WHOLESALE, RETAIL AND PERSONAL SERVICES

See inside for…

- Roles of various players
- What to do – at a glance
- Apprenticeships available
- How to find a Registered Training Organisation
- Financial incentives
- Responsibilities
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ROLES OF THE VARIOUS PLAYERS

Australian Apprenticeships Centres - AAC
For your nearest AAC phone 13 38 73 or access http://www.australianapprenticeships.gov.au/

AACs provide free information and advice on:
- apprenticeships/traineeships
- completing and registering a training contract
- assistance with employer incentives
- selecting an appropriate RTO
- rights, responsibilities and obligations
- incentives assessment for prior qualifications eligibility

Provide a service which requires a visit to the employer / apprentice / trainee on commencement, to initiate further contact within one month of the 6 month point of the apprenticeship / traineeship, and upon request. They also provide advice on transfers, variations, suspensions/cancellations, early completion, termination, period of probation, credit for prior training and experience, and disputes on training matters.

Registered Training Organisation - RTO
Helps you train your new apprentice in the way you want. Choose an RTO that best suits your training needs. They will:
- offer and undertake if appropriate a Recognition of Prior Learning (RPL) process
- assist you and the apprentice to develop an appropriate training plan
- provide advice on fees and charges
- design a training plan to meet the needs of all parties
- train the apprentice and assist you to make sure training is completed
- ensure all apprentices/trainees undertaking training at AQF levels 3 and above are withdrawn from routine work duties for a minimum of three hours per week, averaged over a four week cycle for the purpose of undertaking structured training/learning activities (pro rata for part time)
- ensure all apprentices/ trainees undertaking workplace training at AQF levels 1 and 2 are withdrawn from routine work duties for a minimum of 1.5 hours per week, averaged over a two month cycle for the purpose of undertaking structured training/learning activities. This release must occur periodically.
- visit your workplace to check progress
- provide additional learning support if required
- issue qualifications at the completion of the apprenticeship/traineeship

Details of how to access Registered Training Organisations are located in the middle of this booklet.

State Training Authority - STA
Regulate apprenticeships and traineeships. The STA monitors the quality of training and approves RTOs. In addition they:
- advise employers and apprentices on rights and obligations
- approve early completions, variations to Training Contracts, suspensions and cancellations
- provide field officers to solve problems between employers and their apprentice/trainee.

Apprenticeship Field Officer - AFO
Are employed by the STA and take an impartial role in their dealings with employers and apprentices/trainees. For details of your nearest AFO contact the Apprenticeship Administration Branch on 1300 722 603 or access http://www.otte.vic.gov.au/aptvicapp.asp

Apprenticeship Field Officers provide assistance in a number of different areas. They:
- answer queries and provide information on apprenticeships and traineeships
- advise and counsel apprentices/trainees and employers on training and other matters
- investigate disputes between apprentices/trainees and employers
- provide support for apprentices/trainees who are victims of workplace violence and harassment
- assist providers of training and further education in relation to apprenticeships and traineeships

Conversations with AFOs are confidential.

Group Training Organisations - GTO
They employ apprentices/trainees and place them with 'host' employers for work and on the job training. They will:
- screen and recruit applicants
- handle wages, payroll tax and workers compensation
- monitor the progress of the apprentice/trainee
- provide your organisation with an apprentice/trainee without a long-term employment contract.

Employer
- meet legal obligations
- provide a safe working environment
- support the structured training
- ensure the apprentice/trainee is enrolled at an RTO with Training Plan completed within three months of commencing work
- allow the RTO access to the apprentice/trainee for training and assessment
- provide appropriate supervision and support
- allow the apprentice/trainee to attend the off-the-job training during normal working hours (this is paid time)
- advise apprentices/trainees of their rights and responsibilities
- pay the apprentice/trainee the agreed wage and inform apprentice/trainee of the terms and conditions of employment
- make sure your apprentice/trainee is covered by a WorkCover policy – contact your WorkCover Insurer
- arrange for superannuation payments for your apprentice/trainee to be paid into a superannuation fund – Contact Superannuation Guarantee Hotline on 131 020
- Notify the AAC or STA within 5 working days if the apprentice/trainee ceases employment.

Apprentice/Trainee
- commit to work and training responsibilities
- participate in developing a Training Plan
- maintain a record of training.
WHAT TO DO – AT A GLANCE

TO EMPLOY AN APPRENTICE OR TRAINEE

Employ an apprentice/trainee

An apprentice/trainee requires employee conditions similar to other employees. Please refer to checklist

Contact a Australian Apprenticeships Centre (AAC) of your choice, select the apprenticeship/traineeship and complete the Training Contract

AACs provide advice on incentives and apprenticeships/traineeships
AAC assists with the choice of correct qualification for the apprentice
AACs assist you to register the apprenticeship/traineeship
Both the employer and apprentice sign the Training Contract and lodge with the AAC within 14 days of the apprentice/trainee commencing work
Both the employer and the apprentice/trainee will receive a letter from the AAB confirming details of the apprenticeship/traineeship which includes the Apprentice/Trainee registration number. You will need to provide this letter to the RTO.

Choose an RTO from the websites listed in the middle of this booklet

You must enrol the apprentice/trainee and complete the Training Plan within three months of them commencing work. RTOs have certain obligations.

Employer, apprentice/trainee and RTO complete a Training Plan

The Training Plan outlines who will deliver the training and when and where your apprentice/trainee needs to go. If you choose fully workplace based training, special conditions apply to you and the RTO – discuss with the RTO

Claim incentives

After three months you may be eligible for Commonwealth Incentives – discuss with your AAC.

Provide training to apprentice/trainee

The employer ensures the apprentice/trainee receives on-the-job training, supervision and assessment according to the requirements of the training plan. Employer allows the apprentice/trainee to attend the off-the-job training during normal working hours (this is paid time).

Qualification issued

There are differences between how an apprentice or trainee receives their qualification – please speak to your RTO.

Problems with apprentice/trainee?

Contact the Apprenticeship Administration Branch (AAB) on 1300 722 603. They advise employers & apprentices/trainees on rights and obligations. They provide field officers to solve problems between employers and their apprentice/trainee.
INTRODUCTION

What is an apprenticeship/traineeship?
An apprenticeship/traineeship is a training contract between an employer and an employee, in which the employer provides training and the apprentice/trainee learns the occupation/trade.
Apprenticeships include both traditional trade apprenticeships and traineeships.
Apprentices/trainees must be at least 15 years of age and may already hold a qualification. There is no maximum age.
Training can be developed to suit the specific needs of your business. It may be totally workplace based or combine work and off-the-job. Apprentices/trainees can be employed on a full time or part time basis (subject to appropriate industrial relations arrangements being in place). When all competencies have been achieved, your apprentice/trainee gains a nationally recognised qualification.

To Employ an Apprentice/Trainee
Choose an apprenticeship/traineeship by reviewing the list available (in this booklet).
- advertise at a JobNetwork member. Call the New Apprenticeships Hotline on 13 38 73
- advertise in the Situations Vacant column in newspapers
- advertise on the national jobs database by calling 131 715
- approach school careers counsellors
- approach Industry Training Companies or Employer Associations;
- approach Group Training Organisations. Contact Group Training Australia on (03) 9639 3955 or 1800 819 747.

Wages and conditions of employment
Apprentice/trainee wages vary according to years of school completed, years of training, the type of apprenticeship/traineeship and the industry or job. Treat the apprentice/trainee the same as all other employees.
Contact the WorkChoices Infoline on 1300 363 264.

Occupational Health and Safety
Health and safety at work is vital, particularly for apprentices/trainees. Every workplace has specific health and safety requirements that must be applied by legislation. Occupational health and safety must start on day one.
A good workplace will:
- provide a safe workplace free from verbal, physical, racial and sexual abuse
- have an Occupational Health and Safety Policy
- conduct an induction program for apprentices/trainees
- display relevant warning signs in appropriate positions in the workplace
- perform regular workplace safety checks
Make sure your apprentice/trainee can:
- perform tasks safely
- handle all equipment, machinery and dangerous products, such as chemicals, safely
- identify and report any potential risks
- use safety equipment such as gloves, clothing, masks, boots and glasses.
Contact WorkSafe Victoria a Division of the Victorian WorkCover Authority on 1800 136 089.

Apprentice/Trainee Accommodation Allowance
Apprentices/trainees registered under a current training contract (not applicable for existing trainees) may be entitled to an accommodation allowance if they:
- are attending an RTO that has a contract to deliver structured training on behalf of the Victorian Skills Commission; and
- are attending consecutive days of training at the location of the RTO such that, given the distance between the RTO and the apprentice's/trainee's residence, it would be impractical to return home and then return to the RTO for training the next day.

The apprentice/trainee must complete the appropriate claim form and have the private RTO endorse their attendance at the training program on the nominated dates. If they attend a Government TAFE Institute they can claim directly through the student services area of the TAFE.

From 1st July 2006, the accommodation allowance is $25 per night for all years of training.
Payment is available to a maximum of five nights per week.

For further information please contact the Apprenticeship Administration Branch on 1300 722 603

The Victorian Government does not provide funds for travel except in special circumstances where the apprentice/trainee may have to travel interstate for training.
Part Time Apprenticeships and Traineeships

All new and existing Apprenticeships and Traineeships are available on a part time basis with employers and apprentices able to nominate the proposed duration of the Training Contract, subject to maximum periods.

Where the nominal full time duration of the Training Contract is two years or less, the maximum duration of a part time Training Contract is three years. Where the nominal full time duration of the Training Contract is greater than two years and up to four years, the maximum duration of a part time Training Contract is six years.

Subject to any minimum duration that may be specified in an Approved Training Scheme, the employer and apprentice can specify a duration less than the maximum. Completion will be available earlier than the specified duration if all competencies have been attained and an extension to the maximum duration can be mutually agreed if all required competencies have not been attained.

All Approved Training Schemes are available on a part time basis subject to there being a suitable industrial arrangement in place. In effect the employer will be either:

- covered by an Award/ Australian Pay and Classification Scale with suitable provisions;
- party to an Australian Workplace Agreement or Collective Agreement with suitable provisions;
- or

The onus is on the employer to establish that this is the case and to certify to such on the Training Contract.

The apprentice/trainee must be employed and paid for a minimum of 15 hours per week (including structured training) which may be averaged over a 1, 2 or 4 week cycle.

Additional flexibility is available for secondary school students undertaking apprenticeships or traineeships. Two different types are available:

1) Where the secondary school principal (or delegate) has endorsed the training plan to be undertaken, or
2) Where the secondary school principal (or delegate) has endorsed the training plan to be undertaken, and the employment and structured training has been timetabled as a component of the student’s Victorian Certificate of Education (VCE) or Victorian Certificate of Applied Learning (VCAL) studies.

This means that all Apprenticeships and Traineeships can also be undertaken as school based programs, subject to the availability of suitable industrial arrangements. Arrangements are in place by the Victorian Curriculum and Assessment Authority (VCAA) to support any apprentice or trainee obtaining credit into their VCE or VCAL program.

