

Thriving in your apprenticeship and traineeship

A welcome guide for apprentices and trainees

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education.nsw.gov.au





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Welcome



Congratulations on starting your apprenticeship or traineeship. You are on your way to obtaining the essential training, skills and experience you will need to get ahead in your career.

Whether you're a school student, a school leaver, re-entering the workforce, advancing your career or changing careers, an apprenticeship or traineeship is one of the best ways to get hands-on training and a nationally recognised qualification while being paid.

This is your apprenticeship or traineeship. You're the key player in your success.

Think about how you can actively contribute to your new workplace, support the business and work well with others.

You'll be working alongside experienced professionals who will be your mentors. You will be gaining knowledge and learning in new skills in your formal training and will have the opportunity to apply that learning at work. Your workplace supervisor will share their experience and energy to help you succeed.

Once you've completed your training, you may keep working for the same company, find a new employer, or start further training or your own business.

Whatever you choose to do, you won't regret the skills you've gained in your apprenticeship or traineeship, which will serve you for the rest of your life.

Good luck on your learning journey!

Amanda Lawrence

Commissioner for Vocational Training

Apprenticeships and traineeships

As a part of your apprenticeship or traineeship, you'll sign a Training Contract with your employer to work and train together until you've completed your training. Training Services within the NSW Department of Education administers these contracts.



You'll also receive training from a Registered Training Organisation for your nationally recognised qualification. Your employer and you can choose from TAFE NSW, an adult or community education provider or a private provider.

After successfully completing your apprenticeship or traineeship, you'll receive a Certificate of Proficiency issued by the Commissioner for Vocational Training.

As a graduate, you'll enter the workforce with the first-hand experience and skills to help you build the life you want through a career you'll enjoy.

Who's involved?

Employer

It all starts with your employer who recruits you then contacts an Apprentice Connect Australia Provider to arrange your Training Contract, which outlines the conditions of your training in the workplace. Your employer must provide a safe workplace where quality training, practical instruction and learning can occur.

Your legal employer may also be a Group Training Organisation (GTO). GTOs recruit you, pay your wages and place you with a host employer who conducts your workplace training.

Apprentice Connect Australia Provider (ACAP)

ACAPs provide you with information, advice and support throughout your apprenticeship or traineeship. They prepare your Training Contract, explain your rights and responsibilities and check that your training is progressing satisfactorily.

They will advise you of any incentives or subsidies you're entitled to and they can put you in contact with support services if you need them. For more information go to:

www.apprenticeships.gov.au

Apprentice or trainee

You! By signing your Training Contract you agree to receive workplace training, learn the skills of your vocation, engage in formal training with your RTO, complete tests and assessments and obtain your nationally recognised qualification.

Workplace supervisor

Your workplace supervisor or employer is your coach. They teach you how to do your job, how to practice the skills you're learning, ensure your safety, organise and record your workplace training, provide feedback, and supply assessment evidence to your Registered Training Organisation.

Registered Training Organisation (RTO)

RTOs deliver your formal training so you can gain a nationally recognised qualification. They develop your Training Plan with you and your workplace supervisor, monitor your progress and assess your competence. When all competencies have been achieved, they issue your qualification.



Training Services

We're responsible for managing apprenticeships and traineeships in New South Wales. We approve your application and ensure everyone carries out their responsibilities. We also provide support, connect you with additional support services and resolve disputes you may have with your employer or RTO.

At the end of your training, we approve the completion of your apprenticeship or traineeship, and issue your Certificate of Proficiency.

Support services

These include advice on industrial matters such as wages, conditions and safety, mentoring services to help you stay focused on your training and personal counselling services for financial problems, depression and anxiety. Ask your ACAP or Training Services about these services, or visit education.nsw.gov.au/skills-nsw/apprentice-trainee-support or see page **26** for more information.

School

If you're a school based apprentice or trainee, your school will be a partner in your SBAT apprenticeship or traineeship as it forms part of your HSC. They'll ensure your school timetable includes the time you need to attend work and your RTO.

