

Apprenticeship Support Australia

AEN Mid-Year Conference

Presented by:
Jarrod Cartwright
*General Manager, Engagement and Technical Support,
Apprenticeship Support Australia*



Topics Covered

- Australian Apprenticeship Support Services and what to expect
 - Assessments
 - Engagement and Technical Support
 - Mentoring and Personal Support Services
 - School engagement
- Generalist v Specialist
- Australian Apprenticeship Incentive System from 1 July 2024
- New Energy Apprenticeship Program Changes from 1 June 2024



Australian Apprenticeship Support Services – Contract 8

Assessments

Engagement and Technical Support Services

Mentoring and Personal Support Service

School Engagement

Contract 8

Support Services objectives

1. Improve retention, completion and satisfaction rates
2. Place the apprentice at the centre of the services delivery
3. Provide an assessment to AA and nominated EMP that are identified as needing support
4. Improve wraparound services
5. Deliver high quality end to end services
6. Minimise and reduce the admin burden



Key Client Groups

Overview

A key focus of the Australian Apprenticeship Support Services includes improving wraparound support for Key Client Group Australian Apprentices to address any additional barriers to completing their apprenticeship.

Key Client Group Australian Apprentices are Australian Apprentices in the following categories:

1. First Nations Australian Apprentices
2. Women in male-dominated trades
3. Australian Apprentices with disability
4. Australian Apprentices located in remote Australia.

Assessment

Overview

Assessment Services are focused on the development needs of the individual and, for Employers, an assessment of the employer's capacity to effectively support the apprenticeship through to completion

A pre-commencement assessment is designed to get a deeper understanding of the risk and barriers that a trainee may face, to determine if tailored support services are needed to get the trainee to completion.



Assessment

Assessment services will be delivered before a sign-up to the following:



Apprentice:

- Every newly commencing apprentices
- Every key client group apprentices that are recommencing an apprenticeship



Employers that meet one or more of the following:



- No or limited experience in employing an AA
- A history or poor retention and/or completion of AA's
- Fewer than 5 employees

Mode: Face to Face = 

Phone = 

Assessment

- Understand the individual Australian Apprentice's interests, skill level and skills development needs
- Undertake a readiness check of the Australian Apprentice's LLND skills and refer the Australian Apprentice for other support as appropriate.
- Identify any other potential barriers for the Australian Apprentice, including complex needs such as personal or mental health issues, accommodation or potential financial strain.
- Assess the Australian Apprentice's suitability to undertake the proposed apprenticeship.
- For employer, assess their capacity to effectively support the apprenticeship and provide advice on the steps, supports and training they could access to set the apprenticeship up to succeed. GTO's will not receive Employer Assessment

Engagement and Technical Support Services

- Marketing and promotion
- Stakeholder engagement
- Administration
 - Claims
 - Contracts
 - ADMS set up support and troubleshooting
 - Client enquiries
- Progress contacts for key client groups

Mentoring and Personal Support Service

Overview

Mentoring and Personal Support Services includes a broad range of activities to provide support to Australian Apprentices and employers to work towards successful completion of the apprenticeship.

Providers will be required to deliver tailored, personalised advisory services to eligible Australian Apprentices and employers across the contracted Service Region. At a minimum, mentors must have well-developed interpersonal skills, demonstrating experience in client service.



Mentoring and Personal Support Service

There are three streams to the Mentoring and Personal Support Services that are aimed to best support the apprentice to successfully complete the apprenticeship:

Pastoral care and complex needs – social and emotional support of the apprentice to enhance their wellbeing. This service will be a common support for apprentices in Key Client Groups. ASA aims to compliment the work of the GTO Field Officers but not add complexity and confusion to the apprentices.

ASA will also deliver support to deal with complex issues. This can include ongoing disputes with the employer, bullying, sexual harassment, personal or mental health issues, homelessness and financial strain.

Career guidance and advice – guidance in relation to career planning and transitional issues—such as change of employer, promotions or the transition to open employment.

Peer support networks – structured peer and/or industry support networks and knowledge sharing.