A summary of the arrangements is contained within the following table

<table>
<thead>
<tr>
<th>Part time apprentice/trainee &amp; school student</th>
<th>School based apprenticeships and Traineeships (SBATs)</th>
<th>Integrated SBATs</th>
</tr>
</thead>
<tbody>
<tr>
<td>A senior school student undertaking a part time apprenticeship or traineeship partially in school hours</td>
<td>A senior school student undertaking a part time apprenticeship or traineeship outside of school hours</td>
<td>A senior school student undertaking a part time apprenticeship or traineeship partially in school hours</td>
</tr>
<tr>
<td><strong>Minimum hours</strong></td>
<td><strong>Averaged over duration of training contract.</strong></td>
<td><strong>15 hours per week (over 2 years) or 10 hours per week (over 3 years) averaged over duration of training contract.</strong></td>
</tr>
<tr>
<td><strong>School authorisation</strong></td>
<td>Required – The student’s school has endorsed the training plan. Note- The plan should be completed within 2 months of the training contract commencing.</td>
<td>- Required – The student’s school has endorsed the training plan. Note- The plan should be completed within 2 months of the training contract commencing.</td>
</tr>
<tr>
<td><strong>10 hr minimum flexibility</strong></td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Credit into VCE or VCAL</strong></td>
<td>The student is eligible to receive VCE or VCAL credit for the vocational training but may not be seeking credit.</td>
<td>The student is eligible to receive VCE or VCAL credit for the vocational training</td>
</tr>
<tr>
<td><strong>Training Contract</strong></td>
<td>Responds Yes to Q18 Responds No to Q19</td>
<td>Responds Yes to Q18 Responds Yes to Q 19</td>
</tr>
<tr>
<td><strong>Cap free’ status (private RTO only)</strong></td>
<td>No</td>
<td>Yes. Not counted towards an RTOs entitlement under Apprenticeship/Traineeship training Program funding arrangement with OTTE</td>
</tr>
</tbody>
</table>

Employment periods not counted towards existing worker status for the purposes of Commonwealth incentives, or State funding or incentives.
Existing Employees
Existing employees are those who have been working with the employer:

- for more than twelve months within the two year period prior to commencing the current training contract; and
- as a full time employee for more than 3 months in total during the above 12 month (or more) period of employment; and
- under more than one training contract where the time elapsed between any two of the training contracts has exceeded three months.

Please note: time employed while attending a secondary school as a full time student or as an active and registered participant in the Community Jobs Program is not taken into consideration when calculating the above terms of employment.

The Victorian Government provides funds for the training of:

- existing worker apprentices who entered into a training contract after 1 July 2006 except where an apprentice who commenced a Training Contract prior to 1 July 2006 which is subsequently cancelled or withdrawn, and then enters into a new training contract on or after 1 July 2006 with the same employer.

The Victorian Government provides does not provide funds for the training of existing worker trainees entering a training contract.

Employers who commence existing workers in a training contract are generally eligible for Commonwealth Government incentives where the nominal duration of the training contract is 24 months or more and the existing employee is commencing a Certificate III or IV qualification.

For enquiries, call the Apprenticeship Administration Branch on (03) 1300 722 603.

Workcover Benefits
Employers who employ one or more apprentice and/or trainee must have a WorkCover Insurance Policy in place.

Some apprentice and trainee remuneration is exempt from WorkCover Injury Insurance. WorkCover exemptions generally apply to new entrants to the workforce. A new entrant is generally defined as having been employed for less than three months full time, 12 months part time, or, on a casual basis, prior to entering the training contract.

These exemptions also apply to consecutive training contracts with current and former employers provided the time between any two contracts is less than three months.

However, from 1 July 2005 new entrant trainees whose level of remuneration is greater than $30,000 per annum are no longer eligible for this exemption. Additionally, where a labour hire firm on-hires a trainee to a client that has previously employed that trainee the remuneration is only exempt where specific criteria are met.

For more details contact your Victorian WorkCover Agent or visit [www.worksafe.vic.gov.au](http://www.worksafe.vic.gov.au)

Registration Process
Contact AAC and complete training contract.
AAC will process training contract.
Both the employer and the apprentice/trainee must sign the contract.
Return the contract to a AAC and provide a copy of the signed contract to the apprentice within 14 days of the apprentice/trainee commencing work.
AAB sends information to employer and apprentice/trainee to confirm registration of training contract.
Enrol the apprentice at the RTO within 3 months of the apprentice/trainee commencing work.

Enrol the Apprentice/Trainee
Choose a Registered Training Organisation (RTO).

or
http://www.ntis.gov.au

If your chosen RTO is not on the website list, it is unlikely that government funded training is available. Training could be conducted under fee for service arrangements. Alternatively you may wish to select another RTO who can provide government funded training for your apprentice/trainee. If your business is seeking to be a RTO please contact (03) 9637 2762
Training Plan

Within three months of the apprentice/trainee commencing employment and prior to commencing training the RTO together with the employer and apprentice/trainee must discuss and agree upon a suitable Training Plan. The Training Plan outlines who will deliver the training and when and where your apprentice/trainee needs to go.

The Training Plan must also be signed by the secondary school representative if the apprentice/trainee is a school based New Apprentice.

Treat the Training Plan as a working document. A plan is a flexible document – talk to your RTO at any stage during the training.

The Training Plan must include, at least, the following:

- competencies to be obtained
- time frame for achieving competencies
- training to be undertaken
- delivery modes to be employed
- details (when, how & how much) of the time allocated outside routine work duties for structured training
- who is responsible for the delivery and/or assessment of each competency
- assessment details and arrangements
- record of RPL and cross credit hours granted
- name of qualification to be issued and
- any other specific requirements to be met in accordance with the Training Contract

- ensure all apprentices/trainees undertaking workplace training at AQF levels 3 and above are withdrawn from routine work duties for a minimum of three hours per week, averaged over a four week cycle for the purpose of undertaking structured training/learning activities (pro rata for part time)

- ensure all apprentices/ trainees undertaking workplace training at AQF levels 1 and 2 are withdrawn from routine work duties for a minimum of 1.5 hours per week, averaged over a two month cycle for the purpose of undertaking structured training/learning activities. This release must occur periodically.

- the training undertaken during the period of release must include a focus on the compliance and regulatory units and the units concentrating on generic skills. Up to 40 hours of this training may be transferred, to be delivered in one or more blocks during the first three months of the training program.

- if the apprentice/trainee is to receive off-the-job training at an RTO, you must allow the apprentice/trainee to attend training classes (this is paid time).
Pre Training Review
Conduct for each apprentice/trainee a Pre Training Review of current competencies including literacy and numeracy skills. The purpose is to avoid duplication of competencies already acquired and to ascertain that the proposed learning strategies and materials are appropriate.

Recognition of Prior Learning
At the request of the apprentice the RTO must undertake a RPL process to ascertain and record all competencies achieved as a result of prior work and life experiences (informal training). These competencies should not be included in the structured training delivered under the Training Contract.

Workplace Based Training Standards
The RTO will be accountable for any structured training delivered and assessed in the workplace by the workplace supervisor/employer and must have processes in place to ensure the quality of the training outcomes (refer to the Workplace Based Training Minimum Compliance Standards in the current ATTP Performance Agreement).

To support and quality assure workplace based training, the RTO must, if any or all modules/competencies are delivered and assessed in the workplace:

- In addition to the Pre Training Review make a minimum of four (4) face to face visits per training year verified by the signature of the employer/ workplace supervisor and dated;
- Make monthly contact by either e-mail, fax or phone with both the apprentice/trainee and the workplace supervisor to gain feedback on the support provided to date, and to record training hours completed and competencies gained in the previous month;
- Ensure, where the qualification is at the AQF Level 3 or above that the apprentice/trainee is withdrawn from routine work duties for a minimum of three hours per week (pro rata for part time apprentices/trainees) for structured training, averaged over a 4 week cycle. (This should be recorded by a workplace log signed weekly by the workplace supervisor or a trainee record book or timesheet and by the RTO as part of the monthly contact log);
- Quality assure and validate workplace based assessments.

Tuition Fees and Charges
All RTOs charge tuition fees. A charge may also be made for tools, student services and amenities, and take-home goods.

In 2007, there is a minimum fee payable of $53 and a maximum fee payable of $860 per year. Tuition fees and other charges are generally paid by the student, however, certain industrial awards provide for fees and other charges to be paid by employers. Students should check with their employer prior to enrolment.

For students experiencing difficulty with payment of fees and other charges, student loans may be available at most TAFE Institutes.

Fee concessions and exemptions are also available. Eligibility for concession includes students holding a Health Care Card (including low-income cards). Full details on concessions, exemptions and refunds can be obtained from the RTO you choose to attend. To find out about Health Care Cards contact Centrelink on 131 021 or www.centrelink.gov.au.

RTO fees and charges are subject to change. For the most current details please inquire at your RTO or visit http://gftp.otte.vic.gov.au/gftp/ATTP/FeesandCharges2007.asp.

What should I expect from my RTO
- Conduct a Pre Training Review
- Undertake a Recognised Prior Learning (RPL) process if appropriate or requested by the apprentice/trainee, to identify and record all competencies achieved as a result of prior work and life experiences
- Develop a training plan in association with the employer and apprentice/trainee within three months of the apprentice/trainee commencing employment
- Complete an enrolment and apply the required fees and charges, as per the Fees and Charges Policy
- Commence training specified on the Training Contract within one month of signing the Training Plan
- Monitor and record training progress against the Training Plan, at least, monthly
- Make all reasonable provisions for the apprentice/trainee to achieve all competencies required for the structured training identified in the approved training scheme within the term of the Training Contract.

RTO Responsibilities upon the Completion of Training
- Issues the qualification to trainees when all competencies of the structured training have been achieved & the employer has returned a written sign off of the trainee’s competency as an employee in the workplace. This completes the Training Contract.
- Issues the qualification to apprentices when all the competencies of the structured training have been achieved. This does not conclude the Training Contract. The AAB will forward a letter to the employer two weeks prior to the nominal completion date seeking confirmation of the completion of the Training Contract. Alternately, the employer and apprentice may apply to the AAB for early completion of the Training Contract once the apprentice has reached competency.

Work Problems
Sometimes, an apprentice/trainee does not fulfil their work or training commitments. If this occurs, discuss these problems with your apprentice/trainee. Make notes about the discussion and ask the apprentice/trainee to sign it as proof the discussion took place and assurance that their performance will improve.

If the disagreement is about the dismissal of your apprentice/trainee, refer to the conditions applying to the apprenticeship/traineeship in the CONDITIONS section. If the disagreement is about wages, contact the WorkChoices Infoline on 1300 363 264. OTTE can’t assist with these disputes.

If the problems continue, contact an apprenticeship field officer (AFO) at the AAB on (03) 1300 722 603.

Apprentice is unhappy at Work or Study
If your apprentice/trainee is being bullied, harassed, discriminated against or exploited in the workplace, it is your legal responsibility to immediately take action to remedy the situation. Failure to do so could result in the OTTE withdrawing approval for you to train apprentices. You could also face prosecution under WorkCover legislation.

If it is occurring during off-the-job training, you may be able to offer the apprentice/trainee support.

Apprentices/trainees can also contact the student counsellors at the RTO where they are enrolled.

