



Training Services NSW – Apprenticeships and Traineeships

Supporting Industry and Vocational Education & Training in NSW

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

Training Services NSW

Training Services NSW is part of the NSW Department of Industry and is the registering authority in New South Wales for all apprentices and trainees. These contracts are administered under the *Apprenticeship and Traineeship Act, 2001*.

Training Services NSW:

- assesses, approves and administers apprenticeships and traineeships
- monitors the quality of on-the-job training and the 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.

Training Services NSW works cooperatively with Australian Network Providers (ANPs), Registered Training Organisations (RTOs) and other agencies to ensure that apprentices and trainees and their employers from quality training arrangements and good customer service.

Assisting apprentices and trainees

Training Services NSW 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 Review Panel or relevant agency e.g. SafeWork or Fair Work

Australia

- assisting apprentices and trainees who have been retrenched to 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.

Training Services NSW 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 Network Providers, 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.

View <http://www.sbatinnsw.info/>

NSW Government financial assistance

\$100 rebate on apprentices' car registration

First and second year apprentices may be eligible to receive a \$100 rebate on their car registration.

Apprentices should apply through the RTA. The application form is available on the RTA website at <http://www.rms.nsw.gov.au/roads/registration/fees/index.html>

Transport Concession Card

First, second and third year apprentices/trainee apprentices and new entrant trainees may be entitled to a transport concession card. These cards entitle the holder to concession fares on any mode of public transport, including trains, buses, ferries and light rail.

For further information regarding eligibility and how to apply, visit:

https://www.training.nsw.gov.au/individuals/apprenticeships_traineeships/self_help/travel_concession_card.html

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 \$56 per day and the rate for travel expenses is 33

cents per kilometre. This applies to both public and private transport. Forms are available on our website at

https://www.training.nsw.gov.au/individuals/apprenticeships_traineeships/self_help/travel_accom_assistance.html

TSNSW publications and websites

The Training Services NSW website provides information for employers, apprentices, trainees, ANPs, RTOs and other related agencies at 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 from the Training Services NSW website:

https://www.training.nsw.gov.au/individuals/apprenticeships_traineeships/index.html

Central and Northern Sydney	Manager: Derek Hennessy Level 13, 67 Albert Avenue Chatswood NSW 2067 Ph: (02) 9242 1700 Fax: (02) 9242 1758 STS.Chatswood@industry.nsw.gov.au	Tamworth	A/Manager: Bede Maher Level 2 Noel Park House 155-157 Marius Street Tamworth NSW 2340 Ph: (02) 6755 5099 Fax: (02) 6766 4120 STS.Tamworth@industry.nsw.gov.au
Southern & South Western Sydney	Manager: Robert MacMaster Level 2, 41– 45 Rickard Road Bankstown NSW 2200 Ph: (02) 8707 9600 Fax: (02) 9709 5356 STS.Bankstown@industry.nsw.gov.au	Orange	Manager: Tony Aumuller 161 Kite Street Locked Bag 21 Orange NSW 2800 Ph: (02) 6363 9800 Fax: (02) 6392 8539 STS.Orange@industry.nsw.gov.au
Western Sydney and Blue Mountains	Manager: Glen Gallagher Ground Floor, 16-18 Wentworth Street Parramatta NSW 2150 Ph: (02) 9204 7400 Fax: (02) 9635 9775 STS.Parramatta@industry.nsw.gov.au	Wagga Wagga	Manager: Garry Whittaker 87 Forsyth Street Wagga Wagga NSW 2650 Ph: (02) 6937 7600 Fax: (02) 6921 0724 STS.WaggaWagga@industry.nsw.gov.au
Newcastle	Manager: Rebecca Anthony Level 1, 117 Bull Street Newcastle West NSW 2302 Ph: (02) 4926 7300 STS.Newcastle@industry.nsw.gov.au	Wollongong	Manager: Graham Frost Level 1, Block E State Office Block 84 Crown Street Wollongong NSW 2500 Ph: (02) 4224 9300 Fax: (02) 4224 9334 STS.Wollongong@industry.nsw.gov.au
Lismore	Manager: Phil Borrow Suite 3, Level 4 29 Molesworth Street Lismore NSW 2480 Ph: (02) 6627 8400 Fax: (02) 6621 9994 STS.Lismore@industry.nsw.gov.au		

Visit our website www.training.nsw.gov.au or call 13 28 11 to be directed to your local Training Services NSW regional office.