Your formal training

In all traineeships, and in some apprenticeships, you and your employer can choose whether formal training is undertaken in the classroom, in the workplace, by correspondence or as a mix of the above.

Your Training Contract

Your Training Contract is a formal agreement between you and your employer that states you'll complete your qualification along with the learning relevant to your industry. You'll receive a letter from Training Services when your Training Contract is approved. Make sure you keep a copy of both.

Your Training Plan

Your Training Plan is your essential guide to what you'll be learning, where and when your training will occur and how and when you'll be assessed. You, your workplace supervisor and your RTO negotiate the Training Plan within 12 weeks of your Training Contract being approved.

Your Training Plan should:

- set out the roles, rights and responsibilities of all involved
- outline your units of competency, method of delivery, dates and training method of assessment, and expected completion dates
- identify any units of competency you've already completed
- identify who is delivering the training
- list the learning resources your RTO will provide to you and your employer
- identify additional support required such as literacy and numeracy support.

Your Training Plan is a working document that must be regularly referred to, used to schedule deadlines and changed as needed. At a minimum, your RTO should review your Training Plan with you and your employer every 6 months. You all need to sign the Training Plan and keep a copy. Your RTO trainer is your first point of contact for questions about your Training Plan.

Your role

Your first day on the job can be daunting. You'll have to arrive at work on time, get used to a routine and take breaks when you're told to. Working hours can be difficult to adjust to while you're absorbing new information. But don't worry, you'll adapt. Your workplace supervisor understands you have a lot to learn. When they started out, they were just like you.

What's expected?

You must make every effort to follow your employer's instructions (within the law) follow workplace policies, maintain your driver licence (where necessary) and contribute to a safe and supportive workplace.

You also need to undertake the training outlined in your Training Plan. This includes studying for your qualification, receiving workplace training and attending formal training delivered by your RTO. Over time, you'll need to show that you can do your job competently without supervision.

To become a successful apprentice or trainee you should:

- arrive at work alert with your required tools
 - abide by your company's dress code
 - communicate professionally with your co-workers
 - follow instructions and ask questions so you can grow your skills
 - show enthusiasm and actively participate
- practice active listening
 - discuss and resolve concerns
 - take responsibility
 - behave safely
 - perform duties, such as cleaning tools, that may seem basic, but are an important part of the overall job
 - view your apprenticeship or traineeship as your career instead of 'a job for now.'



Your workplace supervisor's role

Your workplace supervisor is key to your success. They'll show you how to use your equipment and offer you practical hands-on experience in all the tasks detailed in your Training Plan.



They'll also help you build your general skills, such as problem solving, communicating effectively, teamwork, time management, and productivity.

Your workplace supervisor should ensure you clearly understand what's expected of you, that you're provided a safe environment to work in so you can minimise risk and that you understand codes of conduct.

Once your apprenticeship or traineeship is underway, they'll supervise your day-to-day work, check on your progress, ensure your Training Plan is being followed, and that you're getting enough opportunities to practice your new skills at work.

They'll also regularly meet with your RTO to provide assessment evidence, stay up-to-date with your formal training, sign off competencies and schedule any additional training you need at work.

Your supervisor should:

- use clear and simple language
- write down complicated instructions
- break the job into steps and explain why a job is done the way it is
- listen to you
- instruct you in safe work practices
- ask you to repeat instructions back to check your understanding
- provide constructive feedback and encouragement
- maintain records of your progress
- help with any employment-related issues you may be experiencing.

Workplace induction

In the first few days at your new job, you should go through a workplace induction.