Mentoring and Personal Support Service

Tailored Support Plans

ASA will create a personalised Tailored Support Plan (TSP) for all Australian Apprentices and employers receiving Mentoring and Personal Support Services. The TSP is an agreed plan between the mentor and mentee (the apprentice/employer) that details the services to be delivered. The TSP will be shared with the mentee.

The TSP must include issues impacting on the apprenticeship as well as recording the number and frequency of contacts, mode of contact and any referrals made and outcomes of the contacts.

The TSP will be updated after every contact as mentoring progresses and capture any supervisory training delivered to employers. The department will monitor TSPs to determine the effectiveness of the services provided under Mentoring and Personal Support Services.

School Engagement

- Engage with secondary schools will improve visibility of apprenticeships as a pathway to learning.
- School engagement will occur with all Secondary schools in Metro, Regional and Remote. All providers are responsible for attending secondary schools over the 2 year period of the Deed.
- Providers will collaborate to determine and nominate which schools they will be required to visit and outline this in a joint school engagement plan. Key school representatives will participate as part of this process.
- The engagement with a secondary school must be done face to face. The engagement contact may include visits to the school to meet with students, teachers, careers advisors or potential ASBA sign-ups.
- The visit might be part of an expo, event, career advisor session or group presentation for example
- Multiple providers can engage with the school, however one is appointed, as part of the school engagement plan, to report on their engagement

Generalist v Specialist Providers

- A Generalist Provider can delivery the full suite of Australian Apprenticeship Support Services to all apprentices and vocations.
- A Specialist Provider can only deliver Australian Apprenticeship Support Services for their contracted specialisation. These cohorts are
 - Women in Male Dominated Trades
 - Clean Energy
 - First Nations
- Where an apprentice fits within a specialisation, the Apprentice Connect Provider is required to have a conversation with the employer and apprentice advising on the specialist provider in their region. The employer can then make an informed decision on which provider they would like to use.

ASA's Coverage

- ASA was successful in securing 7 out of 8 Generalist Apprenticeship Support Services Contracts.
 - VIC
 - SA
 - TAS
 - WA
 - Outback WA
 - QLD
 - NSW
- In addition, ASA has been contracted to deliver specialist services in the following areas:
 - Women in Male Dominated Trades: VIC, WA, OBWA, NSW
 - Clean energy: WA, OBWA, NSW
 - First Nations: WA, OBWA, NSW
- ASA has the largest contracted coverage Australia wide and can provide consistent national solutions.



Australian Apprenticeship Incentive System

From 1 July 2024

Australian Apprenticeship Incentives System

- From 1 July 2024, “phase two” of the Australian Apprenticeship Incentive System commenced. As part of the May 2024 Federal Budget, phase two was increased for 12 months while a strategic review is being undertaken on the Australian Apprenticeship Incentive System.
- “Phase Two” saw the removal of the priority wage subsidy. Commencements prior to 1 July, employers may have been eligible for a Priority Wage Subsidy of up to \$15,000 over the first three years.
- “Phase two” replaces the Priority Wage Subsidy with a Priority Hiring Incentive for 12 months while the strategic review is being completed.
- Non-priority occupation and qualifications cease to be funded for commencement and recommencements from 1 July 2024.

Australian Apprenticeship Incentives System

- The Disability Australian Apprentice Wage Subsidy (DAAWS) and Living Away from Home Allowance (LAFHA) remains unchanged
- DAAWS:
 - Wage Subsidy is \$104.30 per week for full time apprentice (pro rata for part time based on hours worked). This is for the life of the apprenticeship.
 - The RTO can access up to \$5,500 per year for mentoring services and \$5,500 per year for tutorial/interpreter assistance
- LAFHA:
 - Year 1 - \$77.71 per week
 - Year 2 - \$38.59 per week
 - Year 3 - \$25.00 per week

