

Services matrix

Included Services	Apprenticeship Employment	Apprenticeship Management
Apprentice/Trainee recruitment		
Support to select the right apprentice or trainee with all vacancies listed on the Community Solutions website and other social media channels	✓	✓
Manage response to vacancy advertising	✓	✓
Shortlist candidates in line with host employer job specifications and book interviews with host employer if required	✓	✓
Aptitude testing – numeracy & literacy (where applicable)	✓	✓
Pre-employment medical, drug & alcohol testing if required	✓	
Advise unsuccessful candidates in writing	✓	✓
Access to school networks and candidate database	✓	✓
Proactive recruitment campaigns	✓	✓
Promote host apprenticeship opportunities at career expos	✓	
Sign –up and induction of apprentice/trainee		
Coordinate the Australian Apprenticeship Support Network to attend the sign-up	✓	✓
Ensure the apprentice/trainee understands their responsibilities and obligations required under their training contract	✓	✓
Arrange for guardian/school/other representative to be available for the signing of the training contract	✓	
Ensure the training contract and related paperwork is signed and submitted.	✓	✓
All employment paperwork is completed such as tax deductions, bank account details for payment of wages and superannuation details	✓	
Coordinate site inductions and provide apprentice/trainee with first day preparation readiness	✓	✓
Payroll - wages and entitlements		
Payment of wages to apprentice/trainee	✓	
Annual leave/sick leave/ leave loading/ public holidays	✓	
Online timesheets	✓	
Superannuation	✓	
Wages paid while at training off site	✓	
Workcover premiums and incident management including rehab	✓	
Managing changes to industrial instruments	✓	
Tool allowance and other allowances where applicable	✓	
Provision of detailed invoice covering wages and entitlements paid plus applicable service fee	✓	

Included Services	Apprenticeship Employment	Apprenticeship Management
Training		
Manage apprentice/trainee progressions in the timeframe outlined in the Training Plan, including on and off the job training requirements	✓	✓
Monitor the Supervising Registered Training Organisation to ensure delivery of service is being provided to the standard required	✓	✓
Monitor the apprentice/trainee performance while at college and discuss issues or concerns with the training authorities and/or Host Employer	✓	✓
Assist with obtaining the required certifications/licenses, including First Aid and CPR, Working at Heights, Forklift Licence, Electrical Licence.	✓	✓
Field services/pastoral care		
First 100 days - Work Health & Safety checklist prior to commencement - Face-to-face visit on first day for site induction where requested - Face-to-face probation review	✓	✓
Formal contact/site visits every 4-6 weeks	✓	✓
Identify professional counselling/support, if required refer to Employee Assistance Program	✓	
Training Record Book reviews	✓	✓
Arranging of skill rotation (competencies) as required	✓	
Managing apprentice/trainee's progressions in the timeframe outlined in the Training Plan	✓	✓
Recognition and nomination for apprentice/trainee industry and training awards where applicable	✓	
Managing completions	✓	✓
Succession planning of new apprentice/trainee	✓	✓
Identify and recommend additional support/advice available to apprentice/trainee as required.	✓	✓

Optional services available for Apprenticeship Management:

- Pre-employment medical testing
- Psychological assessment
- Professional development

Please note, it is the responsibility of the Host Employer to:

- Provide a safe working environment
- Provide on-the-job training where applicable
- Provide supervision - the apprentice/trainee must be supervised at all times