

Apprenticeships
Are Us



APPRENTICESHIP MONITORING STATEMENT



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INTRODUCTION

Apprenticeships Are Us Ltd (ARU) is committed to delivering high-quality employment and training experiences for apprentices and trainees, fostering their growth and development in alignment with industry standards and regulatory requirements. This document outlines our policies and procedures for monitoring, supporting, and managing apprenticeships and traineeships, ensuring compliance with the National Standards for Group Training Organisations (GTO Standards), relevant legislation, and best practices.

Our approach focuses on creating a safe, inclusive, and supportive environment for apprentices and trainees, while also addressing the needs of Host Businesses and Registered Training Organisations (RTOs). By adhering to these standards, we aim to enhance skill development, promote workplace safety, and facilitate successful outcomes for all stakeholders involved in the apprenticeship and traineeship process.

Through structured monitoring, pastoral care, and proactive management of training opportunities, Apprenticeships Are Us Ltd upholds its reputation as a trusted partner in workforce development. This document serves as a comprehensive guide to our operational procedures, aligned with our mission to provide exemplary support and training experiences that meet the needs of both individuals and industries.

LEGISLATIVE & REGULATORY FRAMEWORK

This Statement is governed by the following legislation and standards:

- **Apprenticeship and Traineeship Act 2001 (NSW)**
- **National Standards for Group Training Organisations (2017)**
- **Standards for Registered Training Organisations 2015** (via training plans and RTO coordination)
- **Work Health and Safety Act 2011 (NSW)** and WHS Regulation 2017
- **Privacy Act 1988 (Cth)** and Australian Privacy Principles
- **Fair Work Act 2009 (Cth)**
- **Cybersecurity Standards Act 2023**
- **Treasury Laws Amendment (Enhancing Whistleblower Protections) Act 2019**
- **NSW Department of Education – GTO Contract Requirements**
- **ACNC Governance Standards**

ARU's monitoring and pastoral care obligations are mandatory under GTO Standards 2.1, 2.2, 2.6 and 3 and underpin the organisation's compliance and risk management framework.

DEFINITIONS

“Monitoring”

Structured, documented contact between ARU, the apprentice/trainee, Host Business and RTO to assess training, welfare, and safety conditions.

“Pastoral Care”

Support services provided by ARU to assist apprentices/trainees with wellbeing, mental health, safety, workplace issues, cultural needs, and personal concerns that may affect training.

“Host Business”

The employer providing day-to-day on-the-job training under ARU’s GTO arrangement.

“Registered Training Organisation” (RTO)

The training provider responsible for delivering formal training and assessing competency.

“Rotation”

A planned transfer of an apprentice/trainee between Host Businesses to ensure appropriate exposure to required skills and experiences.

“Suspension”

A temporary break in the apprenticeship/traineeship is approved by ARU and the NSW Department of Education.

“Cancellation”

The formal termination of the Training Contract by agreement of all parties or by order of the NSW Department of Education.

“Wellbeing Issue”

Any concern affecting mental health, physical health, cultural safety, or personal circumstances that may impact training or employment.

“Safety Breach”

Any act, condition, or behaviour that creates a risk to health and safety under WHS legislation.

ROLES AND RESPONSIBILITIES

Managing Director

- Oversees compliance with GTO Standards and NSW Apprenticeship legislation.
- Ensures monitoring systems are effective and current.
- Escalates critical incidents to regulators where required.

General Manager

- Supervises the Apprentice Employment Managers.
- Manages operational risks identified through monitoring.
- Initiates performance improvement strategies with Host Businesses.

Apprentice Employment Manager (AEM)

- Conducts monthly monitoring as required under Standard 2.1.
- Completes welfare checks, safety checks, and RTO progress reviews.
- Documents all contact, issues, risks and actions in Workforce One.
- Ensures confidentiality, cultural safety, and legislative compliance.

Host Business

- Provides safe and lawful work conditions.
- Cooperates with ARU monitoring, documentation, and WHS reviews.
- Communicates issues promptly.

Registered Training Organisation

- Provides training plan updates and assessment outcomes.
- Cooperates with ARU to address progression issues.

Apprentice/Trainee

- Participates in monitoring activities.
- Reports issues early.
- Complies with training and workplace requirements.