Your induction should involve:

- a tour of your new workplace
- an overview of the company, its goals and how you fit into the big picture
- meeting key staff and co-workers
- an explanation of what's expected of you and what you can expect of others
- an outline of acceptable workplace language, dress and behaviour
- workplace rules on using personal mobile devices
- information on workplace policies and procedures, such as bullying, drug and alcohol policies, Internet and social media
- Workplace Health and Safety training
- if not already signed, completion and explanation of your Training Contract and probationary period
- an explanation of the terms and conditions of your employment contract, wages, conditions, annual leave, and sick leave
- filling out paperwork that details the method and frequency of your wage payment and superannuation contributions
- discussion of your workplace training while your Training Plan is being developed by your RTO
- time with your workplace supervisor to explain their role and set goals
- information on who to go to for support.

You may be asked to sign a code of conduct. This sets out what is and isn't acceptable in your workplace. Any activity that's a breach of a workplace policy may result in a disciplinary meeting that could affect your apprenticeship or traineeship.

Workplace essentials

You were selected for your apprenticeship or traineeship because your employer believes you have the right character, qualities and attitude to fit their company culture.

Understanding your preferred working methods, how you process information and how you communicate with others will help you create strong working relationships and ensure you do well in your new role.

Effective communication and relationships

We're all wired differently. We easily get along with some people and find it more challenging to get along with others. We don't always get to choose who we work with.

Misunderstandings can happen when people who communicate differently interact. You might find you're working with someone who has different characteristics to you, like:

- you're energetic while your co-worker is quiet
- you quickly pick up concepts while your co-worker takes longer to understand or requires instructions to be repeated in different ways
- you're detail-orientated while your co-worker is a big picture person.

It's important to know how to work with these differences. Think about how you can empathise with the way others do things, be an active listener and understand the way different people work and communicate in the workplace so you can all get along.

If you have a personality clash with a co-worker, talk to your supervisor. For support outside of your workplace, contact us at Training

Services. Please ring **13 28 11** to be directed to your nearest office.



Wages and conditions



Wages

Most workplaces in Australia are covered by awards. Your employer should pay you at least the minimum rate shown in your award or agreement. You can find the name of your award on your Training Contract. Some Awards contain allowances for reimbursement of training costs, fees and textbooks.

Your wages are designed to account for time you'll spend in training. Your employer must release you during paid work time to undertake formal training and assessment, even if you're not required to attend offsite training.



Conditions of payment

You should be paid for all the hours you work. This includes meetings, opening and closing the business, training, days travelling during work hours for your job, and compulsory attendance at a function.

You should be paid on a set day, each week, fortnight or month and receive a pay slip.

If you work hours outside of the normal hours you're required to work, you may also be entitled to overtime and penalty rates (time and a half or double time). If you work on a public holiday, you're generally entitled to penalty rates.



Annual leave

You get 4 weeks of annual leave based on your ordinary hours of work. You're also entitled to be paid sick leave.



Superannuation

If you earn \$450 or more (before tax) a month, your employer must make superannuation contributions on your behalf.

If you're under 18 years of age and you earn \$450 or more (before tax) a month and you work over 30 hours a week, your employer must make superannuation contributions on your behalf.

If you have any questions, contact the ATO Superannuation Infoline **13 10 20**.

Safety

It's important that you know how to work and behave safely in your workplace so you don't endanger yourself or your co-workers.

Always follow safety policies and instructions. They exist to make your job doable and efficient. If you discover a way to improve productivity, talk to your workplace supervisor about your idea before implementing it on your own.





Drugs and alcohol

Your employer has a legal obligation to keep you and everyone around you safe.

The consumption of drugs and alcohol can impact workplace safety. You must not be affected by alcohol or drugs while you are at work. Even if you have a hangover, you may be putting yourself or others at risk.

Due to the different ways alcohol affects different people, there is no standard amount of alcohol that is safe for everyone. There will always be some risk to your health and wellbeing.

Your workplace may have a drug and alcohol policy, which states that you could be randomly drug or alcohol tested at any time. If you are found with a positive drug or alcohol test at work, your apprenticeship or traineeship could be at risk.

If you are taking prescription medication, make sure you are aware of any side effects that may hinder your work. Discuss any safety issues with your workplace supervisor.

