

## Trainee Support

The traineeship process is designed to run smoothly. However, common issues can include:

- ☞ Trainee non-attendance or submission of incomplete assessments
- ☞ Lack of support from employer
- ☞ Inappropriate time for training process
- ☞ Trainee failing to meet competencies to level required

These should be addressed when planning the traineeship process, and trainee progress is monitored throughout to identify any shortfalls before they become problems.

Literacy and numeracy are assessed prior to commencement of training, along with recognition of prior learning.

During the course of the training program, the RTO will provide support if there is a discrepancy between the trainee's skills and those required to successfully undertake the approved training scheme, and provide appropriate assistance to trainees with special learning or employment needs in accordance with the results of the Pre-Training Review, and as required by the trainee.

Students with disability are given equal opportunity to enrol and complete a qualification. Flexible learning and assessment strategies are implemented, as appropriate.



Programs include training resources and materials and are presented by qualified, professional trainers.

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## Traineeship Programs

We can deliver traineeships in these programs:

### Certificate II in Retail Operations

For new retail employees whose work requires basic product and procedural familiarity. (Code: SIR20207)

### Certificate III in Retail Operations

For experienced retail employees whose work involves extensive product knowledge and supervising others. (Code: SIR30207)

### Certificate IV in Retail Management

For experienced retail employees whose work involves managing teams and processes. (Code: SIR40207)

### Certificate III in Business

For individuals who perform a variety of key workplace administrative functions. This qualification can be amended to Business Administration with the inclusion of one additional unit - *BSBITU307A Develop Keyboarding Speed and Accuracy* - which covers touch typing techniques. (Code: BSB30107 Business; BSB30407 Business Administration)

### Certificate III in Hospitality

For individuals who work in various hospitality settings, such as restaurants, hotels, motels, clubs, pubs, cafes and coffee shops. Individuals may have some responsibility for others and provide technical advice and support to a team. (Code: SIT30707)

### Certificate IV in Business Sales

For individuals whose primary job function is selling to clients. It provides skills relative to the individual's effective contribution to the sales team and organisation as a whole, plus skills and knowledge relevant to key sales functions in any industry. (Code: BSB40607)

### Certificate IV in Frontline Management

For individuals who take the first line of management in a wide range of organisational contexts. They may have existing qualifications and skills, yet require skills or recognition in supervisory functions. Frontline managers provide leadership and guidance to others and take responsibility for the effective performance of the team and its work outcomes. (Code: BSB40807)

# Dynamic Training

"Our experience... Your success"

## Funded Traineeship Programs



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## Overview

Traineeships are a government sponsored initiative designed to encourage employers to train and develop their staff in accordance with industry practices.

Traineeships promote practical business and career development opportunities within various industry sectors, and have a number of features:

- ☞ They are employment based
- ☞ The training component is undertaken by a Registered Training Organisation
- ☞ They result in the attainment of a nationally accredited qualification
- ☞ They require attendance at training and at work

Financial incentives are available to employers who provide access to training for employees through traineeship programs.

The training is delivered with Victorian and Commonwealth Government funding, and is available to new or existing employees, part time or full time.

Eligibility criteria apply, related to duration and employment status, and employee qualifications.

## Employer Benefits

Benefits to employers include:

- ☑ Staff trained to a nationally recognized level of competency
- ☑ Trainees are exempt from Work-Cover levy for the period of the traineeship
- ☑ A subsidy of up to \$4000 per trainee



## Employee Benefits

Benefits to employees include:

- ☑ Improved job skills
- ☑ Increased awareness of requirements in variety of workplace operations
- ☑ Increased job satisfaction



## Delivery & Assessment

Training programs consist of competency-based units that rely on the trainee's ability to perform set tasks.

There are flexible training systems available, which reduce the impact on normal business activities and promote accelerated learning.

Training comprises on and off-the-job components and critiques carried out by a workplace supervisor. Delivery emphasises the practical nature of the units. Trainees are able to observe demonstrations of practical skills from the units.

Assessment is largely practical in nature to match the practical nature of on-the-job requirements. Methods of assessment may include:

- ☞ Completion of workbooks or assignments
- ☞ Demonstrations of practical skills
- ☞ Questions based on workplace practice
- ☞ Observations of workplace practice

Outcomes of traineeships are nationally recognised credentials. Completion of all units results in a *Full Certificate* qualification. Partial completion results in a *Statement of Attainment* for units completed.

## Responsibilities

To ensure the traineeship process runs smoothly, each party has specific responsibilities, which include:

### Employers

- ☞ To support the trainee through the process
- ☞ To release trainee from routine work duties for structured training
- ☞ To notify the training provider & employee of changes that may effect the traineeship

### Employees (trainees)

- ☞ To attend off-the-job training sessions
- ☞ To complete required assessments
- ☞ To notify the training provider & employer of changes that may effect the traineeship

### Training Providers (RTO)

- ☞ To conduct training in line with specified criteria
- ☞ To notify the trainees of their progress
- ☞ To ensure assessment methods are valid, reliable, flexible & fair
- ☞ To ensure that OH&S guidelines are followed
- ☞ To authorise release of government funding to the employer at set times during the traineeship

### Australian Apprenticeship Centres (AAC)

- ☞ To assess trainee suitability & eligibility to enter into a traineeship program
- ☞ To coordinate & process traineeship paperwork
- ☞ To process & authorize employer federal subsidy payments