AFOs can provide the apprentice/trainee with support and advice. Contact the AAB on (03) 1300 722 603.
### State Government

<table>
<thead>
<tr>
<th>PAYMENT TYPE</th>
<th>Trainees (Set Two level of VET Regulation)</th>
<th>Apprentices (Set One level of VET Regulation)</th>
</tr>
</thead>
<tbody>
<tr>
<td>WorkCover exemption*</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Completion Bonus is available to employers of 3 or more apprentices/trainees (under 25)</td>
<td>$650 when commencement date is prior to 1 January 2003 or $1300 when commencement date is after 1 July 2003</td>
<td>$1200 when commencement date is prior to 1 January 2002 or $2300 when commencement date is between 1 January 2002 and 31 December 2002 or Progress payment of $1750 when commencement date is after 1 January 2003 - 12 months prior to nominal completion date plus $1750 on completion</td>
</tr>
</tbody>
</table>

*Refer section titled ‘WorkCover’
Summary of the Australian Government Australian Apprenticeships Incentives Programme - From 1 July 2006

The following summarises the Australian Government Australian Apprenticeships Incentives regime for all Australian Apprentices. Payment of incentives will be subject to employers and their Australian Apprentices satisfying eligibility criteria as set out in the Australian Government Australian Apprenticeships Incentives Programme Guidelines. Contact your Australian Apprenticeships Centre for further information on Australian Government Incentives.

<table>
<thead>
<tr>
<th>Australian Government Incentives</th>
<th>Amount Awarded</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard Commencement</td>
<td>$1,250</td>
<td>incentive for an employer commencing a Australian Apprentices in Certificate II Training</td>
</tr>
<tr>
<td></td>
<td>$1,500</td>
<td>incentive for an employer commencing a Australian Apprentices in Certificate III or IV Training</td>
</tr>
<tr>
<td>Incentives for other qualifications</td>
<td></td>
<td>Selected Diploma and Advanced Diploma qualifications are eligible to attract $1,500 standard commencement and $2,500 standard completion employer incentives and personal assistance. More information is available from your Australian Apprenticeship Centre.</td>
</tr>
<tr>
<td>Innovation – Special Commencement</td>
<td>$1,100</td>
<td>special incentive for employing a Australian Apprentices in an eligible innovation training package qualification at the Certificate III or IV level.</td>
</tr>
<tr>
<td>School-Based Australian Apprenticeships – Additional Commencement</td>
<td>$750</td>
<td>additional incentive for employing a Australian Apprentices in an endorsed School-Based Australian Apprenticeship at Certificate II to IV level.</td>
</tr>
<tr>
<td>Rural and Regional Skills Shortages – Special Commencement</td>
<td>$1,000</td>
<td>special incentive for Rural and Regional Australian Apprenticeships where the Australian Apprentices commences Certificate III or IV training in an occupation identified as experiencing skill needs in a non-metropolitan area.</td>
</tr>
<tr>
<td>Declared Drought Area – Additional Commencement</td>
<td>$1,500</td>
<td>additional incentive for employers holding a current Exceptional Circumstances Drought Area certificate, employing Certificate II Australian Apprentices</td>
</tr>
<tr>
<td>Mature Aged Worker – Special Commencement</td>
<td>$750</td>
<td>special incentive for an employer commencing an eligible Certificate II to IV level Australian Apprentices who is a disadvantaged person aged 45 years or more. Contact your Australian Apprenticeships Centre for further information.</td>
</tr>
<tr>
<td>Standard Recomencement</td>
<td>$750</td>
<td>incentive for employers recommencing out-of-trade Certificate III or IV Australian Apprentices.</td>
</tr>
<tr>
<td>Australian School-Based Australian Apprenticeship Retention</td>
<td>$750</td>
<td>incentive for an employer continuing to employ a Certificate II to IV level School-Based Australian Apprentices after the student has completed Year 12.</td>
</tr>
<tr>
<td>Standard Completion</td>
<td>$2,500</td>
<td>Employers of Australian Apprentices who successfully complete Certificate III an IV may be eligible to receive 25%, 50%, 75% or 100% of the $2,500 incentive.</td>
</tr>
<tr>
<td>Declared Drought Areas – Special Completion</td>
<td>$1,500</td>
<td>special incentive for employers on the successful completion of eligible Certificate II Australian Apprentices who attracted a Declared Drought Areas additional commencement incentive.</td>
</tr>
<tr>
<td>Mature Aged Worker – Special Completion</td>
<td>$750</td>
<td>special incentive for an employer on the successful completion of a Certificate II to IV level Australian Apprentices who attracted a Mature Aged Worker special commencement incentive.</td>
</tr>
<tr>
<td>Commonwealth Trade Learning Scholarship</td>
<td>2 x tax exempt payments of $500</td>
<td>Provided by The Commonwealth Trade Learning Scholarship to eligible Australian Apprentices undertaking qualifications in the skill needs trades. The Scholarship is paid to Australian Apprentices after they complete the first 12 and 24 months full-time (or full-time equivalent) employment in their Australian Apprenticeship.</td>
</tr>
<tr>
<td>Living Away From Home Allowance (LAFHA)</td>
<td>$77.17 per week First Year</td>
<td>Australian Apprentices may be eligible for up to twelve months of LAFHA (at varying rates shown below) if the Certificate II or IV level Australian Apprentices had to move away from the parental/guardian home to commence or remain in an Australian Apprenticeship or is homeless. Your Australian Apprenticeships Centre can provide more information on LAFHA and the appropriate application form.</td>
</tr>
<tr>
<td></td>
<td>$38.59 per week Second Year</td>
<td></td>
</tr>
<tr>
<td></td>
<td>$25.00 per week Third Year</td>
<td></td>
</tr>
<tr>
<td>Further Australian Government Assistance Available for Australian Apprentices</td>
<td>$800 towards Trade Tools</td>
<td>The Tools For Your Trade Initiative provides assistance with the purchase of trade tools for eligible Australian Apprentices. More information is available from your Australian Apprenticeships Centre.</td>
</tr>
<tr>
<td></td>
<td>Australian Apprentices may be eligible for Youth Allowance (including Austudy for over 25s and ABSTUDY). More information is available from Centrelink on 13 36 33</td>
<td></td>
</tr>
<tr>
<td>Assistance for Australian Apprentices with a Disability</td>
<td>The programme provides additional assistance to eligible employers who employ a Certificate II to IV level Australian Apprentice with a disability. Assistance may include a wage support payment, tutorial, interpreter and mentor services. More information is available from your Australian Apprenticeship Centre.</td>
<td></td>
</tr>
<tr>
<td>Group Training Organisations – Special Completion</td>
<td>$1,000</td>
<td>Special incentives for Group Training Organisations that support Australian Apprentices to complete a Certificate II Australian Apprenticeship</td>
</tr>
</tbody>
</table>
From 1st January 2006, GST is no longer payable on Australian Apprenticeships employer incentives.

If properly completed – these will be automatically processed without the GST component. There will be no net reduction in the amount an employer will receive as a result of this change.

**Waiting periods** – There is a three month waiting period before an employer can apply for an Australian Government Commencement Incentive for an Australian Apprentice. The Apprenticeship / Traineeship Training Contract must be formally approved. The Australian Apprentice must be still employed by the same employer and must have commenced training in accordance with the approved Training Program. The employer should submit a claim to the Australian Apprenticeship Centre at the end of the three month waiting period, and within the required time limit. Further information on waiting periods and time limits can be obtained from your Australian Apprenticeship Centre.
Good Training means:
- demonstrating & explaining how jobs are done
- allowing time for the apprentice/trainee to practise
- watching, coaching, motivating and correcting
- providing variety in training where possible.

Supervision and monitoring – the workplace coach
Be active in monitoring and managing the training.
Nominate a workplace supervisor and/or a coach/mentor to the apprentice/trainee.

It’s a good idea to assign the apprentice/trainee to someone who will:
- take a personal interest in their development and be a good role model
- communicate well and develop a rapport
- provide feedback and progress reports.

The booklet ‘So You’re a Workplace Coach’ explains the role of workplace coach and provides useful tips.

How much supervision?
Apprentices/trainees require appropriate levels of supervision. The National Code of Good Practice outlines your responsibilities to provide appropriate levels of supervision for your apprentice/trainee.

To determine the appropriate level of supervision required consider the:
- level of training being undertaken
- industry you belong to, your workplace
- equipment & methods you use for work and training
- health and safety regulations for your workplace.

Variety in Training
Variety builds confidence and enables the apprentice/trainee to apply their skills in different situations. If your organisation is highly specialised, consider employing the apprentice/trainee through a Group Training Organisation so placements in other organisations can occur.

Encourage and correct
Provide feedback to your apprentice/trainee. Feedback will help you:
- provide a measure of progress and success
- fine tune the apprentice’s/trainee’s skills
- motivate the apprentice/trainee to perform better.

Regular progress reports
Things you can do to monitor and manage include:
- contacting the RTO for feedback
- ensuring regular contact with the workplace coach or supervisor and apprentice/trainee.

Where to next?
Review and evaluate the training process. Consider:
- did the outcomes of the training fit with your reasons for training?
- what worked? what didn’t work?
- what would you do differently next time?
- can the apprentice/trainee progress to the next certificate level?

CHOOSING AN RTO (USER CHOICE)

When can you deliver the training?
Does this fit with your work schedules?
How much flexibility is there with training times?

Where is the training conducted?
Can the apprentice/trainee get to this location with ease?

Can you offer all the units of competency relevant to my organisation’s training needs?
Which qualification best suits your organisation and training needs?
Which units from the qualification are important for your organisation?

Who will assess the apprentice/trainee?
Who is the qualified assessor?
What role will you play in assessment?

What training do I have to provide in the workplace?
How will I do this?
Who will train and supervise?
Will production schedules, timelines and peak periods interfere with this?

How much class work will the apprentice/trainee need to complete/attend?
Is this enough?

Are there self-paced materials for the apprentice/trainee?
Can the apprentice/trainee cope with self-paced learning?
Who will monitor completion?

Do you provide a training record book for the apprentice/trainee?
How will this be used?
What is my responsibility with regard to the training record?

What progress and monitoring support do you provide?
How often would I like feedback and progress reports on my apprentice/trainee?

Will you provide me with a detailed Training Plan?
What details do I need to include in the Training Plan?

What assistance do you provide if my apprentice/trainee has problems with reading, writing or maths?
What level of reading, writing and maths is required on the job?
Does the RTO take this into account when designing the teaching and learning materials?
CHOOSING AN APPRENTICESHIP/TRAINEESHIP

From the available Wholesale, Retail & Personal Services apprenticeships/traineeships choose the one you want your apprentice to undertake. Note the duration, probationary period and conditions that apply. STPs (available at the back of this booklet) are examples of training plans your apprentice could complete.

