



# **GUIDELINES FOR NEW APPRENTICESHIPS IN THE NORTHERN TERRITORY PUBLIC SECTOR 2005**

## TABLE OF CONTENTS

<b>1</b>	<b>RATIONALE</b> _____	<b>2</b>
<b>2</b>	<b>DEFINITIONS</b> _____	<b>2</b>
<b>3</b>	<b>PURPOSE</b> _____	<b>3</b>
<b>4</b>	<b>SCOPE</b> _____	<b>3</b>
<b>5</b>	<b>DETAILS</b> _____	<b>.4</b>
5.1	Participating Agencies _____	4
5.2	Eligibility Criteria _____	4
5.3	Marketing Promotion and Recruitment _____	5
5.4	Diversity Strategies _____	5
5.5	Selection _____	5
5.6	Length of the NTPS NAP _____	5
5.7	Employment Conditions _____	5
5.8	Remuneration _____	6
5.9	Rotations _____	6
5.10	Training Plan _____	7
5.11	Mentoring _____	7
5.12	Early Careers Coordinator _____	7
5.13	Supervisors _____	7
5.14	Training for Mentors, Supervisors and Early Careers Coordinators _____	7
5.15	New Apprenticeship Disciplines _____	7
5.16	NTPS NAP Training and Development _____	8
5.16.1	Working in the Public Service _____	8
5.16.2	Agency Specific Development _____	9
5.17	Program Management _____	9
5.17.1	Agency Responsibilities _____	9
5.17.2	New Apprentice's Responsibility _____	10
5.17.3	OCPE Responsibility _____	10
5.17.4	DCIS responsibilities _____	10
<b>6</b>	<b>RECORDS AND REPORTING</b> _____	<b>11</b>
<b>7</b>	<b>REVIEW</b> _____	<b>11</b>

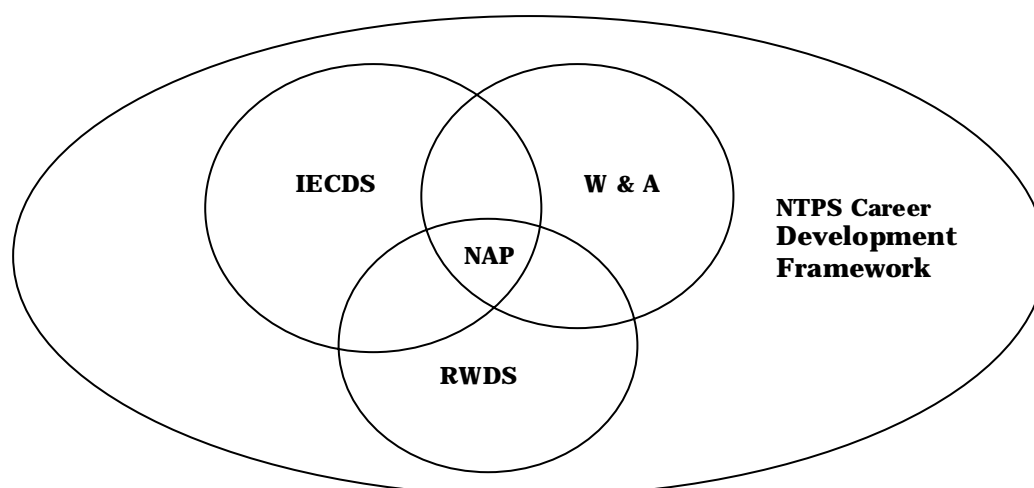
## 1 RATIONALE

The Northern Territory Public Sector (NTPS) like other jurisdictions recognises the need for innovative workforce planning interventions to ensure that it has the capability and capacity to deliver the appropriate level and quality of service, now and in the future. This is in the face of: the ageing workforce; ongoing difficulty with attracting, recruiting and retaining staff; skills shortages in the areas of health and education; and the disparity between the employment profile of the NTPS and the community it serves.