EXTERNAL MONITORING

Apprenticeships Are Us Ltd makes contact with apprentices and trainees, their off-the-job training provider and their Host Business or representative, at least once each month. The aim is to provide employees with regular constructive feedback on their performance and to create a framework for open discussion between the Host Business and Apprenticeships Are Us Ltd. This contact also provides an opportunity to carry out a safety assessment and monitoring of the work area.

This policy aligns with Standard 2.1 of the National Standards for Group Training Organisations, which requires monthly contact with apprentices, trainees, Host Businesses, and training providers to monitor training progress and well-being. Apprenticeships Are Us Ltd follows this standard to ensure apprentices and trainees receive consistent support and that all workplace safety concerns are addressed promptly.

Apprenticeships Are Us Ltd ensures compliance with **Standard 2.1**, which mandates monthly contact with apprentices, trainees, Host Businesses, and registered training organisations (RTOs). This is not only to assess training and employment outcomes but also to maintain a robust feedback loop, identifying and addressing any risks or challenges early.

Regular monitoring and safety assessments also align with **Work Health and Safety Act 2024** requirements, promoting a culture of safety and accountability.

MONITORING AND PASTORAL CARE

Apprenticeships Are Us Ltd.'s Apprentice Employment Manager monitors the employment and training outcomes and welfare of each apprentice and trainee throughout the period of the apprenticeship or traineeship. This might involve visiting the apprentice/trainee's workplace or calling them by phone, talking to the Host Business, talking to the registered training organisation where the apprentice/trainee is enrolled. The purpose being, to ensure all parties are satisfied with the arrangements and that the apprentice/trainee is making steady progress towards achieving satisfactory outcomes. Apprenticeships Are Us Ltd is committed to providing culturally competent support in alignment with the Racial Discrimination Act 1975 and Multicultural NSW Act 2000. Monitoring procedures will take into account the diverse backgrounds of apprentices and trainees, ensuring that they receive support tailored to their cultural and individual needs.

Apprenticeships Are Us Ltd provides apprentices and trainees with access to confidential reporting channels for any concerns about safety or well-being. These protections are in place in accordance with the *Treasury Laws Amendment (Enhancing Whistleblower Protections) Act 2024*, ensuring that apprentices and trainees can report issues without fear of retaliation.

In line with **Standard 2**, pastoral care services provided by Apprenticeships Are Us Ltd are tailored to support the unique needs of apprentices and trainees, particularly those from diverse cultural backgrounds.

This standard emphasizes the importance of cultural competence and inclusivity in monitoring practices. Measures, such as confidential reporting channels and compliance with whistleblower protections under the **Treasury Laws Amendment (Enhancing Whistleblower Protections) Act 2024**, ensure a safe and equitable environment for all apprentices and trainees.

In accordance with the *Work Health and Safety Act 2024*, all safety assessments conducted during monitoring visits are designed to identify and mitigate potential risks in the apprentice's or trainee's work environment. Apprenticeships Are Us Ltd ensures compliance with national safety standards, providing necessary safety training and advice to Host Businesses.

All records related to apprentice and trainee monitoring, including safety assessments and pastoral care notes, are stored securely in compliance with the Cybersecurity Standards Act 2023. Data will be protected using encryption and multi-factor authentication to prevent unauthorized access and ensure confidentiality.

In partnership with the NSW Department of Education and Training, Apprenticeships Are Us Ltd ensures that all apprentices and trainees receive appropriate support to enable them to carry out their work tasks and undertake their learning requirements.

If apprentices and trainees report any situation which threatens their wellbeing and or orderly progress, or if they require reasonable assistance with work- related or training issues, Apprenticeships Are Us Ltd will evaluate each request for help and provide necessary support and/or counselling to them.

Contact details for support, advice or referral include:

Managing Director

Apprenticeships Are Us Ltd

Suite 4.01, Level 4, 1 Wentworth Street

Parramatta NSW 2150

Tel.: 02 9891 6900; Mob.: 0422 444 965.

General Manager

Apprenticeships Are Us Ltd

Suite 4.01, Level 4, 1 Wentworth Street

Parramatta NSW 2150

Tel.: 02 9891 6900; Mob.: 0401 179 153.

RISK INDICATORS AND ESCALATION PATHWAY

During monitoring, ARU personnel must identify and document any “risk indicators” requiring escalation. These include:

Training Risks

- missed RTO attendance.
- repeated Not Yet Competent outcomes.
- lack of workplace supervision.
- inadequate training tasks or exposure.