<table>
<thead>
<tr>
<th>Column 1</th>
<th>Name of apprenticeship/traineeship course</th>
</tr>
</thead>
<tbody>
<tr>
<td>Column 2</td>
<td>Maximum duration on a full-time, and where available, a part-time basis*</td>
</tr>
<tr>
<td>Column 3</td>
<td>Minimum Workplace Training Component (hours per week) For SBATs**** and Other Australian Apprenticeships</td>
</tr>
<tr>
<td>Column 4</td>
<td>Relevant probationary period – full time/part time</td>
</tr>
<tr>
<td>Column 5</td>
<td>Whether Apprenticeship (A) or Traineeship (T) conditions apply (see Conditions below list of qualifications for an explanation under Conditions)</td>
</tr>
<tr>
<td>Column 6</td>
<td>State Training Wage (either A, B or C) to quote to WorkChoices Infoline for wage queries N/A (i.e. not applicable) means the apprenticeship/traineeship wage is award or industry sector based</td>
</tr>
</tbody>
</table>

### Table 1 – Beauty

<table>
<thead>
<tr>
<th>Column 1</th>
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</thead>
<tbody>
<tr>
<td>WRB20104 Certificate II in Nail Technology</td>
<td>12 / 36</td>
<td>10 / 15</td>
<td>30 / 91</td>
<td>T</td>
<td>B</td>
</tr>
<tr>
<td>WRB20204 Certificate II in Make-Up Services</td>
<td>12 / 36</td>
<td>10 / 15</td>
<td>30 / 91</td>
<td>T</td>
<td>B</td>
</tr>
<tr>
<td>WRB20304 Certificate II in Retail Cosmetic Services</td>
<td>12 / 36</td>
<td>10 / 15</td>
<td>30 / 91</td>
<td>T</td>
<td>B</td>
</tr>
<tr>
<td>WRB30104 Certificate III in Beauty Services</td>
<td>24 / 36</td>
<td>10 / 15</td>
<td>30 / 91</td>
<td>T</td>
<td>A</td>
</tr>
<tr>
<td>WRB30204 Certificate III in Nail Technology</td>
<td>18 / 36</td>
<td>10 / 15</td>
<td>30 / 91</td>
<td>T</td>
<td>A</td>
</tr>
<tr>
<td>WRB40105 Certificate IV in Beauty Therapy</td>
<td>42 / 72</td>
<td>10 / 15</td>
<td>91 / 91</td>
<td>T</td>
<td>A***</td>
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### Table 2 – Community Pharmacy

<table>
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</thead>
<tbody>
<tr>
<td>WRP20102 Certificate II in Community Pharmacy</td>
<td>12 / 36</td>
<td>10 / 15</td>
<td>30 / 91</td>
<td>T</td>
<td>B</td>
</tr>
<tr>
<td>WRP30102 Certificate III in Community Pharmacy</td>
<td>24** / 36</td>
<td>10 / 15</td>
<td>30 / 91</td>
<td>T</td>
<td>B</td>
</tr>
<tr>
<td>WRP40102 Certificate IV in Community Pharmacy</td>
<td>24** / 36</td>
<td>10 / 15</td>
<td>30 / 91</td>
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<td>B***</td>
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### Table 3 – Floristry

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<tr>
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<tbody>
<tr>
<td>WRF20104 Certificate II in Floristry</td>
<td>18 / 36</td>
<td>10 / 15</td>
<td>30 / 91</td>
<td>T</td>
<td>B</td>
</tr>
<tr>
<td>WRF30104 Certificate III in Floristry</td>
<td>36 / 72</td>
<td>10 / 15</td>
<td>91 / 91</td>
<td>A</td>
<td>N/A</td>
</tr>
<tr>
<td>WRF40104 Certificate IV in Floristry (Small Business Management)</td>
<td>48** / 72</td>
<td>10 / 15</td>
<td>91 / 91</td>
<td>T</td>
<td>A***</td>
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### Table 4 – Funeral Services

<table>
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<tr>
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<tbody>
<tr>
<td>WFS10102 Certificate I in Funeral Services (Coffin and Casket Manufacture)</td>
<td>12 / 36</td>
<td>10 / 15</td>
<td>30 / 91</td>
<td>T</td>
<td>B</td>
</tr>
<tr>
<td>WFS20102 Certificate II in Funeral Services (Coffin and Casket Manufacture)</td>
<td>18 / 36</td>
<td>10 / 15</td>
<td>30 / 91</td>
<td>T</td>
<td>B</td>
</tr>
<tr>
<td>WFS20202 Certificate II in Funeral Services (Funeral Operations)</td>
<td>12 / 36</td>
<td>10 / 15</td>
<td>30 / 91</td>
<td>T</td>
<td>B</td>
</tr>
<tr>
<td>WFS20302 Certificate II in Funeral Services (Cemetery/Crematoria Operations)</td>
<td>12 / 36</td>
<td>10 / 15</td>
<td>30 / 91</td>
<td>T</td>
<td>B</td>
</tr>
<tr>
<td>WFS20402 Certificate II in Funeral Services (Grounds and Maintenance)</td>
<td>12 / 36</td>
<td>10 / 15</td>
<td>30 / 91</td>
<td>T</td>
<td>B</td>
</tr>
<tr>
<td>WFS30102 Certificate III in Funeral Services (Coffin and Casket Manufacture)</td>
<td>36** / 72</td>
<td>10 / 15</td>
<td>91 / 91</td>
<td>T</td>
<td>B</td>
</tr>
<tr>
<td>WFS30202 Certificate III in Funeral Services (Funeral Operations)</td>
<td>24 / 36</td>
<td>10 / 15</td>
<td>30 / 91</td>
<td>T</td>
<td>A</td>
</tr>
<tr>
<td>WFS30302 Certificate III in Funeral Services (Cemetery/Crematoria Operations)</td>
<td>24 / 36</td>
<td>10 / 15</td>
<td>30 / 91</td>
<td>T</td>
<td>A</td>
</tr>
<tr>
<td>WFS30402 Certificate III in Funeral Services (Gravedigging, Grounds and Maintenance)</td>
<td>24 / 36</td>
<td>10 / 15</td>
<td>30 / 91</td>
<td>T</td>
<td>A</td>
</tr>
<tr>
<td>WFS40102 Certificate IV in Funeral Services</td>
<td>36** / 72</td>
<td>10 / 15</td>
<td>91 / 91</td>
<td>T</td>
<td>A***</td>
</tr>
<tr>
<td>WFS40202 Certificate IV in Funeral Services (Embalming)</td>
<td>36** / 72</td>
<td>10 / 15</td>
<td>91 / 91</td>
<td>T</td>
<td>N/A</td>
</tr>
</tbody>
</table>

### Table 5 – Hairdressing

<table>
<thead>
<tr>
<th>Column 1</th>
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<tbody>
<tr>
<td>WRH30106 Certificate III in Hairdressing#</td>
<td>36 / 72</td>
<td>10 / 15</td>
<td>91 / 91</td>
<td>A</td>
<td>N/A</td>
</tr>
</tbody>
</table>

# Duration credit applies for completion of the pre-apprenticeship program listed below:

<table>
<thead>
<tr>
<th>Pre-apprenticeship course</th>
<th>Apprenticeship qualification</th>
<th>Duration Credit (Months)</th>
</tr>
</thead>
<tbody>
<tr>
<td>WRH20106 Certificate II in Hairdressing</td>
<td>WRH30106 Certificate III in Hairdressing</td>
<td>6</td>
</tr>
</tbody>
</table>
Table 6 – Retail

<table>
<thead>
<tr>
<th>Column 1</th>
<th>2</th>
<th>3</th>
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<th>6</th>
</tr>
</thead>
<tbody>
<tr>
<td>WRR20102 Certificate II in Retail Operations</td>
<td>12 / 36</td>
<td>10 / 15</td>
<td>30 / 91</td>
<td>T</td>
<td>B</td>
</tr>
<tr>
<td>WRR30102 Certificate III in Retail Supervision</td>
<td>24**/36</td>
<td>10 / 15</td>
<td>30 / 91</td>
<td>T</td>
<td>A</td>
</tr>
<tr>
<td>WRR30202 Certificate III in Retail Operations</td>
<td>24**/36</td>
<td>10 / 15</td>
<td>30 / 91</td>
<td>T</td>
<td>A</td>
</tr>
<tr>
<td>WRR40102 Certificate IV in Retail Management</td>
<td>24**/36</td>
<td>10 / 15</td>
<td>30 / 91</td>
<td>T</td>
<td>A***</td>
</tr>
</tbody>
</table>

Table 7 - Wholesale

<table>
<thead>
<tr>
<th>Column 1</th>
<th>2</th>
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<th>4</th>
<th>5</th>
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</tr>
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<tbody>
<tr>
<td>WRW20101 Certificate II in Wholesale Operations</td>
<td>12 / 36</td>
<td>10 / 15</td>
<td>30 / 91</td>
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<td>B</td>
</tr>
<tr>
<td>WRW30101 Certificate III in Wholesale Operations</td>
<td>24 / 36</td>
<td>10 / 15</td>
<td>30 / 91</td>
<td>T</td>
<td>A</td>
</tr>
<tr>
<td>WRW40101 Certificate IV in Wholesale Management</td>
<td>36 / 72</td>
<td>10 / 15</td>
<td>91 / 91</td>
<td>T</td>
<td>A***</td>
</tr>
</tbody>
</table>

Table 8 – Non Training Package Schemes

<table>
<thead>
<tr>
<th>Column 1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
</tr>
</thead>
<tbody>
<tr>
<td>21586VIC Certificate III in Hire and Rental Operations</td>
<td>18 / 36</td>
<td>10 / 15</td>
<td>30 / 91</td>
<td>T</td>
<td>A</td>
</tr>
</tbody>
</table>

*Part time apprenticeships/traineeships are available only where appropriate industrial relations arrangements are in place.

If the employer is respondent to a federal award, call the WorkChoices Infoline on 1300 363 264 to check that appropriate industrial arrangements are in place for the apprenticeship/traineeship.

**Maximum durations assume that the apprentice/trainee has not gained a lower level qualification prior to entering the training contract. For example: If a full time apprentice/trainee entered a Certificate III after gaining a Certificate II, then the duration of the training contract would be substantially shorter than the maximum listed above. The time for the negotiated band of selected units would be incorporated into the Training Contract signed by the apprentice/trainee, employer and RTO.

***Trainees undertaking an AQF IV traineeship shall receive the relevant weekly wage rate for the AQF III trainees at Wage Levels A, B or C as applicable with the addition of 3.8 per cent of that wage rate.

****SBAT means Integrated School Based Apprenticeship and Traineeship

Conditions

Apprenticeships

- The apprentice and employer must both agree to cancel the training contract. They must also mutually agree to change the provisions of the training contract.
- If the employer and apprentice are unable to agree mutually on suspension or cancellation, the permission of the Office of Training and Tertiary Education (OTTE) is required to suspend or cancel the training contract. Permission is dependent on the employer's circumstances. If the training contract is cancelled, a Group Training Organisation may assist with the continuing employment of the apprentice.
- If the apprentice wants to leave the apprenticeship but the employer does not agree, or the apprentice alleges unfair dismissal, OTTE may hold a hearing to resolve the dispute. An OTTE delegate then decides how the disagreement should be resolved.
- If the business an apprentice is working for is sold, the apprenticeship is considered part of the business and must be continued by the new employer.

Traineeships

- The apprentice/trainee or employer can cancel the training contract by giving notice in accordance with the relevant award or employment agreement.
- If the employer has a lack of business, the employer can suspend or cancel a training contract. In these circumstances, a Group Training Organisation may assist with the continuing employment of the apprentice.
- If the apprentice wants to leave the traineeship but the employer does not agree, or the apprentice alleges unfair dismissal, contact WorkChoices Infoline on 1300 363 264. OTTE cannot hold a hearing to resolve these disputes.
- If the business an apprentice is working for is sold, the new owner does not have to continue the traineeship.