An NTPS New Apprenticeship Program (NTPS NAP) (New Apprenticeships involve both Traineeships and traditional Apprenticeships) is one of the workforce planning interventions developed to ensure the NTPS meets current needs and future challenges. It is a best practice recruitment and development strategy designed to "grow" new generations of employees whose skills, knowledge and experience will help shape the social and economic future of the NT. The NTPS NAP provides opportunities for the NTPS to develop young people who are leaving school and to engage those who have left school and who have developed an interest in working in government. Additionally, it provides an opportunity for existing employees to change their careers.<sup>1</sup> The delivery focuses on developing intermediate skill levels and/or recognising skills of experienced employees.

A Traineeship/Apprenticeship Program has been in operation in the NTPS for some time and will be replaced with the NTPS NAP. It is expected that all agencies invest in training their employees and at least part of this investment should be directed to New Apprenticeships.

These guidelines are integral to other NTPS strategies which have a career development and/or equity focus. Figure 1 indicates the relationship of this program to NTPS strategies such as "Willing and Able - A Strategy for the Employment of People with Disabilities in the NTPS 2003-2006", the "Remote Workforce Development Strategy 2003-2006" (RWDS), the "Indigenous Employment and Career Development Strategy 2002-2006" (IECDS), and a proposed NTPS Career Development Framework.



**Figure 1 – NTPS Strategies and Career Development Framework**

<sup>1</sup> Transcript of the Prime Minister the Hon John Howard MP address at Launch of Local New Apprenticeship Centres, Nunawadding Melbourne, <http://www.pm.gov.au/news/speeches/speech341.html>

## 2 DEFINITIONS

"New Apprenticeships"- include both Traineeships and conventional apprenticeships.

"Training Contract" – a legal contract between the employer (DCIS in the NTPS), and New Apprentice and/or parent/guardian if the New Apprentice is under 18 years old.

"Training Plan" – a plan which identifies those development opportunities available in a work unit including "on the job training" required to meet the obligation of the Training Contract and which is agreed to by the employer, New Apprentice and Registered Training Organisation.

Registered Training Organisation (RTO) – providers of training who have satisfied the national criteria for provision of training services and who have been registered by a State/Territory Authority.

## 3 PURPOSE

The purpose of these guidelines is to:

- establish best practice workforce development and planning;
- develop the capability and increase the capacity of the NTPS to resolve current and future labour market shortages;
- address the under representation of Equal Employment Opportunity (EEO) groups in the NTPS (Indigenous people, people with disabilities, people from culturally and linguistically diverse backgrounds, and women in management and non-traditional employment);<sup>2</sup>
- recruit, develop and (preferably) retain New Apprentices and address the impending workforce shortages as a result of the ageing workforce;<sup>3</sup> and,
- create equity of access to employment for New Apprentices in the regions, in line with the objectives of the Remote Workforce Development Strategy (RWDS).<sup>4</sup>

## 4 SCOPE

The scope of these guidelines is to build on the previous "Traineeship" program and expand it. That is to;

- offer the NTPS NAP at a Certificate I through to a Certificate IV;
- offer school-based apprenticeships for the first time;
- increase the New Apprenticeship intake into the NTPS over time;
- broaden participation in the NTPS NAP to all NTPS agencies and regions, and<sup>5</sup>

---

<sup>2</sup> Office of Youth Affairs, *Building a Better Future for Young Territorians*, April 2003

<sup>3</sup> Access Economics, *Population Ageing and the Economy*, Jan 2001

<sup>4</sup> Office of the Commissioner for Public Employment 2003, *Remote Workforce Development Strategy*, 2003-2006.

- increase the diversity of those participating in the NTPS NAP so that the NTPS staff profile better reflects that of the wider community.<sup>6</sup>

## 5 DETAILS

### 5.1 Participating Agencies

All agencies are strongly encouraged to participate in the NTPS NAP either as a host employer or by sharing a New Apprentice with another agency or agencies.

All agencies represented in the regions are strongly encouraged to offer places on the NTPS NAP or an alternative early careers program (eg. a Cadetship, or Graduate Development Program) either on a rotation basis or as a shared resource.