Employment Risks

- persistent absenteeism.
- behavioural concerns.
- potential dismissal or redundancy.
- significant Host Business operational issues.

WHS & Psychosocial Safety Risks

- unsafe conditions or equipment.
- bullying, harassment, hostility, or discrimination.
- fatigue risks.
- exposure to violence or aggression.

Wellbeing Risks

- mental health concerns.
- financial hardship
- housing instability
- substance misuse indicators
- personal crises impacting work or training

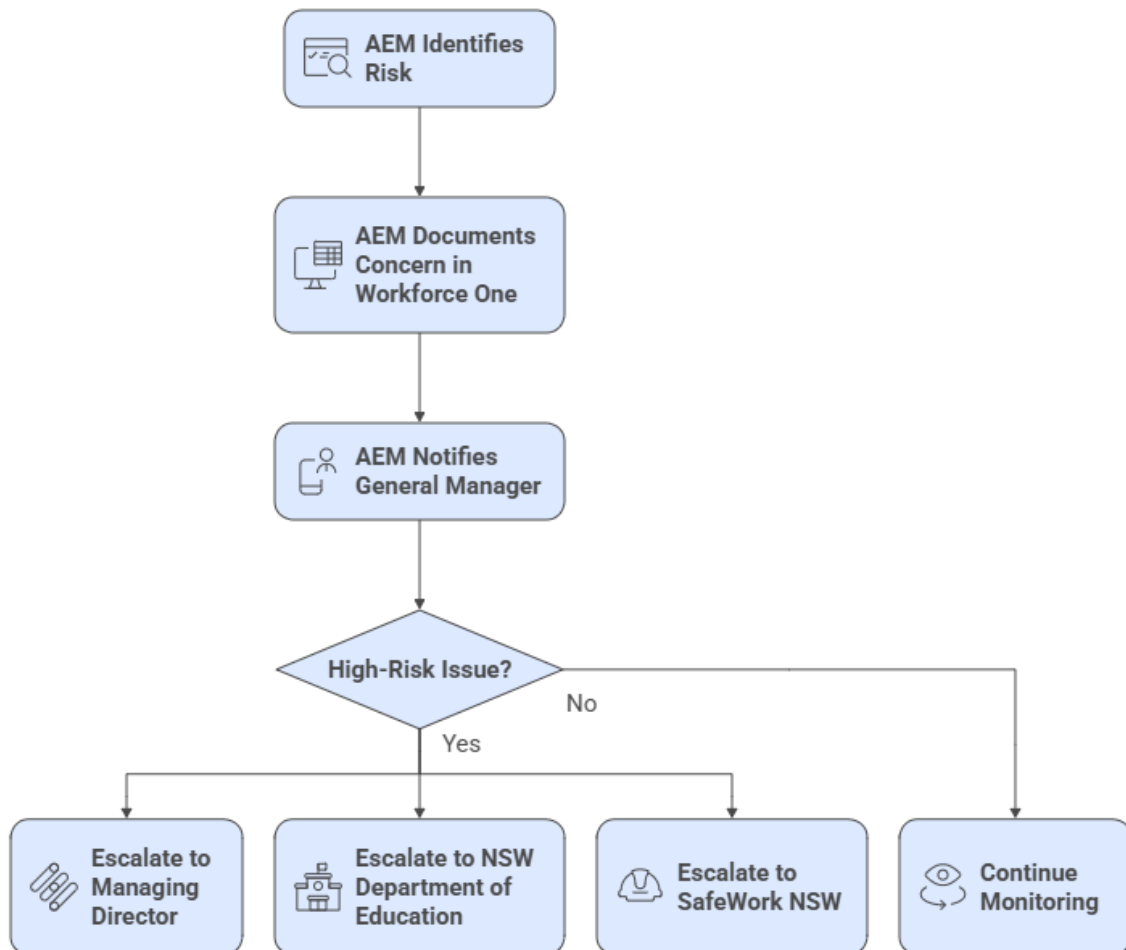
Mandatory Escalation Pathway

1. AEM identifies a risk.
2. AEM documents the concern in Workforce One.
3. AEM notifies the General Manager.
4. High-risk issues (e.g., WHS dangers, harassment, serious misconduct) are escalated to:
 - i. Managing Director

- ii. NSW Department of Education (if required)
- iii. SafeWork NSW (notifiable incidents)

This process is required under GTO Standard 3: Managing Risk, and WHS Act 2011.