Duration

The duration of an apprenticeship/traineeship can be varied by agreement between the apprentice/trainee and employer. This can be done at any time during the apprenticeship/traineeship.

Probation

During the probationary period, a training contract can be cancelled by either the employer or apprentice/trainee by giving notice under the relevant award or employment agreement.

Downturn of Business

If you have been getting less business, you can ask your apprentice/trainee to work fewer days a week until business picks up. The apprentice's/trainee's wages may be adjusted accordingly. You must continue to pay the apprentice/trainee for off-the-job training attendance. However a minimum of 15 hours per week of employment and/or training must be provided.

If you cannot afford to keep your apprentice, refer to the conditions applying to the apprenticeship in the CONDITIONS section.
Sale of Business

If you sell your business, refer to the conditions applying to the apprenticeship in the CONDITIONS section.
## RELATED OCCUPATIONS

<table>
<thead>
<tr>
<th>Wholesale, Retail &amp; Personal Apprenticeships/Traineeships</th>
<th>Related Occupations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Certificate II in Nail Technology</td>
<td>Nail Technician</td>
</tr>
<tr>
<td>Certificate II in Makeup Services</td>
<td>Make-up Artist</td>
</tr>
<tr>
<td>Certificate II in Retail Cosmetic Services</td>
<td>Retail Cosmetic Assistant</td>
</tr>
<tr>
<td>Certificate III in Beauty Services</td>
<td>Beautician</td>
</tr>
<tr>
<td>Certificate III in Nail Technology</td>
<td>Specialist Nail Technician</td>
</tr>
<tr>
<td>Certificate IV in Beauty Therapy</td>
<td>Beauty Therapist</td>
</tr>
<tr>
<td>Certificate II in Community Pharmacy</td>
<td>Pharmacy Sales Assistant</td>
</tr>
<tr>
<td>Certificate III in Community Pharmacy</td>
<td>Dispensary Assistant</td>
</tr>
<tr>
<td>Certificate IV in Community Pharmacy</td>
<td>Pharmacy Manager</td>
</tr>
<tr>
<td>Certificate II in Floristry</td>
<td>Florist’s Assistant</td>
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<tr>
<td>Certificate III in Floristry</td>
<td>Florist</td>
</tr>
<tr>
<td>Certificate IV in Floristry (Small Business Management)</td>
<td>Florist/Interior Plant Manager</td>
</tr>
<tr>
<td>Certificate II in Funeral Services (Coffin and Casket Manufacture)</td>
<td>Casket Trimmer</td>
</tr>
<tr>
<td>Certificate II in Funeral Services (Funeral Operations)</td>
<td>Wood Machine Operator</td>
</tr>
<tr>
<td>Certificate II in Funeral Services (Cemetery/Crematoria Operations)</td>
<td>Coffin and Casket Assembler</td>
</tr>
<tr>
<td>Certificate II in Funeral Services (Grounds and Maintenance)</td>
<td>Coffin and Casket Spray Hand</td>
</tr>
<tr>
<td>Certificate II in Funeral Services (Coffin and Casket Manufacture)</td>
<td>Chapel Attendant</td>
</tr>
<tr>
<td>Certificate II in Funeral Services (Funeral Operations)</td>
<td>Funeral Director’s Assistant</td>
</tr>
<tr>
<td>Certificate II in Funeral Services (Cemetery/Crematoria Operations)</td>
<td>Funeral Escort or Driver</td>
</tr>
<tr>
<td>Certificate II in Funeral Services (Gravedigging, Grounds and Maintenance)</td>
<td>Mortuary Assistant</td>
</tr>
<tr>
<td>Certificate IV in Funeral Services</td>
<td>Grounds Maintenance - Funeral</td>
</tr>
<tr>
<td>Certificate III in Funeral Services (Coffin and Casket Manufacture)</td>
<td>Coffin and Casket Manufacturer</td>
</tr>
<tr>
<td>Certificate III in Funeral Services (Crematorium Operations)</td>
<td>Coffin and Casket Polisher</td>
</tr>
<tr>
<td>Certificate III in Funeral Services (Funeral Operations)</td>
<td>Customer Service Consultant - Funeral</td>
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<tr>
<td>Certificate III in Funeral Services (Crematorium Operations)</td>
<td>Crematorium Operator</td>
</tr>
<tr>
<td>Certificate III in Funeral Services (Gravedigging, Grounds and Maintenance)</td>
<td>Crematorium Administrative Officer</td>
</tr>
<tr>
<td>Certificate IV in Funeral Services</td>
<td>Gravedigger</td>
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<tr>
<td>Certificate IV in Funeral Services (Embalmig)</td>
<td>Ground Maintenance worker</td>
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<tr>
<td>Certificate IV in Funeral Services (Embalming)</td>
<td>Embalmer</td>
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<tr>
<td>Certificate III in Hairdressing</td>
<td>Hairdresser</td>
</tr>
<tr>
<td>Certificate II in Retail Operations</td>
<td>Sales Assistant</td>
</tr>
<tr>
<td>Certificate III in Retail Supervision</td>
<td>Retail Supervisor</td>
</tr>
<tr>
<td>Certificate III in Retail Operations</td>
<td>Retail Sales</td>
</tr>
<tr>
<td>Certificate IV in Retail Management</td>
<td>Retail Manager</td>
</tr>
<tr>
<td>Certificate II in Wholesale Operations</td>
<td>Wholesale Telemarketing</td>
</tr>
<tr>
<td>Certificate III in Wholesale Operations</td>
<td>Wholesale Sales Assistant</td>
</tr>
</tbody>
</table>
Apprenticeships Traineeships in Victoria

<table>
<thead>
<tr>
<th>Wholesale Sales</th>
<th>Wholesale Manager</th>
</tr>
</thead>
<tbody>
<tr>
<td>Certificate IV in Wholesale Management</td>
<td>Wholesale Manager</td>
</tr>
</tbody>
</table>

REGISTERED TRAINING ORGANISATIONS

To access details of registered training organisations offering training for apprenticeships and traineeships, go to:

or
http://www.ntis.gov.au

Choose an RTO to enrol your apprentice with from these databases. If your chosen RTO is not on the website list, it is unlikely that government funded training is available. Training could be conducted under fee for service arrangements. Alternatively you may wish to select another RTO who can provide government funded training for your apprentice/trainee.

Or apply for your business to become an RTO by calling (03) 9637 2762.
## SAMPLE TRAINING PROGRAMS

Some typical sample training programs (STPs) for qualifications in this industry are shown below. They are examples only as most qualifications contain a mixture of core (compulsory) and elective competencies. Your training plan should fully detail all competencies to be delivered and detail the assessment arrangement.

### CERTIFICATE II IN NAIL TECHNOLOGY

Appropriate for a person working in the beauty industry as a nail technician.

**Core Units**
- Provide manicure and pedicure services
- Conduct financial transactions
- Apply techniques to update beauty industry knowledge
- Provide service to clients
- Apply knowledge of nail science to nail services
- Communicate in the workplace
- Work effectively in retail environment
- Apply safe working practices
- Merchandise products
- Perform routine housekeeping duties
- Sell products and services
- Apply gel nail enhancement

**Elective Units**
- Apply acrylic nail enhancement

### CERTIFICATE II IN MAKE-UP SERVICES

Suitable for people working in a salon or store providing general and specialist personal make-up services.

**Core Units**
- Conduct financial transactions
- Apply techniques to update beauty industry knowledge
- Provide service to clients
- Demonstrate retail skin care products
- Design and apply make up
- Design and apply remedial camouflage
- Communicate in the workplace
- Work effectively in a retail environment
- Apply safe working practices
- Merchandise products
- Perform routine housekeeping duties
- Sell products and services

**Elective Units**
- Provide manicure and pedicure services
- Apply knowledge of nail science to nail services

### CERTIFICATE II IN RETAIL COSMETIC SERVICES

Suitable for people working in a salon or store demonstrating and selling skin care products and providing personal make-up services.

**Core Units**
- Conduct financial transactions
- Apply techniques to update beauty industry knowledge
- Provide service to clients
- Demonstrate retail skin care products
- Design and apply make up
- Operate retail equipment
- Communicate in the workplace
- Work effectively in a retail environment
- Perform stock control procedures
- Apply safe working practices
- Merchandise products
- Perform routine housekeeping duties
- Sell products and services

**Elective Units**
- Minimise theft
- Monitor in-store visual merchandising display

### CERTIFICATE III IN BEAUTY SERVICES

Suitable for people working in a salon to provide core beauty services including manicures, pedicures, nail enhancements and waxing. They also merchandise and sell products and perform housekeeping duties.

**Core Units**
- Provide manicure and pedicure service
- Conduct financial transactions
- Apply techniques to update beauty industry knowledge
- Provide service to clients
- Apply knowledge of nail science to nail services
- Apply knowledge of skin biology to beauty treatments
- Advise on beauty services
- Provide lash and brow treatments
- Provide temporary epilation and bleaching treatments
- Communicate in the workplace
- Work effectively in a retail environment
- Apply safe working practices
- Merchandise products
- Perform routine housekeeping duties
- Sell products and services

**Elective Units**
- Apply gel nail enhancement
- Apply acrylic nail enhancement
- Apply nail art
- Use electrical equipment for nails
- Apply airbrushed nail art
- Design and apply make-up

### CERTIFICATE III IN NAIL TECHNOLOGY

Suitable for people who own and operate their small business. They manage business requirements and provide manicures and pedicures, apply gel and acrylic nail enhancements and nail art.

**Core Units**
- Provide manicure and pedicure services
- Conduct financial transactions
- Apply acrylic nail enhancement
- Apply nail art
- Use electrical equipment for nails
- Conduct financial transactions
- Apply techniques to update beauty industry knowledge
- Provide service to clients
- Apply knowledge of nail science to nail services
- Sell products and services
- Perform routine housekeeping duties
- Merchandise products
- Apply safe working practices
- Work effectively in a retail environment
- Communicate in the workplace

**Elective Units**
- Apply airbrushed nail art
- Promote the business
- Profile a retail market
- Forecast market and business needs
- Establish business and legal requirements

### CERTIFICATE IV IN BEAUTY THERAPY

Suitable for people who work in a small salon or section or department in a larger business.

**Core Units**
- Provide manicure and pedicure services
- Conduct financial transactions
- Provide service to clients
- Apply knowledge of nail science to nail services
- Apply knowledge of skin biology to beauty treatments
- Advise on beauty services
- Develop a treatment plan for beauty therapy treatments
- Apply knowledge of anatomy and physiology to beauty therapy treatments
- Apply knowledge of skin science to beauty therapy treatments
- Apply knowledge of electricity to beauty therapy treatments
- Apply knowledge of nutrition to beauty therapy treatments
- Apply knowledge of cosmetic chemistry to beauty therapy treatments
- Design and apply make-up
- Provide lash and brow treatments
- Provide facial treatments
- Provide advanced facial treatments
- Provide temporary epilation and bleaching treatments
- Apply safe work practices
- Work effectively in a retail environment
- Communicate in the workplace
- Sell products and services

**Elective Units**
- Provide body treatments
- Provide aesthetic aromatic massage
- Co-ordinate work teams
- Build relationships with customers
**CERTIFICATE II IN COMMUNITY PHARMACY**
Designed to prepare a person to work with some degree of autonomy within a defined range of skilled operations in the Community Pharmacy workplace.