### 5.2 Eligibility Criteria – Employer Incentives

While previous traineeship incentives have been limited to school leavers the eligibility criteria for Commonwealth incentives has been broadened to include:

- persons over the age of 15 (agencies are encouraged to engage persons from EEO groups to improve the diversity of their staff profile so that it reflects that of the wider community);
- existing employees (either doing Certificate IIIs and IVs where the full-time nominal duration of the Training Contract is over 24 months, or the occupation is one defined as being eligible for a Rural and Regional Skills Shortage Incentive<sup>7</sup>) [No DEET funding is available for course fees for existing employees. Agencies will have to pay these as an investment in their future.]; and,
- school-based apprentices.

As the eligibility criteria for incentives changes from year to year it is recommended that advice be sought from the New Apprenticeship Centre (at 38 Woods Street, Darwin, phone 8980 0600) regarding which circumstances will attract Commonwealth or NT Government incentives for new or existing employees. For further information on Commonwealth New Apprenticeship eligibility and funding control click on this link:

<http://www.newapprenticeships.gov.au/employer/incentives.asp>. For information both on

NT and Commonwealth incentives control click on:

[http://www.deet.nt.gov.au/training/apprenticeships\\_traineeships/funding/index.shtml](http://www.deet.nt.gov.au/training/apprenticeships_traineeships/funding/index.shtml)

Agencies should note that while Federal incentives may be accessed for New Apprentices, agencies should realise that training is an investment for the future, not just a present cost, and that they therefore should be investing even without incentives.

---

<sup>5</sup> Office of the Commissioner for Public Employment 2003, *Remote Workforce Development Strategy*, 2003-2006

<sup>6</sup> OCPE, *Indigenous Employment and Career Development Strategy 2002-2006 Advancing Indigenous – Improving Business Outcomes* Nov 2002

<sup>7</sup> <http://www.newapprenticeships.gov.au/documents/reports/NewApprenticeshipsIncentives.rtf>

### **5.3 Marketing Promotion and Recruitment**

Marketing, promotion and recruitment of New Apprentices will be centralised. This will be undertaken by the Department of Corporate and Information Services (DCIS). DCIS will maintain a database of those people who have expressed interest in the NAP.

Intakes for New Apprentices will occur twice a year, in January and July. Agencies need to plan for their New Apprenticeship intakes so that sufficient budget allocations are made and relevant resources organised.

### **5.4 Diversity Strategies**

All agencies will have strategies in place for recruiting and supporting New Apprentices from EEO and other diversity groups.

### **5.5 Selection**

Agencies will identify the discipline in which they want to engage their New Apprentice and negotiate with DCIS regarding the level of training (Certificate I, through to Certificate IV) that will be required for their New Apprentice.

DCIS will be responsible for the recruitment pre-screening of New Apprentices and agencies will make the final selection.

### **5.6 Length of the NTPS NAP**

The length of the NTPS NAP will be from 1 to 4 years as determined by:

- the qualification level (Certificate I through to IV);
- the nominal hours attributed to the course in the relevant training package; and,
- successful completion of all the competencies required under the New Apprenticeship as described by the "Training Contract" between the employer, the New Apprentice and the Registered Training Organisation (RTO). (Most courses are no longer time-based but based on competency acquisition.)

### **5.7 Employment Conditions**

New Apprentices will be employed by an agency on a temporary employment contract of 1-4 years, as determined by the qualification level. The conditions of employment are specified in Determination 4 of 2002.

New Apprentice will also be subject to and comply with the requirements of the "Training Contract".

## 5.8 Remuneration

The salary for a new employee undertaking a New Apprenticeship will be based on the National Training Wage as described in Determination 9 of 2004 and successive determinations. Should a New Apprentice course not be listed in the Schedule 2 of Determination 9 of 2004 New Apprentices will be paid on the salary described for "Apprentices" in a relevant (private) industry award. (The relevance of an award will be decided by the agency in consultation with the OCPE. Where special circumstances exist (e.g. for some adult apprentices) application could be made to the Commissioner for Public Employment to pay above these rates.

