and obligations before entering a Training Contract with their State and Territory Training Authority
- provide support accessing ADMS to reduce administrative burden



Improving the visibility and/or marketing of Australian Apprenticeships as a pathway to learning, including assisting Secondary School students to find the right Vocational Education and Training (VET) pathway or employment pathway



Improving retention and completion rates, and satisfaction through the provision of mentoring and support to Australian Apprentices and Employers while the Australian Apprentice remains in training



Determining the appropriateness of the Australian Apprenticeships eligibility and facilitating and administering payments to employers, Australian Apprentices and Registered Training Authorities under Commonwealth Apprenticeship Incentive Programs



Developing and maintaining productive working relationships with key stakeholders and referring Australian Apprentices and Employers (where appropriate) to relevant support at local, state or Commonwealth level