**Core Units**
- Meet and greet pharmacy customers
- Accept prescriptions for dispensing
- Work effectively within the pharmacy industry
- Apply point of sale handling procedures
- Perform routine housekeeping duties
- Operate retail equipment
- Balance the register/terminal
- Perform stock control procedures
- Sell products and services
- Deliver medication

**Meet and greet pharmacy customers**
- Apply safe working practices
- Minimise theft
- Build relationships with customers
- Manage pharmacy finances
- Provide health care advice, products and services on high blood pressure needs
- Provide health care advice, products and services on pregnancy and maternal health needs

**Core Units**
- Maintain stock control
- Order stock
- Build relationships with customers
- Apply point of sale handling procedures
- Interact with customers
- Perform routine housekeeping duties
- Operate retail equipment
- Balance the register/terminal
- Perform stock control procedures
- Sell products and services
- Delivery of medication

**CERTIFICATE III IN COMMUNITY PHARMACY**
Designed to prepare a person working as a Community Pharmacy Assistant who operates independently providing non-therapeutic advice with limited supervision.

**Core Units**
- Maintain store safety
- Maintain store security
- Coordinate interaction with customers
- Manage sales and service delivery
- Lead and manage people
- Manage merchandise and store presentation

**Electives – 3 specialist electives from one specialist stream**
- Provide health care advice, products and services on asthma needs
- Provide health care advice, products and services on high blood pressure needs
- Provide health care advice, products and services on pregnancy and maternal health needs

**PLUS 6 General electives (2 units may be from Certificate II or higher qualifications)**
- Co-ordinate merchandise presentation*
- Market and promote a pharmacy products services area*
- Provide health care advice, products & services on smoking cessation needs
- Provide health care advice, products & services on wound care needs

* to be counted as equivalent to 2 units due to the depth of knowledge and skills required compared to other identified electives.

**CERTIFICATE IV IN COMMUNITY PHARMACY**
Certificate IV in Community Pharmacy is designed to develop the first line management skills for those working in a Community Pharmacy such as front of shop pharmacy managers.

**Core Units**
- Maintain store safety
- Maintain store security
- Coordinate interaction with customers
- Manage sales and service delivery
- Lead and manage people
- Manage merchandise and store presentation
- Work effectively within the pharmacy industry

**Electives – 3 specialist electives from one specialist stream**
- Perform retail finance duties (Compulsory Unit)
- Coordinate retail office

**PLUS 10 General electives** (at least 6 units from Certificate IV in Community Pharmacy general electives list, up to 4 units may be selected from Certificate III in Community Pharmacy that have not already been completed and up to 2 units at AQF level III or higher from other training packages.)
- Manage pharmacy staffing
- Administer human resources policy
- Recruit and select personnel
- Control inventory
- Buy merchandise

* to be counted as equivalent to 2 units due to the depth of knowledge & skills required compared to other identified electives.

**# Pre-requisite applies**
**CERTIFICATE III IN FLORISTRY**
Appropriate for a person working as a florist in a floristry shop or studio where they perform a range of sales and housekeeping functions in addition to assembling basic floral displays.  
**Core Units**
- Provide service to floristry customers  
- Care for floristry stock and merchandise  
- Prepare and display floristry stock  
- Assemble and prepare floristry products  
- Operate retail equipment  
- Communicate in the workplace  
- Apply point of sale handling procedures  
- Work effectively in a retail environment  
- Balance register/terminal  
- Perform stock control procedures  
- Apply safe working practices  
- Minimise theft  
- Perform routine housekeeping duties  
- Sell products and services  
**Elective Units**
- Apply techniques to update floristry industry knowledge

**CERTIFICATE IV IN FLORISTRY (SMALL BUSINESS MANAGEMENT)**
Appropriate for a person who owns or manages a floristry shop or studio, managing the operational/financial requirements of a small business and designing/constrcuting large scale and complex floral designs.  
**Core Units**
- Provide service to floristry customers  
- Care for floristry stock and merchandise  
- Prepare and display floristry stock  
- Assemble and prepare floristry products  
- Apply product knowledge to meet customer needs  
- Recommend on floristry products and services  
- Implement floristry products and services plan  
- Create floristry designs using hand tied techniques  
- Create floristry designs using wiring techniques  
- Create floristry designs using a base medium  
- Create custom made, advanced and large scale floristry designs  
- Operate retail equipment  
- Communicate in the workplace  
- Apply point of sale handling procedures  
- Work effectively in a retail environment  
- Balance register/terminal  
- Perform stock control procedures  
- Apply safe working practices  
- Minimise theft  
- Perform routine housekeeping duties  
- Sell products and services  
**Elective Units**
- Create floristry designs using wiring techniques  
- Create floristry designs using a base medium  
- Create custom made, advanced and large scale floristry designs  
- Operate retail equipment  
- Communicate in the workplace  
- Apply point of sale handling procedures  
- Work effectively in a retail environment  
- Balance register/terminal  
- Perform stock control procedures  
- Apply safe working practices  
- Minimise theft  
- Perform routine housekeeping duties  
- Sell products and services  
**Elective Units**
- Profile a retail market  
- Develop innovative ideas at work

**CERTIFICATE II IN FLORISTRY (COFFIN AND CASKET MANUFACTURE)**
This is an entry level qualification which provides a range of outcomes based on the stream and electives selected. The example provided is appropriate for a person working as a labourer in the coffin and casket manufacture sector of the industry. This person would work under constant supervision in a clearly defined context and carry out coffin assembly tasks such as moving and storing raw materials and assisting in the manufacture of coffins and caskets.  
**Core Units**
- Communicate appropriately with clients and colleagues  
- Work effectively in the Funeral Services Industry  
- Carry out coffin and casket manufacture  
- OHS procedures  
- Use hand tools  
- Use power tools/hand held operations  
**Specialist Units**
- (Warehousing stream)  
- Move and store materials and products for coffin and casket manufacture

**CERTIFICATE IV IN FLORISTRY (SMALL BUSINESS MANAGEMENT)**
Appropriate for a person who owns or manages a floristry shop or studio, managing the operational/financial requirements of a small business and designing/constructing large scale and complex floral designs.  
**Core Units**
- Provide service to floristry customers  
- Care for floristry stock and merchandise  
- Prepare and display floristry stock  
- Assemble and prepare floristry products  
- Apply product knowledge to meet customer needs  
- Recommend on floristry products and services  
- Implement floristry products and services plan  
- Create floristry designs using hand tied techniques  
- Create floristry designs using wiring techniques  
- Create floristry designs using a base medium  
- Create custom made, advanced and large scale floristry designs  
- Operate retail equipment  
- Communicate in the workplace  
- Apply point of sale handling procedures  
- Work effectively in a retail environment  
- Balance register/terminal  
- Perform stock control procedures  
- Apply safe working practices  
- Minimise theft  
- Perform routine housekeeping duties  
- Sell products and services  
**Elective Units**
- Create floristry designs using wiring techniques  
- Create floristry designs using a base medium  
- Create custom made, advanced and large scale floristry designs  
- Operate retail equipment  
- Communicate in the workplace  
- Apply point of sale handling procedures  
- Work effectively in a retail environment  
- Balance register/terminal  
- Perform stock control procedures  
- Apply safe working practices  
- Minimise theft  
- Perform routine housekeeping duties  
- Sell products and services  
**Elective Units**
- Profile a retail market  
- Develop innovative ideas at work

**CERTIFICATE II IN FUNERAL SERVICES (COFFIN AND CASKET MANUFACTURE)**
This Certificate provides a range of outcomes based on the stream and electives selected. The example provided is appropriate for a person working as a casket trimmer. This person would be required to work under supervision installing liners and fillers, fitting drapery as well as handles and accessories to a range of coffins and caskets.  
**Core Units**
- Communicate appropriately with clients and colleagues  
- Work effectively in the Funeral Services Industry  
- Carry out coffin and casket manufacture  
- OHS procedures  
- Use hand tools  
- Use power tools/hand held operations  
**Specialist Units**
- (Trimming Stream)  
- Trim coffins  
- Trim caskets
<table>
<thead>
<tr>
<th><strong>Certificate II in Funeral Services (Funeral Operations)</strong></th>
<th><strong>Certificate II in Funeral Services (Cemetery/Crematoria Operations)</strong></th>
<th><strong>Certificate II in Funeral Services (Grounds and Maintenance)</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>This qualification provides a range of outcomes based on the stream and electives selected – Funeral or Mortuary Administration. This example is appropriate for a person working as funeral director’s assistant. While working under supervision, this person would operate with a degree of autonomy. The person’s duties would include transferring deceased remains, driving funeral vehicles, preparation and cleaning of funeral vehicles, carrying out chapel administration and assisting the funeral director with the conduct of funerals.</td>
<td>This qualification provides a range of outcomes based on the stream and electives selected – Burial and Cremation or Administration. The example provided is appropriate for a person working as a chapel attendant. This person would be required to lock and unlock the chapel each day, place signs and floral tributes appropriately, maintain stocks of brochures and to ensure the chapel is clean, well maintained and available for immediate use in accordance with daily schedules, drive funeral vehicles and carry out burials. In addition the chapel attendant would be responsible for the preparation and presentation of refreshments.</td>
<td>The example provided is appropriate for a person working as a general grounds maintenance worker. This person would be required to work under supervision with a degree of autonomy on a range of maintenance tasks ensuring that all park areas operate efficiently and effectively and that continuous improvement of the park, surrounds and building occurs in accordance with set objectives. Responsibilities include some landscaping, repair of paving, concrete, brickwork, fencing and signage as well as maintenance of the irrigation systems.</td>
</tr>
<tr>
<td><strong>Core Units</strong></td>
<td><strong>Core Units</strong></td>
<td><strong>Core Units</strong></td>
</tr>
<tr>
<td>Communicate appropriately with clients and colleagues</td>
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<td>Communicate appropriately with clients and colleagues</td>
</tr>
<tr>
<td>Deal with grief and trauma</td>
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<td>Deal with grief and trauma</td>
</tr>
<tr>
<td>Provide service to customers</td>
<td>Provide service to customers</td>
<td>Provide service to customers</td>
</tr>
<tr>
<td>Process Funeral Services Industry documentation</td>
<td>Process Funeral Services Industry documentation</td>
<td>Process Funeral Services Industry documentation</td>
</tr>
<tr>
<td>Work effectively in the Funeral Services Industry</td>
<td>Work effectively in the Funeral Services Industry</td>
<td>Work effectively in the Funeral Services Industry</td>
</tr>
<tr>
<td>Carry out general OHS procedures</td>
<td>Carry out general OHS procedures</td>
<td>Carry out general OHS procedures</td>
</tr>
<tr>
<td>Carry out infection and contamination control practices</td>
<td>Carry out infection and contamination control practices</td>
<td>Carry out infection and contamination control practices</td>
</tr>
<tr>
<td>Specialist Units</td>
<td>Specialist Units</td>
<td>Specialist Units</td>
</tr>
<tr>
<td>(3 from Funeral stream)</td>
<td>(4 from Burial and Cremation stream)</td>
<td>(4 from Burial and Cremation stream)</td>
</tr>
<tr>
<td>Carry out the transfer of a deceased person</td>
<td>Carry out the transfer of coffins and caskets</td>
<td>Carry out the transfer of coffins and caskets</td>
</tr>
<tr>
<td>Perform coffin/casket bearing</td>
<td>Carry out chapel operation procedures</td>
<td>Carry out chapel operation procedures</td>
</tr>
<tr>
<td>Drive vehicle</td>
<td>Drive vehicle</td>
<td>Drive vehicle</td>
</tr>
<tr>
<td>Elective Units</td>
<td>Elective Units</td>
<td>Elective Units</td>
</tr>
<tr>
<td>Assist with the conduct of a funeral</td>
<td>Drive funeral vehicles</td>
<td>Deliver services using communications technology</td>
</tr>
<tr>
<td>Drive funeral vehicles</td>
<td>Inspect and maintain vehicles and equipment</td>
<td>Apply safe food hygiene practices</td>
</tr>
<tr>
<td>Carry out chapel operation procedures</td>
<td>Carry out general OHS procedures</td>
<td>Prepare and present finger food</td>
</tr>
<tr>
<td>Carry out chapel operation procedures</td>
<td>Specialist Units</td>
<td>Prepare and serve non-alcoholic beverages</td>
</tr>
<tr>
<td>Carry out general OHS procedures</td>
<td>Drive vehicle</td>
<td>Note: the packaging rules allow for selection of one unit from another Training Package to accommodate enterprise needs</td>
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<tr>
<td>Drive vehicle</td>
<td>Inspect and maintain vehicles and equipment</td>
<td>Note: the packaging rules allow for selection of one unit from another Training Package to accommodate enterprise needs</td>
</tr>
<tr>
<td>Operate ride-on vehicles and trailed/mounted equipment</td>
<td>Operate ride-on vehicles and trailed/mounted equipment</td>
<td>Undertake irrigation systems maintenance activities</td>
</tr>
<tr>
<td>Work effectively in the Funeral Services Industry</td>
<td>Work effectively in the Funeral Services Industry</td>
<td></td>
</tr>
<tr>
<td>Carry out gravedigging and grounds maintenance OHS procedures</td>
<td>Carry out gravedigging and grounds maintenance OHS procedures</td>
<td>Carry out gravedigging and grounds maintenance OHS procedures</td>
</tr>
<tr>
<td>Provide general grounds care</td>
<td>Provide general grounds care</td>
<td>Provide general grounds care</td>
</tr>
<tr>
<td>Plant trees and shrubs</td>
<td>Prune shrubs and small trees</td>
<td>Prune shrubs and small trees</td>
</tr>
<tr>
<td>Carry out general maintenance activities</td>
<td>Carry out general maintenance activities</td>
<td>Carry out general maintenance activities</td>
</tr>
<tr>
<td>Elective Unit</td>
<td>Elective Unit</td>
<td>Elective Unit</td>
</tr>
<tr>
<td>Undertake irrigation systems maintenance activities</td>
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</tbody>
</table>
### Certificate III in Funeral Services (Coffin and Casket Manufacture)