The Chief Executive Officer, or delegate, may approve annual salary progression for the employee subject to the employee satisfying the relevant performance criteria as defined by the requirements of the "Training Contract".<sup>8</sup>

Living away from home allowance may be available when the employee has had to move away from home to take up or remain in a New Apprenticeship or, is homeless (proof required).<sup>9</sup> This is accessible through the New Apprenticeship Centre.

Existing employees who move to take up New Apprenticeships will not be transferred to the NAP pay scale but will remain at level. This is an appropriate strategy to recruit employees to 'hard to recruit to positions', where an agency has major skills shortages, or in other special circumstances.

On successful completion of the NAP a Chief Executive Officer may appoint a New Apprentice permanently using PSEMA Public Sector Instrument No 11. All other New Apprentices who have successfully completed their New Apprenticeship will be given priority for referral through the "Centralised Entry Level Recruitment Program" during the last two months of their New Apprenticeship and the first month after the completion of their apprenticeship if they were not already an existing employee before becoming an apprentice.

## 5.9 Rotations

It is highly desirable for New Apprentices to be rotated every 3-6 months to provide them with the opportunity to develop a broad range of skills and knowledge relevant to their discipline, agency and the NTPS. These can be intra or inter agency rotations. Smaller agencies and regional offices are encouraged to share the rotations of a New Apprentice. Funds may be sourced through the OCPE RWDS to assist in the rotation of a New Apprentice to remote areas. Rotations are to be negotiated with the New Apprentice. The New Apprenticeship Centre need to be notified of any new supervisor and/or workplace, particularly if the course is in a traditional apprenticeship area.

---

<sup>8</sup> PSEMA Determination No 4 of 2002 [http://www.nt.gov.au/ocpe/public\\_sector/determinations/2002\\_04.pdf](http://www.nt.gov.au/ocpe/public_sector/determinations/2002_04.pdf)

<sup>9</sup> MAS National Apprenticeship Services New Apprenticeships Frequently Asked Questions, <http://www.maservices.com.au/jobseek.htm>

## **5.10 Training Plan**

Prior to the rotation of a New Apprentice a supervisor will prepare a Training Plan which identifies those development opportunities that will be available in their work unit including any obligations in relation to the Training Contract (between the employer and the New Apprentice) and course work. Progress towards this Training Plan will form the basis of the performance discussion at the end of each rotation. The nominated Early Career Coordinator will ensure that this discussion occurs for each rotation. DCIS Entry Level Programs Unit will also assist with model plans and advice. The Training Plan also needs to be done in conjunction with the Registered Training Organisation (currently Group Training NT).

## **5.11 Mentoring**

It is highly recommended that a mentor be made available to all New Apprentices. It is not a requirement for the mentor to be from the host agency. A previous New Apprentice may be an appropriate person to act as a mentor for a recently appointed New Apprentice. In 2005 OCPE will consult with agencies about the establishment of a mentors' database.

## **5.12 Early Careers Coordinator**

All agencies will nominate an Early Careers Coordinator who will be responsible for coordinating NAP placements and completing an exit interview with the New Apprentice after each rotation.

## **5.13 Supervisors**

Every New Apprentice will have a supervisor for each rotation. All supervisors are responsible for; ensuring the New Apprentice has a Training Plan and, for monitoring progress against the plan. Supervisors need to be approved by the New Apprenticeship Centre, particularly in the case of traditional apprenticeship trades.

## **5.14 Training for Mentors, Supervisors and Early Careers Coordinators**

It is highly recommended that all mentors who cannot provide evidence of recent relevant experience as a mentor (as assessed by the agency's Early Careers Coordinator) be required to undertake appropriate training or coaching funded by the agency. It is not a requirement for the mentor to be from the host agency. The agency's Early Careers Coordinator and the New Apprentice will identify a mentor whom the New Apprentice is comfortable with. Advice about the skills required and attributes of an effective mentor can be discussed with DCIS. While the following website is aimed more at mentoring for management it gives useful information for mentors of any type <http://www.eeo.nsw.gov.au/careers/mentor.htm>

Training will also be provided by DCIS for supervisors and Early Careers Coordinators to ensure they understand their role and responsibilities.