Risk Identification and Escalation Pathway



ROTATIONS

The **National Standards for Group Training Organisations** stress the need for apprentices and trainees to gain comprehensive exposure to industry-relevant skills. Rotations are implemented to meet these requirements and ensure apprentices achieve competency standards outlined in the **National Training Package**.

By coordinating rotations:

- **Standard 2.2** is fulfilled, which ensures that apprentices and trainees are provided with employment and training experiences that reflect industry needs.
- Documentation of rotations supports compliance with audit and reporting obligations, ensuring transparent tracking of training progress.

Where it is identified that an apprentice/trainee cannot get sufficient exposure to the range of experiences, equipment or environments required of the apprenticeships/traineeship Apprenticeships Are Us Ltd will rotate the apprentice/trainee to another Host Business in order to maximise their training as per the relevant industry requirements. A rotation may occur where a Host Business is unable to maintain an apprentice/trainee's employment.

Rotations are a critical part of ensuring that apprentices and trainees gain exposure to the full range of skills, equipment, and environments necessary to complete their training in alignment with industry standards and the requirements of their apprenticeship or traineeship qualification.

1. **Purpose of Rotations.** Rotations serve to enhance the apprentice or trainee's experience by ensuring they gain comprehensive on-the-job training in all aspects of their trade. This is particularly important in cases where the current Host Business cannot provide certain experiences or exposure to specialised equipment. Rotations ensure that apprentices are well-rounded and equipped with the necessary competencies to meet the qualifications outlined by the **National Training Package**.

2. **Rotation Triggers:**

- **Limited Training Opportunities.** If a Host Business cannot provide the apprentice with access to specific tools, environments, or tasks required for training.
- **Business Capacity Issues.** In cases where a Host Business is unable to sustain the employment of an apprentice or trainee due to economic or operational challenges, a rotation may be arranged.
- **Apprentice Skill Development Needs.** If the apprentice requires additional experience in a particular area that the Host Business cannot offer, such as exposure to different machinery or processes.
- **Workplace Safety or Well-being Concerns.** If a monitoring visit identifies that the current environment is not conducive to the apprentice's health, safety, or well-being, a rotation may be initiated.

3. **Process of Rotations.** Apprenticeships Are Us Ltd works closely with both the apprentice and Host Business to ensure smooth transitions between placements. The Apprentice's Employment Manager will:

- Identify suitable alternative Host Business that can provide the necessary training and experience.
- Arrange meetings between the apprentice and the prospective Host Business to discuss expectations, timelines, and job roles.
- Ensure that the apprentice's training plan is updated to reflect the new rotation, and that all relevant documentation is completed to facilitate the transition.
- Conduct regular follow-ups with both the apprentice and the new Host Business to monitor progress and address any issues.

4. **Impact on Training and Employment.** During rotations, Apprenticeships Are Us Ltd ensures that apprentices and trainees do not experience disruptions in their formal training schedules or wages. Rotations are carefully managed to align with the Registered Training Organisation (RTO) schedule, ensuring that theoretical off-the-job training continues without interruption.
5. **Documentation and Record-Keeping.** All rotations must be documented thoroughly, with clear records of the reasons for rotation, new Host Business details, training progress, and any necessary updates to the apprentice's training plan. These records are stored in compliance with Apprenticeships Are Us Ltd.'s record-keeping policies and are subject to audit as per **National Standards for Group Training Organisations** and **AASB record retention guidelines**.

By rotating apprentices and trainees to different Host Businesses, when necessary, Apprenticeships Are Us Ltd ensures that apprentices receive a comprehensive training experience that maximises their chances of success in their chosen career

The apprentice/trainee could be rotated for a number of reasons. Each reason must be logged and recorded on their personal file for future reference.

SUSPENSIONS AND CANCELLATIONS

The management of suspensions and cancellations is governed by **Standard 2.6**, which requires that disruptions to apprenticeships or traineeships are managed responsibly to minimize impact on training outcomes.

Detailed records, retained for a minimum of seven years as per the **Public Governance, Performance and Accountability Act 2013**, ensure that all actions are transparent and compliant with national guidelines.