This certificate provides a range of outcomes based on the stream and electives selected – Assembly, Polishing or Machining. The example provided is appropriate for a person working as a machinist coffin and casket manufacturer. This person would work independently with limited supervision, manufacturing coffins and caskets from specifications using a range of hand and power tools as well as computer numerically controlled equipment.

**Core Units**
- Communicate appropriately with clients and colleagues
- Work effectively in the Funeral Services Industry
- Carry out coffin and casket manufacture
- Use hand tools
- Use power tools/hand held operations
- Carry out workplace measurements and calculations
- Apply quality procedures
- Read and interpret coffin and casket manufacture work documents

**Specialist Units**
(Machining stream)
- Set up, operate and maintain basic static machines for coffin and casket manufacture
- Set up, operate and maintain computer numerically controlled equipment for coffin and casket manufacture
- Construct jigs and fixtures for coffin and casket manufacture

**Elective Units**
- Program computer numerically controlled wood working equipment for coffin and casket manufacture
- Perform coffin manufacture
- Perform casket manufacture
- Dismantle/reassemble coffins and caskets
- Perform goods control procedures

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### Certificate III in Funeral Services (Funeral Operations)

This example provides a range of outcomes based on the stream and electives selected – Funeral or Mortuary Administration. The example provided is appropriate for a person working as a customer service consultant. The responsibilities of this person would include customer service, sales of cremation and burial services, burial and cremation bookings and registrations. Administrative tasks include invoicing and receipting as well as processing daily burial and cremation documentation.

**Core Units**
- Communicate appropriately with clients and colleagues
- Deal with grief and trauma
- Provide services to customers
- Process Funeral Services Industry documentation
- Work effectively in the Funeral Services Industry
- Carry out general OHS procedures
- Carry out infection and contamination control practices

**Specialist (Funeral stream)**
- Perform general funeral arrangements
- Provide funeral and burial sales services
- Provide pre-need sales services

**Elective Units**
- Provide grief care advice
- Coordinate interaction with customers
- Perform community liaison
- Implement marketing and promotional activities
- Perform goods control procedures
- Maintain financial records (this unit is equivalent to 2 units)

*Note: the packaging rules allow for selection of one unit from another Training Package to accommodate enterprise needs*

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### Certificate III in Funeral Services (Cemetery/Crematoria Operations)

This qualification provides a range of outcomes based on the stream and electives selected – Burials, Administration or Cremations. The example provided is appropriate for a person working as a crematorium operator. This person would work independently with limited supervision in a broad range of contexts which may be complex and non-routine. This example involves the person undertaking tasks within the crematorium including operation and minor maintenance of cremators, liaison with funeral directors, storing and recording of ashes and keeping appropriate administrative records. In addition, this person will supervise and train other staff in crematorium operations.

**Core Units**
- Communicate appropriately with clients and colleagues
- Deal with grief and trauma
- Provide service to customers
- Process Funeral Services Industry documentation
- Work effectively in the Funeral Services Industry
- Carry out general OHS procedures

**Specialist (Cremation stream)**
- Perform cremations
- Coordinate the collection or memorialisation of cremated remains
- Perform the memorialisation of cremated remains
- Coordinate staff
- Train small groups
- Implement and monitor OHS procedures
- Maintain business records
- Retrieve information from records (This unit equivalent to 2 units)

*Note: the packaging rules allow for selection of one unit from another Training Package to accommodate enterprise needs*
<table>
<thead>
<tr>
<th>Certificate III in Funeral Services (Gravedigging, Grounds and Maintenance)</th>
<th>Certificate IV in Funeral Services</th>
<th>Certificate IV in Funeral Services (Embalming)</th>
</tr>
</thead>
<tbody>
<tr>
<td>This certificate provides a range of outcomes based on the stream and electives selected – Gravedigging or Grounds and Maintenance. The example provided is appropriate for a person working as a gravedigger. This person would be required to prepare for burials and exhumations so that they may be carried out successfully from burial to completion. In addition the person would carry out the follow-up maintenance of burial sites and the cleaning and maintenance of machinery, equipment and work areas as well as general garden maintenance. The person may operate the following equipment – tractors, back-hoes, mowers, whipper snippers, blowers, pruners and spray units. <strong>Core Units</strong> Communicate appropriately with clients and colleagues Deal with grief and trauma Carry out workplace measurements and calculations Use hand tools Use power tools/hand held operations Drive vehicle Inspect and maintain vehicles and equipment Operate ride-on vehicles and trailed/mounted equipment Use small plant and equipment Work effectively in the Funeral Services Industry Carry out gravedigging and grounds maintenance OHS procedures <strong>Specialist (Gravedigging stream)</strong> Provide service to customers Process Funeral Services Industry documentation Perform grave probes Prepare for gravedigging Perform manual gravedigging Backfill and make good graves Perform a grave collapse consolidation Re-open a grave Perform exhumations <strong>Elective Units</strong> Operate a backhoe/front end loader/excavator (equivalent to 2 units) Provide general grounds care Carry out pest and disease control Prune shrubs and small trees <strong>Note: the packaging rules allow for selection of one unit from another Training Package to accommodate enterprise needs</strong></td>
<td>This certificate provides a range of outcomes based on the stream and electives selected – Funerals, Burials &amp; Cremations or Building, Grounds &amp; Maintenance. The example provided is appropriate for a person working as a Funeral Director. This person is responsible for all aspects of the conduct of a funeral and the coordination and supervision of staff involved. The person works relatively autonomously in the management of the facility, liaison with parties external to the organisation including the grieving family and the public, sales and marketing, administration, support, training and encouragement of staff. <strong>Core Units</strong> Communicate appropriately with clients and colleagues Deal with grief and trauma Manage quality customer service Work effectively in the Funeral Services Industry Provide a safe working environment Coordinate a team Supervise staff Contribute to the development of a workplace learning environment <strong>Specialist Units</strong> (Funerals stream) Coordinate full funeral arrangements <strong>Elective Units</strong> Perform general funeral celebrancy Arrange and oversee viewings Conduct a funeral Manage grief and trauma issues Develop marketing strategies and activities Lead a sales team <strong>Note: the packaging rules allow for selection of one unit from another Training Package to accommodate enterprise needs</strong></td>
<td>The example provided is appropriate for a person working as an embalmer who works relatively autonomously and may coordinate and supervise others. The person would perform embalming duties in line with recognised industry practices such as those specified by the Australian Institute of Embalmers. The person would be expected to demonstrate the standards required for sound mortuary practice with a particular emphasis on hygiene standards. <strong>Core Units</strong> Sterilise mortuary items and equipment Overseer the operation of a mortuary Prepare to perform body preparation Cleanse and disinfect deceased bodies Set facial features Perform minor body restoration work Perform head treatment on autopsied cases Perform eye restoration and setting after eye donation Perform cosmetic body preparation Perform pre-embalming case analyses Perform arterial embalming Perform abdominal and cavity treatment Perform tissue gas treatment Encoffin the deceased person Communicate appropriately with clients and colleagues Deal with grief and trauma Provide service to customers Work effectively in the Funeral Services Industry Carry out mortuary OHS procedures Carry out infection and contamination control practices Process Funeral Services Industry documentation <strong>Elective Units</strong> Perform mortuary procedures Supervise staff Implement and monitor infection and contamination control practices <strong>Note: the packaging rules allow for selection of one unit from another Training Package to accommodate enterprise needs</strong></td>
</tr>
</tbody>
</table>
### Certificate III in Hairdressing

Suitable for those working in a hairdressing salon performing the full range of core hairdressing services for both men and women.