If you are in uniform, you are representing your company. Ensure you act responsibly outside of your workplace.

If you drink alcohol excessively or take recreational drugs and are breath-tested or drug-tested, this may result in a loss of license, a fine or even a prison sentence, which may mean you can't complete your apprenticeship or traineeship.



Smoke free

The *NSW Smoke-free Environment Act 2000* bans smoking in a range of public places in NSW. Check the smoking regulations at your workplace.



For more information on safety, visit the SafeWork NSW website:
www.safework.nsw.gov.au

Balancing work, life and study

The combination of full-time work, study and a social/ family life is a balancing act anyone would find challenging. With a little planning and self-discipline, you can find a way to do your best.



Plan ahead

Ask your workplace supervisor about the regular duties you will need to complete, busy periods and how much training you will be undertaking so you can organise your study schedule around them.

Remember, you are entitled to paid time off for study. Incorporating study into your workday can help reduce stress.

You should also talk to your RTO trainers about when there will be tests, assignments or exams so you can plan ahead.



Study tips

- Mark your test and assignment deadlines on your calendar
- Decide on top priorities and how long you have to meet them
- Divide up your tasks so you can avoid a last minute rush
- Start your assignments early in case issues arise.



Create a flexible schedule

Build a routine you can stick to. With so much on your plate, you will not have time to do everything. Choose your priorities and accept that you will have to miss a few social events or workout sessions to stay on top.

Create space in your study schedule so if something comes up, you can shift your study to another time slot.



Mental health

When you have good mental health, your life reflects it. You experience increased learning, creativity and social connection. You have better relationships and physical health and you feel as if you're part of a community.

Poor mental health can cause distress, impact relationships and day-to-day functioning, and is connected with bad physical health.

No one is happy all the time. Negative life events can strike anyone. That is why it's important to focus on aspects of your life you can control. Listing three things to be thankful for at the end of each day can help you view your life differently.

If you are continually struggling to feel happy, cope with everyday life, find meaning or feel connected to others, help is available. The earlier you seek support, the better.

Bullying and harassment

Bullying involves a more powerful person or group of people oppressing a less powerful person or group, often because they're different.

Bullying can happen to anyone in the workplace

Bullying includes cultural insensitivity, unfair and excessive criticism, publicly insulting people, ignoring a person's point of view, constantly changing or setting unrealistic work targets or undervaluing someone's efforts at work.

Harassment is unwelcome behaviour that humiliates, offends or intimidates and affects your ability to work.

Workplace bullying and harassment can occur through verbal or physical abuse, psychological standover tactics, rumours or putdowns, sexual misconduct, email, texts or on social media. In some cases, it continues outside the workplace.

Bullying and harassment can often be dismissed as 'workplace culture'

Bullying and harassment is against the law. Your employer may be liable if they do not take action to prevent or respond to bullying or harassment. They must send a clear message that workplace bullying or harassment will not be tolerated.

Who can help?

- Your workplace supervisor, your company's WH&S representative or HR department, if they have one
- See if your employer has a bullying policy and, if necessary, follow the procedure to report it
- Check if your Industrial Award or workplace agreement details processes for bullying
- Training Services can support you and talk to your employer
- Your union
- SafeWork NSW:
www.safework.nsw.gov.au

Asking for help

If you're finding training too hard or work's getting to you, it's important to reach out. It could be a technical aspect of your job, workplace relationships, succeeding at formal training or any other employment-related issue.

You can talk to your:

- workplace supervisor
- employer
- work's HR department, if they have one
- work's Employee Assistance Program, if they have one
- RTO trainer
- co-workers
- parents or guardian
- friends.

Training Services can also assist you. Please ring **13 28 11** to be directed to your nearest office.

What if I'm not getting along with my workplace supervisor?

The first thing you should do is discuss the issue with your workplace supervisor. Our Training Services officers can provide information about your options, suggest how to approach your supervisor or we can attend a meeting with them to talk about your situation.