## **5.15 New Apprenticeship Disciplines**

A New Apprentice can be appointed in virtually any discipline. Training Packages are developed by industry through national Industry Skills Councils (ISC), recognised bodies or

by enterprises to meet the identified training needs of specific industries or industry sectors. In January 2005 there were in excess of 450 New Apprenticeships, however not all of these may be available in the NT. New Apprenticeships currently available in the NT can be searched under the Department of Education, Employment and Training website at <http://www.apprenticeships.nt.gov.au/pages/resultspage.asp?SearchType=APPRENTICESHIP>

Agencies will be supported by DCIS and the New Apprenticeship Centre in the identification of an appropriate training package and New Apprenticeship which is suitable for their discipline or area of expertise. DCIS and the New Apprenticeship Centre will then seek to source this training in an appropriate mode of delivery.

The mode of delivery for NAPS will vary depending on the availability of the training for the New Apprenticeship and the location of the New Apprentice. Examples are on the job, off the job, distance modes (using on-line learning, interactive CD Rom etc), and/or flexi-mode which might combine two or more of the modes previously described. Agencies can work collaboratively with DCIS to determine which RTO:

- is registered to deliver against a specific Training Package; and,
- has the capacity to deliver in a mode that is appropriate for the New Apprentice and their geographical location.

Those New Apprentices who have prior knowledge, skills and experience relevant to any units of competence from the qualifications they undertake will be able to apply for Recognition of the Current Competency (RCC) with a nominated RTO.

## **5.16 NTPS NAP Training and Development**

The NTPS NAP for Certificate III and IV courses has two additional/incorporated components: the "Working in the Public Sector" component; and an "Agency Specific Development" component.

The "Working in the Public Sector" component is designed to ensure that the New Apprentice develops an understanding of the function and legislative framework of government and their responsibilities as a public sector employee. The "Agency Specific Development" component is designed to provide New Apprentices with an understanding of the purpose and function of the agency within which they are placed. This is in addition to the development of discipline-specific skills and knowledge.

These components will only be mandatory for New Apprentices undertaking Certificates III and IV.

### **5.16.1 Working in the Public Service**

The Working in the Public Service component will consist of:

- Sector Wide Induction Program for Employees (SWIPE)
- NAP Induction
- New Apprenticeship Forums
- Three Units of Competency in PSP30104 Certificate III in Government
  - PSPETHC301B Uphold the Values and Principles of Public Service

- PSPLEGN301B Comply with Legislation in the Public Sector
- PSPGOV308B Working Effectively with Diversity

which are nationally accredited units from the Public Services Training Package. All New Apprentices doing Certificates III or IV are required to complete the core units.

In many cases individual training package rules will allow for these units to be imported into other qualifications and so in most cases the units could form part of existing New Apprenticeship qualifications. The value attributed to these units in another Training Package will vary from package to package. When these units cannot be added into existing packages they would have to be taken as an addition with the timeframe for completion extended accordingly. Separate Statements of Attainment would also have to be awarded. If additional costs are incurred with a New Apprentice undertaking the three units of competence from the Public Services Training Package this will be the responsibility of the agency.

### **5.16.2 Agency Specific Development**

The Agency Specific Development component consists of:

- agency and work unit induction;
- remote location induction (if relevant); and,
- relevant discipline-specific on the job training.