**Core Units**
- Conduct financial transactions
- Provide service to clients
- Colour and lighten hair
- Design and perform full and partial highlighting techniques
- Perform colour correction
- Perform chemical curling and volumising services
- Perform chemical straightening and relaxing services
- Prepare clients for salon services
- Maintain tools and equipment
- Maintain and organise work areas
- Follow personal health and safety routines at work
- Design haircut structures
- Apply one length/solid haircut structures
- Apply graduated haircut structures
- Apply layered haircut structures
- Apply over-comb techniques
- Design and apply short to medium-length hair design finishes
- Apply the principles of hairdressing science
- Consult with clients and treat hair and scalp conditions
- Communicate in the workplace
- Work effectively in a retail environment
- Operate retail equipment
- Perform routine housekeeping duties
- Apply safe working practices
- Perform stock control procedures
- Balance register/terminal

**Elective Units**
- Combine haircut structures on women
- Perform on scalp full head and re-touch bleach services
- Combine haircut structures for traditional and classic designs on men
- Design and maintain beards and moustaches
- Design and apply long hair design finishes
- Apply single, two and three strand braiding techniques

### Certificate II in Retail Operations

Certificate II in Retail Operations has been designed as the standard entry level qualification for the retail industry. This example involves the person interacting with customers, performing stock control, operating point of sale equipment, balancing the register, minimizing theft, preparing and displaying products and advising on and selling products in a bakery context.

**Core Units**
- Communicate in the workplace
- Apply point of sale handling procedures
- Interact with customers
- Work effectively in a retail environment
- Operate retail equipment
- Perform routine housekeeping duties
- Apply safe working practices
- Perform stock control procedures
- Balance register/terminal

**Elective Units**
- Sell products and services
- Apply retail food safety practices
- Advise on bakery products
- Prepare and display bakery products

*Note: The packaging rules allow for selection of units from other Training Packages to accommodate enterprise needs.*

### Certificate III in Retail Supervision

Certificate III in Retail Supervision has been designed for those employees in a co-ordinating and supervisory role. For successful completion it requires competency demonstrated against prerequisite entry, core and elective units. Pre-requisite competency may be demonstrated by relevant retail employment experience as identified in the Retail Training Package.

**Core Units**
- Coordinate interaction with customers
- Coordinate work teams
- Maintain employee relations
- Maintain store safety
- Maintain store security

**Elective Units**
- Operate retail information technology systems
- Coordinate merchandise presentation
- Develop innovative ideas at work

*Note: The packaging rules allow for selection of units from other Training Packages to accommodate enterprise needs.*
### Certificate III in Retail Supervision
- This sample qualification has been designed for those employees in a coordinating and supervisory role in Australia. For successful completion it requires competency demonstrated against pre-requisite entry, core, and elective units. Pre-requisite competency may be demonstrated by relevant retail employment experience as identified in the Retail Training Package.

<table>
<thead>
<tr>
<th>Core Units</th>
<th>Elective Units</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coordinate interaction with customers</td>
<td>Handle customer interviews and applications</td>
</tr>
<tr>
<td>Maintain employee relations</td>
<td>Handle mail which is received in a retail environment</td>
</tr>
<tr>
<td>Maintain store safety</td>
<td>Deliver mail in a retail environment</td>
</tr>
<tr>
<td>Maintain store security</td>
<td>Process postal outlet business transactions</td>
</tr>
</tbody>
</table>

### Certificate III in Retail Operations
- This composite example shows the structure of a Certificate III suitable for a trainee entering the industry without any prior formal retail qualification. The packaging rules allow for pre-requisite entry, core, and elective components. The units selected for this Certificate III in Retail Operations would be suitable for an employee in a specialised role in a food retail workplace.

#### Requirements for entry into Certificate III in Retail Operations
- Communicate in the workplace
- Apply point of sale handling procedures
- Interact with customers
- Work effectively in a retail environment
- Operate retail equipment
- Perform routine housekeeping duties
- Apply safe working practices
- Minimise theft
- Perform stock control procedures
- Balance register/terminal
- Sell products and services
- Core Units for Certificate III
- Manage departments or small stores
- Manage operations in a department within a larger retail store
- Manage in-store visual merchandising
- Conduct customer interaction
- Maintain security and hygiene
- Monitor in-store security
- Elective Units
- Recommend health and nutritional products and services
- Monitor food safety/plan program
- Create a display for small businesses
- Analyse consumer behaviour for specific markets

#### Note
- The packaging rules allow for selection of units from other Training Packages to accommodate enterprise needs.

### Certificate IV in Retail Management
- Certificate IV in Retail Management is designed to develop the first line management skills for those working in a small retail outlet, or a section or department within a larger retail store. For successful completion it requires competency demonstrated against pre-requisite entry, core, and elective units. Pre-requisite entry competency may be demonstrated by relevant retail employment experience as identified in the Retail Training Package.

<table>
<thead>
<tr>
<th>Core Units</th>
<th>Elective Units</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manage sales and service delivery</td>
<td>Manage in-store visual merchandising</td>
</tr>
<tr>
<td>Administer human resources policy</td>
<td>Provide a safe working environment</td>
</tr>
<tr>
<td>Manage financial resources</td>
<td>Elective Units</td>
</tr>
<tr>
<td>Lead and manage people</td>
<td>Buy merchandise</td>
</tr>
<tr>
<td>Manage merchandise and store presentation</td>
<td>Coordinate retail office</td>
</tr>
<tr>
<td>Provide a safe working environment</td>
<td>Coordinate interaction with customers</td>
</tr>
<tr>
<td>Elective Units</td>
<td>Lead a team to foster innovation</td>
</tr>
<tr>
<td></td>
<td>Create an innovative work environment</td>
</tr>
<tr>
<td></td>
<td>Set up systems to support innovation</td>
</tr>
</tbody>
</table>

#### Note
- The packaging rules allow for selection of units from other Training Packages to accommodate enterprise needs.

### Certificate III in Wholesale Operations
- This following sample qualification for Certificate III in Retail Operations has been designed for those employees undertaking a more specialised role in the retail workplace. For successful completion it requires competency demonstrated against pre-requisite entry, core, and elective units. Pre-requisite competency may be demonstrated by relevant retail employment experience as identified in the Retail Training Package.

<table>
<thead>
<tr>
<th>Core Units</th>
<th>Elective Units</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coordinate interaction with customers</td>
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<td>Maintain store safety</td>
<td>Process postal outlet business transactions</td>
</tr>
<tr>
<td>Maintain store security</td>
<td>Deliver mail in a retail environment</td>
</tr>
</tbody>
</table>

### Certificate IV in Wholesale Management
- Appropriate for a person wanting to complete a pre-vocational level qualification in wholesaling with an emphasis on telemarketing.

<table>
<thead>
<tr>
<th>Core Units</th>
<th>Elective Units</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access product and service data</td>
<td>Conduct telemarketing</td>
</tr>
<tr>
<td>Sell products and services to business customers</td>
<td>Use specific enterprise systems to satisfy customer requirements</td>
</tr>
<tr>
<td>Use computers as part of business</td>
<td>Operate telemarketing</td>
</tr>
<tr>
<td>business and e-commerce processes</td>
<td>Core Units</td>
</tr>
<tr>
<td>Comply with legislative requirements</td>
<td>Confirm wholesale business practices</td>
</tr>
<tr>
<td>impacting business activities</td>
<td>Communicate in the workplace</td>
</tr>
<tr>
<td>Communicate in the workplace</td>
<td>Perform routine housekeeping duties</td>
</tr>
<tr>
<td>Work effectively in a retail environment</td>
<td>Apply safe working practices</td>
</tr>
</tbody>
</table>

### Certificate III in Wholesale Operations
- Appropriate for a person working in the telemarketing area of a wholesale company.

<table>
<thead>
<tr>
<th>Core Units</th>
<th>Elective Units</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access product and service</td>
<td>Monitor in-store visual merchandising</td>
</tr>
</tbody>
</table>

### Certificate IV in Wholesale Management
- Appropriate for a person working in a role with a focus on procurement in the Wholesale Industry.

<table>
<thead>
<tr>
<th>Core Units</th>
<th>Elective Units</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access product and service</td>
<td>Monitor in-store visual merchandising</td>
</tr>
</tbody>
</table>
**Apprenticeships Traineeships in Victoria**

<table>
<thead>
<tr>
<th>performance data</th>
<th>performance data</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sell products and services to business customers</td>
<td>Sell products and services to business customers</td>
</tr>
<tr>
<td>Build sales relationships</td>
<td>Build sales relationships</td>
</tr>
<tr>
<td>Use computers as part of business to business and e-commerce processes</td>
<td>Use computers as part of business to business and e-commerce processes</td>
</tr>
<tr>
<td>Confirm wholesale business practices</td>
<td>Confirm wholesale business practices</td>
</tr>
<tr>
<td>Maintain business to business relationships</td>
<td>Maintain business to business relationships</td>
</tr>
<tr>
<td>Comply with legislative requirements impacting business activities</td>
<td>Comply with legislative requirements impacting business activities</td>
</tr>
<tr>
<td>Communicate in the workplace</td>
<td>Communicate in the workplace</td>
</tr>
<tr>
<td>Perform routine housekeeping duties</td>
<td>Perform routine housekeeping duties</td>
</tr>
<tr>
<td>Apply safe working practices</td>
<td>Apply safe working practices</td>
</tr>
<tr>
<td>Work effectively in a retail environment</td>
<td>Work effectively in a retail environment</td>
</tr>
</tbody>
</table>

**Elective Units**

- Conduct telemarketing
- Use specific enterprise systems to satisfy customer requirements
- Navigate and interrogate specific enterprise systems to satisfy customer requirements
- Process product and service data
- Process sales of complex product/service and where customer is unsure of available solutions
- Process sales which commit both customer and enterprise to considerable financial commitment
- Procure goods or services

- Monitor compliance with legal and legislative requirements impacting business operations
- Maintain workplace safety
- Manage operations to budget

**Electives**

- Procure goods or services
- Plan procurement
- Request and receive offers
- Award contracts
- Manage contracts
- Purchase products and services
- Plan inventory levels
- Maximise sales of branded products
- Market products
- Negotiate contracts
- Manage and promote business to business e-commerce solutions
ACRONYMS & DEFINITIONS

**AAB**  
**Apprenticeship Administration Branch** - the Office of Training and Tertiary Education Branch which is responsible for the administration of apprenticeships/traineeships.

**AFO**  
**Apprenticeship Field Officer** - Field Officers of the Office of Training and Tertiary Education who provide assistance to employers and apprentices.

**Apprenticeship/Traineeship**  
A training contract between an employer and an employee where the employer provides training and the employee learns the occupation/trade.

**GTO**  
**Group Training Organisation** - employ apprentices/trainees and places them with ‘host’ employers.

**AAC**  
**Australian Apprenticeships Centre** – Provides apprenticeship/traineeship services to both employers and apprentices/trainees. Located throughout Victoria.

**OTTE**  
**The Office of Training and Tertiary Education** - State Training Authority in Victoria.

**RTO**  
**Registered Training Organisation** - Training Provider recognised by the Office of Training and Tertiary Education e.g. TAFE Institute, private training provider.

**STA**  
**State Training Authority** - Office of Training and Tertiary Education.

**STP**  
**Sample Training Program** - an example of a training program an apprentice/trainee could complete.

**Training Contract**  
An agreement between an employer and apprentice/trainee detailing training conditions and the type of training your apprentice/trainee will receive.

**WorkChoices Infoline**  
A Service of the **Department of Employment and Workplace Relations** - Commonwealth department which deals with industrial relations issues including wage queries.