



# State Training Services - Apprenticeships and Traineeships

Supporting Industry and Vocational Education and Training in New South Wales

Congratulations on your decision to become an apprentice or trainee in New South Wales.

## State Training Services

State Training Services is part of the NSW Department of Education and Training and is the registering authority in New South Wales for all apprentices and trainees. State Training Services manages the training contracts of more than 150,000 apprentices and trainees currently in training in NSW. These contracts are administered under the Apprenticeship and Traineeship Act, 2001.

State Training Services:

- assesses, approves and administers apprenticeships and traineeships
- monitors the quality of on-the-job training and compliance of employers, apprentices and trainees with their contractual obligations under training contracts
- funds Registered Training Organisations (RTOs) to deliver apprenticeship and new entrant traineeship training and monitors RTO compliance against national quality standards and contractual obligations
- advises and assists employers, apprentices and trainees and provides a mediation and dispute resolution service
- issues apprenticeship and traineeship certificates on successful completion.

State Training Services works cooperatively with Australian Apprenticeships Centres (AACs), Registered Training Organisations (RTOs) and other agencies to ensure that apprentices and trainees and their employers benefit from quality training arrangements and good customer service.

## Assisting apprentices and trainees

State Training Services assists apprentices and trainees by:

- providing advice to apprentices, trainees and their employers on their rights and obligations
- visiting workplaces to ensure apprentices and trainees are making satisfactory progress
- helping to resolve any problems or disputes that may arise between employers and their apprentice/ trainee
- referring any complaints from apprentices, trainees or employers that can't be resolved locally to the Vocational Training Tribunal or relevant agency e.g. WorkCover or Fair Work Australia
- assisting apprentices and trainees who have been retrenched to find an alternative suitable employer to complete their apprenticeship or traineeship
- helping with training or assessment services provided by the Registered Training Organisation
- providing targeted assistance and mentoring for Aboriginal apprentices and trainees.

## State Training Services provides special assistance to school based apprentices and trainees by:

- providing information to students, parents, schools, employers, training organisations and the broader community on school based apprenticeships and traineeships
- assisting students, schools and employers during the establishment of school based apprenticeships or traineeships to ensure that all requirements are met
- liaising with industry, employers, schools, Registered Training Organisations, Australian Apprenticeships Centres, Group Training Organisations, Job Services Agencies and community organisations to establish support networks for school based apprenticeships and traineeships
- providing support during the entire apprenticeship or traineeship.

## NSW Government financial assistance

### \$100 rebate on apprentices' car registration

First and second year apprentices receive a \$100 rebate on their car registration. Apprentices should apply through the RTA. The application form is available on the RTA website at [www.rta.nsw.gov.au/registration/otherinformation/apprentices/](http://www.rta.nsw.gov.au/registration/otherinformation/apprentices/)

### Travel concessions

Eligible first, second and third year apprentices and new entrant trainees may be entitled to a Transport Concession Card. This card entitles holders to concessional travel on all regular route local bus services across NSW, and for concessional travel between the holder's home, workplace and college/training address on CityRail services and Sydney and Newcastle Ferries services. The concession card is not available for use on CountryLink services or special, premium, charter, tourism and some private services. The application form can be found at [www.training.nsw.gov.au](http://www.training.nsw.gov.au).

### Travel and accommodation assistance

Apprentices and new entrant trainees may be eligible for travel and accommodation assistance if they need to travel more than 120kms round trip to attend day or block release with their registered training organisation. Assistance for accommodation is \$28 per day and the rate for travel expenses is 12 cents per kilometre. This applies to both public and private transport. Forms are available on our website at [www.training.nsw.gov.au](http://www.training.nsw.gov.au).

### STS publications and websites

The State Training Services website provides information for employers, apprentices, trainees, AACs, RTOs and other related agencies at [www.training.nsw.gov.au](http://www.training.nsw.gov.au).

### A Complete Guide to Apprenticeships and Traineeships in NSW

This guide provides comprehensive information about apprenticeships and traineeships in New South Wales. It is available through the State Training Services website.

#### Hunter & Central Coast

L1, 117 Bull St  
Newcastle West NSW 2302  
P: (02) 4974 8570  
F: (02) 4925 2139

#### Riverina

87 Forsyth St  
Wagga Wagga NSW 2650  
P: (02) 6937 7600  
F: (02) 6921 0724

#### Illawarra and South East NSW

L1, Block E, 84 Crown St  
Wollongong East NSW 2520  
P: (02) 4224 9300  
F: (02) 4224 9334

#### Southern & South Western Sydney

L2, 41-45 Rickard Rd  
Bankstown NSW 2200  
P: (02) 8707 9600  
F: (02) 9709 5356

#### New England

L2, 155-157 Marius St  
Tamworth NSW 2340  
P: (02) 6755 5099  
F: (02) 6766 4120

#### Western NSW

L1, Cnr Anson and Kite Sts  
Orange NSW 2800  
P: (02) 6392 8500  
F: (02) 6392 8539

#### North Coast & Mid North Coast

L4, Suite 3, 29 Molesworth St  
Lismore NSW 2480  
P: (02) 6627 8400  
F: (02) 6621 9994

#### Western Sydney & Blue Mountains

16-18 Wentworth St  
Parramatta NSW 2150  
P: (02) 9204 7400  
F: (02) 9635 9775

#### Central & Northern Sydney

L13, 12 Help St  
Chatswood NSW 2067  
P: (02) 9242 1700  
F: (02) 9415 3979