What if I'm not happy with my formal training?

Talk to your trainer or your RTO's support staff. Use your training plan as an official document to refer to during your discussion—it tells you what you should be learning, in what timeframe, where, and how. If you are still not convinced, we can help.



Training Services

Our training advisors are available to help when things go wrong or if you are concerned things may go wrong.

We provide impartial advice to all parties so we can get your training back on track.

Our officers have extensive experience assisting apprentices and trainees and are skilled in mediation and dispute resolution.

You can speak to us confidentially about anything that's threatening your apprenticeship or traineeship or simply if you need advice.

We may visit your workplace or arrange a meeting away from work to help resolve your issue.

Refer to the back cover of this guide to find your nearest Training Services office or call **13 28 11**.

What if my workplace issues can't be resolved?

If your issue is so serious that you or your employer wants to end your employment, one or both parties can apply for your Training Contract to be cancelled.

Cancellation occurs only with the mutual consent of the employer and the apprentice or trainee. If one party doesn't agree, we can negotiate with both parties and help you reach agreement.

If one of our officers is not able to resolve your dispute, the matter will be referred to the Commissioner for Vocational Training who will conduct a review and may convene a hearing. If an acceptable settlement cannot be reached, the Commissioner will make an independent determination.

Help with your finances

As a new apprentice or trainee, you may be earning money for the first time. If you're not sure where your money goes each week, it's good to know that plenty of people feel the same.

A budget helps you live within your means. It shows exactly where your money's coming from and where you're spending it. Your budget can also show you where you can cut spending and save more.

- Pay your rent and bills first before spending money on anything else
- Before you buy, shop around and compare prices
- Allow for unexpected expenses
- Learn to say 'no' if you can't afford it.

Financial support

You may be eligible for financial support from the NSW Government or the Australian Government.

This includes public transport concessions, travel/accommodation assistance, car registration rebates, and scholarships.

Explore your financial support at education.nsw.gov.au/skills-nsw/financial-assistance or call **13 28 11**.

If you're a full-time apprentice or trainee and an Australian resident, depending on your circumstances, you may be eligible for Youth Allowance, Austudy or ABSTUDY, a Youth Disability Supplement or a low-income healthcare card.

If you get sick or have a short-term illness that affects your ability to work or study, you may also be eligible for financial support.

Contact Centrelink: servicesaustralia.gov.au



Your driver licence – most important tool in your toolbox

Most apprentices and trainees need a driver licence to do their job or get to worksites and training. A crash or an infringement can cost your licence, jeopardise your employment or worse.

Distracted drivers

There is no doubt that distracted drivers can cause traffic problems and road crashes. Using a mobile while driving can increase the risk of a crash by four times. Sending a text message is even worse.

Learner, P1 and P2 drivers are not allowed to use a phone (including hands-free) while driving.

A driver in a moving or stationary vehicle (unless parked) must not hold a phone in their hand other than to pass the phone to a passenger. All other functions such as texting, video messaging and emailing are against the law.

Many people do not realise it's dangerous to fiddle with your radio, air-conditioning or windows while driving. Your full attention is not on the road and it places you at risk of a crash. It's best to make any adjustments before you begin your journey.

As if there wasn't enough happening inside your car, there are also lots of distractions outside. Make sure you look out for other drivers, cyclists and pedestrians, while trying to take in unexpected distractions happening in the streets.

Speeding is our largest road safety issue

Speeding increases the risk of a crash and the severity of the crash outcome. If you are driving at 65km per hour in a 60 km speed zone you are doubling your chances of having a crash. The message is simple: don't rush.

Fatigue-related crashes can happen on any trip. Think about the last time you had a big night out and you had to be up early. How much sleep did you have?