## **5.17 Program Management**

### **5.17.1 Agency Responsibilities**

The New Apprentice is an agency employee. The Agency is responsible for:

- appointment of an agency Early Careers Coordinator;
- employing workforce planning strategies to identify opportunities for engaging discipline specific New Apprentices in cooperation with DCIS;
- providing interesting, stimulating and challenging work for New Apprentices;
- overall and day-to-day management of the New Apprentices, including all personnel matters;
- welcoming and orientating the New Apprentice to the agency;
- arranging regular rotations;
- working in partnership with the RTO;
- support and supervision of the New Apprentice;
- creating and reviewing Training Plans in partnership with the New Apprentice and Registered Training Organisation;
- evaluation of the New Apprentice's performance and progress in relation to the Training Plan;
- providing constructive feedback to the New Apprentice

- providing exit interviews on standard forms at the end of each rotation, a copy of which are supplied to DCIS Entry Level Programs; and,
- reporting on the NAP to DCIS and OCPE re numbers and progress.

### **5.17.2 New Apprentice's Responsibility**

The New Apprentice is responsible for:

- being part of the process of creating a Training Plan with the supervisor/coordinator and RTO;
- communicating with the supervisor/coordinator about progress against the Training Plan, including alternative placements, and any issues relating to this;
- actively participating in all development activities;
- successful completion of three Units of Competency in the Certificate III of the Public Services Training Package and discipline specific qualifications; and,
- adhering to agency policies and procedures and observing the NTPS Code of Conduct

### **5.17.3 OCPE Responsibility**

OCPE is responsible for:

- establishing and maintaining the guidelines for the NAP, in partnership with agencies;
- setting employment conditions;
- consulting agencies about setting up a mentors' database;
- evaluating the effectiveness of the guidelines; and,
- reviewing the guidelines.

### **5.17.4 DCIS responsibilities**

DCIS is responsible for:

- advertising for and recruiting New Apprentices;
- organising Training Contracts between DCIS, the apprentice and the New Apprenticeship Centre;
- providing a NAP outline on the DCIS website;
- coordinating the "Working in the Public Service" component of the NAP;
- providing training for coordinators/supervisors/mentors;
- assisting with development of Training Plans and providing advice on alternative placements;
- ensuring NT and Federal Government incentives are claimed and paid to agencies;
- advice to agencies of appropriate development opportunities for New Apprentices;
- liaising with the New Apprenticeship Centre for sign off at completion of the apprenticeship;

- drawing up a standard exit interview form for each rotation; and
- sector wide reporting on New Apprentices.

## 6 RECORDS AND REPORTING

All agencies will maintain records and data relating to engagement and progress of New Apprentices. Reports will be provided to DCIS on a quarterly basis. Information to be reported is as follows:

- number of New Apprentices and disciplines;
- number of rotations;
- number of New Apprentices in the regions (if an agency is represented in the regions);
- number of New Apprentices from EEO groups;
- number of resignations;
- number of promotions inside or outside the sector;
- destination if promoted outside the service (if available); and,
- a summary of feedback gained through exit interviews which would serve to improve the NAP.

## 7 REVIEW

A full evaluation of the NAP will take place every two years. An in-process evaluation will take place every 12 months to ensure that the program is implemented in the way it was intended.

## 8 FURTHER INFORMATION

For further information on New Apprenticeship eligibility and funding hold down control key and click on this link: <http://www.newapprenticeships.gov.au/employer/incentives.asp>

For further information on registered training organisations, Industry Skills Councils and training packages hold down control key and click on this link: <http://www.ntis.gov.au/cgi-bin/waxhtml/~ntis2/pkg.wxh?page=1>. Also visit the New Apprenticeship Centre at 38 Woods Street, Darwin, NT, 0800, ring 8980 0600, or look at their website: <http://www.nacnt.com.au>

For further information on the NTPS NAP go to the DCIS website on [http://www.nt.gov.au/dcis/entry\\_level\\_programs\\_unit/apprenticeships.shtml](http://www.nt.gov.au/dcis/entry_level_programs_unit/apprenticeships.shtml) or contact Strategic Workforce Development at the Office of the Commissioner for Public Employment on 8999 4140.

For more information on mentoring go to the Brisbane North Institute of TAFE Library website for a list of relevant references, many that are on-line:

<http://www.bn.tafe.qld.gov.au/services/mentor/references.html>