



Why your business should invest in a trainee **this year**

Traineeships are a great way for businesses to attract new employees or upskill existing team members.

Traineeships are very similar to apprenticeships, but they concentrate on vocational or job areas such as office administration, information technology, or hospitality. Traineeships are open to anyone of working age and can include existing and new members of your team.

- ✔ Trainees will be paid for on the job training, learn new skills to improve their career and earn a nationally recognised qualification.
- ✔ Businesses are rewarded with committed employees who have new skills and knowledge to be more effective in your organisation.

Fee-free Traineeships

Various State training departments offer a variety of fee-free traineeship initiatives. Under these programs the states will pay for the students fees in a traineeship or a portion of them.

Contact us and we can help you understand what fee free traineeships initiatives you could be eligible for in your state.

Wage Subsidy Opportunities

The Boosting Apprenticeship Commencements (BAC) scheme is designed to support employers engage more trainees and is part of the COVID-19 economic recovery plan.

Under the BAC scheme, employers of any size, location or industry will be eligible for a Federal Government subsidy of 50% of the wages for a new apprentice or trainee employed from October 5, 2020, up to June 30, 2022.

Existing staff are also eligible if they move from a casual or part-time role to a part-time or full-time traineeship, respectively.

This subsidy applies at the commencement of a trainee to a maximum of \$7,000 per quarter (\$28,000 per year).

This subsidy is also not available for any trainee receiving any other form of Australian Government wage subsidy.

Benefits of investing in traineeships this year



Attract and retain new talent



Upskill your team & earn qualifications



Trainees apply new skills to their job



Wage Subsidy opportunities

Traineeship Spotlight

Customer Engagement



This customer engagement traineeship will provide you with the skills and knowledge to be effective in a range of complex customer service roles, including:

- Receiving and responding to customer requests
- Handling complaints
- Working with multiple communication channels
- Providing technical advice
- Capturing data working effectively in a team.

Many of the learning activities and tasks will encourage learners to reflect on their current work and practices and benefit the employer by applying these new skills immediately in their organisation.

Course Duration and Delivery

The 12 month program is delivered in shorter, more manageable terms of learning.

This allows participants to focus on specific sections of the program at one time.

These terms also provide the perfect 'check point' over the duration of the program to monitor and support participant progress.

Each term, the participant enjoys an innovative 360 degree learning experience.

After a program orientation session, participants engage in group workshops and tutorials, workplace training activities, have access to on-demand support as required and concludes with a face to face workplace visit by the trainer to recap the term of learning and observe the participant's progress.

Course Overview



Innovative 360 degree learning experience



12 Month duration. Regular intakes throughout the year



BSB30120 - Certificate III in Business (Customer Engagement)

Why do this Traineeship with AETS?

A traineeship with AETS isn't just a qualification – it's a way to jump into your new career and earn as you learn.

From day one, you will be in the workplace, gaining essential industry experience and putting knowledge into practice. Our easy to follow learning experiences support your workplace learning, allowing you to develop your career in a supported environment.

We know that balancing work and study can be challenging. That's why your AETS traineeship is led by your trainer, designed into easy-to-follow short terms and supported by our entire team. AETS allows you to be the pilot in your new career, whilst we provide the support and guidance to manage your progress with you.

We are here to help you

Step 1: Call us to discuss traineeships and wage subsidies

Step 2: Nominate your trainee and we will check their eligibility

Step 3: We confirm the traineeship and commence training



1800 872 297



support@aets.edu.au



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We deliver this program to make learning shorter and manageable so participants can focus on specific sections of the program at one time. These terms also provide the perfect 'check point' to monitor and support participant progress throughout the program.

Term 1	Term 2	Term 3	Term 4
Orientation		Extension Term If participant requires extra support, workshops, catchup sessions, time to complete course activities etc.	Extension Term If participant requires extra support, workshops, catchup sessions, time to complete course activities etc.
Live Workshops	Live Workshops		
Self-Learning	Self-Learning		
Workplace Learning and Activities			



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Each term, the participant enjoys an innovative 360 degree learning experience.

The term starts with an orientation and continues with online support workshops, workplace learning and on demand support if required and concludes with a face to face workplace visit by the trainer to recap the term of learning and observe the participant's progress.*



	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8	Week 9	Week 10
Orientation	✓									
Live Workshops	✓		✓		✓		✓		✓	
Live Tutorials		✓		✓		✓		✓		✓
Workplace Learning		✓	✓	✓	✓	✓	✓	✓	✓	✓
Online Learning		✓	✓	✓	✓	✓	✓	✓	✓	✓
Trainer Visit										✓
On demand support		✓	✓	✓	✓	✓	✓	✓	✓	✓

*Note, delivery options can vary, please refer to detailed timetable online for further details.



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Discover a career.





Boosting Apprenticeship Commencements

Updated: 28 March 2022

To assist with the recovery from the impact of COVID-19, the Australian Government is providing support to all employers who engage a new Australian Apprentice.

The Australian Government has announced the Boosting Apprenticeship Commencements wage subsidy to support employers and Group Training Organisations to take on new apprentices and trainees.

Is my business eligible?

Your business or Group Training Organisation may be eligible if:

- you engage an Australian Apprentice between 5 October 2020 and 30 June 2022, and
- your Australian Apprentice or trainee is undertaking a Certificate II or higher qualification and has a training contract that is formally approved by the state training authority.

How much is the wage subsidy?

- Eligible employers and Group Training Organisations (GTOs) will receive a wage subsidy of up to 50 per cent of the Australian Apprentice's gross wage paid.
- The subsidy is available for Australian Apprentices commencing or recommencing between 5 October 2020 and 30 June 2022.
- The wage subsidy is available for a maximum of \$7,000 per quarter, per eligible Australian Apprentice, for wages paid in the 12-month period from date of commencement or recommencement.

Anything else I should know?

- The wage subsidy is available to employers of any size, industry or geographic location.

- The wage subsidy is not available for any apprentice receiving any other form of Australian Government wage subsidy.
- Payments will be made quarterly in arrears, with first claims for the subsidy available from 1 January 2021.
- Employers are encouraged to submit claims as soon as possible after the relevant claim period opens.
- The 100,000 cap limit has been removed to provide additional support to employers and GTOs.
- The Australian Apprenticeship Support Network will deliver additional Gateway Service places and enhanced In-Training Support for women interested in, or starting, an apprenticeship in a non-traditional trade occupation.
 - An additional 5,000 Gateway Services places have been made available to women interested in undertaking an apprenticeship in a non-traditional trade occupation.
 - In-Training Support services are guaranteed for women starting in non-traditional trade occupations.

How can I apply or find out more?

For further information on how to apply for the wage subsidy, including information on eligibility, visit www.australianapprenticeships.gov.au or contact an [Australian Apprenticeship Support Network provider](#).

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