Before you jump in your car, think about how tired you are, learn to recognise the early warning signs when driving and know what to do to avoid driving tired. Visit: www.testyourtiredself.com.au

Find out how to get and keep your licence and discover tips for staying safe at Driving in NSW www.nsw.gov.au/driving-boating-and-transport/driving-nsw

Learning styles

Everyone learns differently. It's useful to think about your learning style so you can tell your workplace supervisor what works best for you. You may be a 'visual' learner, a 'verbal' learner or a 'doing' learner. Or you may be a blend of all 3.



Visual learners

- learn through seeing
- think in pictures and create mental images to remember things
- enjoy looking at maps, charts, pictures, and videos
- colour code notes and highlight important points in text
- take lots of notes and ask for written directions.



Verbal learners

- learn through listening
- think in words
- record test questions or instructions
- recite information to learn
- use tunes or rhymes to remember things
- learn best by talking things through.



Doing learners

- learn through hands-on experimentation
- may find it hard to sit still
- annotate text and write questions while reading
- remember and process information while moving e.g. walking or dancing.

Practice makes perfect

People rarely get something 100 per cent right on the first try. Everyone makes mistakes.

Be patient with yourself. Allow yourself time to practise new skills.

Don't be afraid to ask your supervisor to demonstrate a task a second time. It's better to understand correct work practices than put your and others' safety at risk. Remember, your supervisor is there to support your learning journey.

Assessment

Assessment involves collecting evidence of your skills and knowledge, comparing it to a set of industry-based standards and judging whether you meet them.

Your assessment may include:

- practical tests
- written tests, reports and assignments
- being observed at work
- demonstrating tasks
- keeping a portfolio of work including photos and videos
- participating in role plays where unusual scenarios can be assessed
- evaluating work records such as job cards, appointment books and procedure manuals
- reviewing reports provided by your workplace supervisor detailing the quality of your work.

Early in the process, you and your workplace supervisor will meet with your RTO assessor to develop your assessment plan.

Your assessment is mapped against each unit of competency as you complete it. Your assessor will let you know the assessment evidence they require, the best methods for gathering this evidence and how they will decide whether you are 'competent' or 'not yet competent'.

Your assessor will create an assessment schedule as part of your Training Plan so you and your workplace supervisor know when to expect assessment visits. You'll all sign and receive a copy.

At least every 6 months, your assessor will talk with your workplace supervisor to see how you are building your competence in the workplace. They will identify areas that may need more workplace practice.

If further workplace demonstration is necessary, plans will put in place so you can work towards being deemed 'competent'.

Competency-based progression

Your qualification features competencies required by industry. A competency describes the level of skill needed to perform functions or tasks at work.

You will need to complete core competencies plus elective competencies that have been selected because they match the work being done in your industry.

Tell your workplace supervisor how you are progressing in your formal training and ask them to help you practise your new skills under their supervision at work.

Your competency-based progression is linked to your ability to demonstrate and apply these skills consistently.

Your workplace supervisor's signature on each unit confirms they believe you are 'competent' and can work unsupervised in that area.

Once you have passed your RTO assessments, your RTO assessor and workplace supervisor will declare you 'competent' in a unit of study.

Depending on your award, you may be entitled to a wage increase as you finish each stage of study.

Sample of a unit of competency:



Use tools & equipment

- Able to select correct tools and equipment
- Able to follow procedure for clean-up
- Able to use tools correctly
- Knowledge of safety requirements
- Able to prepare tools
- Knowledge of procedures for use

Competency-based completion

To complete your apprenticeship or traineeship and receive a nationally recognised qualification, you must be deemed 'competent.'

You will be assessed as 'competent' when you are able to reliably complete work activities to the standard expected in your industry.

You will have shown that you can transfer your skills to different situations, such as varying weather environments, interacting with a range of customers or coping with busy times at work.

You will have proven that you can apply what you've learned multiple times so you can consistently do a job well.

You will have also demonstrated that you can solve problems, follow guidelines and that you practise safe work methods.

Competency also involves employability skills such as communication, teamwork, taking initiative, self-management, and using technology.