An apprenticeship/traineeship may be suspended where no suitable Host Businesses are available, where an apprentice/trainee is unable to work for an extended period or where an apprentice/trainee requires extended leave. The maximum period of suspension for an apprentice is 3 months and for a trainee it is 1 month.

Records related to suspensions and cancellations of apprenticeships or traineeships will be retained for a minimum of seven years, in line with the *Public Governance, Performance and Accountability Act 2013 and AASB standards*. These records will be available for audit purposes and ensure compliance with national guidelines.

An apprenticeship/traineeship may be cancelled based on mutual agreement of all parties and/or as determined by the NSW Department of Education. An apprentice/trainee cannot simply resign or leave without the consent of their employer.

Compliance with **Standard 3** ensures that records related to employment, training, and safety assessments are maintained securely. In addition to the **Cybersecurity Standards Act 2023**, all digital records are encrypted and protected with multi-factor authentication to safeguard sensitive apprentice and trainee data.

Apprenticeships Are Us Ltd is dedicated to maintaining the highest standards in the management and support of apprenticeships and traineeships. By adhering to the **National Standards for Group Training Organisations**, we ensure that apprentices and trainees receive comprehensive training experiences that prepare them for successful careers in their chosen fields.

Through robust monitoring practices, proactive pastoral care, and a commitment to workplace safety and inclusivity, we uphold our reputation as a trusted partner to apprentices, trainees, Host Businesses, and Registered Training Organisations. Our policies are designed not only to comply with relevant legislation but also to foster a culture of continuous improvement, collaboration, and mutual respect.

This document reflects our commitment to excellence, accountability, and the successful development of a skilled and adaptable workforce. Apprenticeships Are Us Ltd will continue to evolve and enhance our practices to meet the needs of apprentices, trainees, and industry partners, ensuring that our operations remain aligned with the changing demands of the workforce and regulatory environment.

For further information or assistance, please contact our team using the details provided in this document. Together, we can achieve the highest standards of apprenticeship and traineeship delivery.

MANDATORY REPORTING OBLIGATIONS

ARU must notify relevant authorities when certain events occur, including:

- **WHS notifiable incidents** → SafeWork NSW
- **Serious misconduct or harassment** → NSW Police (if criminal)
- **Training contract breaches, suspensions or cancellations** → NSW Department of Education
- **Child safety concerns** (for apprentices under 18) → Mandatory reporting pathways
- **Cybersecurity breaches** → ARU MD and IT Security as required by Cybersecurity Standards Act 2023
- **Whistleblower disclosures** → ARU Whistleblower Protection Officer

Failure to report required matters can result in penalties under WHS, Apprenticeship legislation, and ACNC Governance Standard 5.

COMPLAINTS, DISPUTES & APPEALS

Apprentices and trainees may raise complaints concerning:

- training quality
- workplace safety
- Host Business treatment
- harassment or discrimination

- monitoring or support
- cancellation or suspension decisions

Complaints may be lodged with:

- Apprentice Employment Manager
- General Manager
- Managing Director
- ARU Whistleblower channel
- NSW Department of Education (for training contract disputes)

ARU will ensure all complaints are:

- acknowledged promptly
- handled confidentially
- investigated impartially
- resolved in accordance with procedural fairness
- documented for audit compliance

INFORMATION MANAGEMENT & RECORDKEEPING

ARU will maintain accurate and complete records of:

- monitoring visits and contact attempts
- safety assessments
- RTO progression updates
- rotation records
- suspension and cancellation documents
- wellbeing concerns and actions taken

All records must be stored:

- securely within Workforce One or ARU's approved systems
- for a minimum of **seven years**, in accordance with:
 - i. Apprenticeship & Traineeship Act 2001
 - ii. AASB standards
 - iii. PGPA Act 2013

Access to records is restricted based on role.

AUTHORISATION

Michael Wentworth



Managing Director

Apprenticeships Are Us Limited

DOCUMENT CONTROL

Version	Authorised by	Authorisation Date	Sections	Amendment
1.1			All	N/A
1.2	M. Wentworth	01/02/2018		Change of CEO
1.3	M. Wentworth	24/10/2024	All	Cover page, information update
1.4	M. Wentworth	10/12/2024	All	Information update
1.5	M. Wentworth	25/11/2025	All	Information update