Australian Apprenticeship Support Loans

- Lifetime limit has increased from 1 July 2024 to \$25,643
 - Year 1 - \$10,257
 - Year 2 - \$7,693
 - Year 3 - \$5,129
 - Year 4 - \$2,564
- Completion discount still applies at 20%
- Compulsory threshold for Income Year 24-25 is \$54,435

Australian Apprenticeship Incentive System

	AAIS Phase 1 1 July 2022 to 30 June 2024	AAIS Revised from 1 July 2024 to 30 June 2025 : (12 month period)
Priority Employer	Year 1: 10% Wage Subsidy (Capped \$6,000) Year 2: 10% Wage Subsidy (Capped \$6,000) Year 3: 5% Wage Subsidy (Capped \$3,000)	Priority Hiring incentive: \$5,000 • 6 month: \$2,000 • 12 month: \$3,000 * (Part time rates = 50%)
Priority Apprentice	Total: \$5,000 • 6 months: \$1,250 • 12 months: \$1,250 • 18 months: \$1,250 • 24 months: \$1,250 *(Part time rates = 50%)	Total: \$5,000 • 6 months: \$1,750 • 12 months: \$1,750 • 18 months: \$750 • 24 months: \$750 *(Part time rates = 50%)
Non Priority Employer	Hiring incentive: \$3,500 • 6 months: \$1,750 • 12 months: \$1,750 *(Part time rates = 50%)	No longer funded
New Energy Apprenticeship Program : Employer	Year 1: 10% Wage Subsidy (Capped \$6,000) Year 2: 10% Wage Subsidy (Capped \$6,000) Year 3: 5% Wage Subsidy (Capped \$3,000)	Priority Hiring incentive: \$5,000 • 6 month: \$2,000 • 12 month: \$3,000 * (Part time rates = 50%)
New Energy Apprenticeship Program : Apprentice	Total: \$10,000 • 6 months:\$2,000 • 12 months:\$2,000 • 24 months:\$2,000 • 36 months:\$2,000 • Completion: \$2,000 * (Part time rates = 50%)	Total: \$10,000 • 6 months:\$2,000 • 12 months:\$2,000 • 24 months:\$2,000 • 36 months:\$2,000 • Completion: \$2,000 * (Part time rates = 50%)



New Energy Apprenticeship Program

Changes and application from 1 June 2024

New Energy Apprenticeship Program

From 1 June 2024, eligibility requirements for the New Energy Apprenticeship Program have changed and expanded to AA's that have meaningful exposure to work in the clean energy sector.

Previous Requirements:

The Australian Apprentice will undertake a 'significant proportion' of their work in the clean energy sector.

New Requirements for commencements/recommencements from 1 June 2024:

The Australian Apprentices must be provided with 'meaningful exposure, experience and work in the clean energy sector'

New Energy Apprenticeship Program

What is 'meaningful exposure, experience and work in the clean energy sector' ?

- **Meaningful:** useful and relevant engagement that must develop the skills required to work in the clean energy sector at the completion of their apprenticeship and/or in the future. Engagement does not need to be provided from commencement.
- **Exposure:** access to a range of clean energy sector tools, technology, methods and worksites, including demonstration by skilled tradespeople. Exposure does not need to be provided from commencement
- **Experience:** access to education, instruction, training or industry knowledge of the clean energy sector, combined with qualification specified on Australian Apprenticeship Priority List.
- **Work:** undertake paid activities based on the occupation the apprentice is undertaking in the clean energy sector

New Energy Apprenticeship Program

- For GTO's, it is important to accurately assess the exposure of apprentices with host employer at time of commencement. If there will be meaningful exposure over the life of the apprenticeship, the apprentice may be eligible.
- Meaningful exposure can occur at any time throughout the apprenticeship and does not need to be from the commencement date. One thing to consider is "Is the apprentice able to enter the clean energy economy at time of completion?"
- Assessments for the New Energy Apprenticeship Incentive can not be reversed during the apprenticeship.
- Information needs to be recorded on the training contract to qualify it for New Energy Apprenticeship Program.
- There are two Specialist Provider in Clean Energy under the Australian Apprenticeship Support System and several provider delivering the New Energy Mentoring Program.