Competency-based or early completion can occur before the end date on your Training Contract when your RTO has issued your national qualification and you and your employer agree that you're 'competent.'

You can apply for competency-based completion through Training Services. Once approved, you will be issued your Certificate of Proficiency from the NSW Department of Education.



Use tools & equipment

- Knowing how to do a job
- Understanding workplace policies and procedures
- Fitting in with others in the workplace
- Dealing with everyday problems that may occur
- Understanding why it should be done that way
- Being able to apply skills consistently
- Being able to transfer skills to different situations
- Being able to do different tasks at the same time

Keeping records

You are required to maintain records of your training progress so you can stay on track with your formal assessments and gather work-based evidence for your RTO assessor.

These include:

- your letter from Training Services stating that your Training Contract has been approved
- a copy of your Training Contract
- a copy of your Training Plan
- a record of the time your RTO spends with you and your supervisor in the workplace and the activities undertaken
- evidence of tasks you've collected on-the-job to support your training e.g. photos, videos, your workbook or record of training supplied by your RTO that's been endorsed by your employer
- access to or a copy of your industrial award or workplace agreement
- a record of the time you've worked and the wages you've been paid (payslips)
- a copy of all the assessments you've completed for your qualification including the results.

Record keeping checklist

While you are doing your apprenticeship or traineeship, you will receive some important documents. Some will be printed and others will be digital. Use this list to keep track of them.

When you start:

- copy of your apprenticeship or traineeship Training Contract
- copy of the Training Plan Proposal
- access to the industrial award or workplace agreement under which you are employed
- approval letter from Training Services stating that the apprenticeship or traineeship Training Contract has been approved.



During your apprenticeship or traineeship:

- copy of your Training Plan
- records of work-based evidence provided to your RTO
- records of hours undertaking on-the-job training
- records of wages paid
- results of your learning assessment tasks
- any correspondence you sent to or received from Training Services.

When you finish:

- qualification issued by your RTO
- completion letter from Training Services stating that the apprenticeship or traineeship has been completed
- Certificate of Proficiency.

Resources and helpful links

Discover your rights at: www.apprenticeships.gov.au

Your role, right and obligations at: education.nsw.gov.au/skills-nsw/your-role-rights-and-obligations

Understand workplace laws at The NSW Office of Industrial Relations: www.industrialrelations.nsw.gov.au

The Fair Work website features information on national employment standards and Awards: fairwork.gov.au

For superannuation advice: ATO Superannuation Infoline **13 10 20**

For wellbeing including physical and mental health advice, visit: education.nsw.gov.au/skills-nsw/apprentices-and-trainees/health-and-wellbeing

Explore your financial support options by searching at: education.nsw.gov.au/skills-nsw/financial-assistance or call 13 28 11

Centrelink: servicessaustralia.gov.au

For more information on safety, visit the SafeWork NSW website: safework.nsw.gov.au

For driving tips and licence help: nsw.gov.au/driving-boating-and-transport/driving-nsw

Training Services contact

Illawarra and South East NSW TS.Wollongong@det.nsw.edu.au

Riverina TS.WaggaWagga@det.nsw.edu.au

New England TS.Tamworth@det.nsw.edu.au

Western NSW TS.Orange@det.nsw.edu.au

Western Sydney and Blue Mountains TS.Parramatta@det.nsw.edu.au

Central and Northern Sydney TS.Chatswood@det.nsw.edu.au

North Coast and Mid North Coast TS.Lismore@det.nsw.edu.au

Southern and South Western Sydney TS.Bankstown@det.nsw.edu.au

Hunter and Central Coast TS.Newcastle@det.nsw.edu.au

Contact Training Services on 13 28 11

We acknowledge the homelands of all Aboriginal and/or Torres Strait Islander people and pay our respect to Country.

Say hello

 @SkillsNSW

 @NSWEducation

 @SkillsNSW

education.nsw.gov.au

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