

? Frequently Asked Questions

I'm looking to hire an apprentice for my business. Who do I contact to assist me through the process?
Call **1300 MAS NAT (627 628)** or speak with your business consultant who will help you find an apprentice/trainee that is right for you.

Who do I call to query what wages I should be paying my apprentice/trainee?
For all pay rate and employment condition queries, please contact The Fair Work Commission on **1300 799 675** or visit fwa.gov.au

Who pays TAFE/Trade School/RTO fees?
Each award and agreement has its own rules. Please contact The Fair Work Commission on **1300 799 675** or visit fwa.gov.au to clarify exact details.

Do I need to include my apprentice/trainee on our WorkCover Policy?
WorkCover exemptions apply to new entrants to the workforce. Employers must have a current WorkCover policy under which their Australian Apprentice is covered for worker's compensation purposes.

For more details contact the Victorian WorkCover Authority on **1800 136 089** or vwa.vic.gov.au or your WorkCover Authorised Agent.

Who do I contact if I have concerns about work, Trade School/Training, or if any other circumstances change that may affect the apprenticeship/traineeship?
Call **1300 MAS NAT (627 628)** and we will refer you to one of our qualified apprentice/trainee mentors.

Am I obliged to send my apprentice/trainee to Trade School?
Yes. When you sign the training contract, you agree to release your apprentice/trainee to attend off-the-job training.

For any other assistance please contact your business consultant or phone 1300 MAS NAT (627 628).

MAS National has been selected by the Australian Government to deliver the full suite of Support Services to apprentices and employers across Victoria, South Australia and Tasmania. Through an alliance with BUSY At Work the coverage of support expands to the whole of Australia.

The MAS Experience is a tailored apprentice and business support involving a mix of tools to assist with a successful outcome.



Face to face



Web based online support



Phone contact support

In partnership with



Delivering **The MAS Experience**

**A U S T R A L I A N
A P P R E N T I C E S H I P
S U P P O R T N E T W O R K**
An Australian Government Initiative

EMPLOYER GUIDE



The MAS Experience is an innovative support and specialist help service for employers, apprentices and trainees. Using digital technologies it creates new ways of working and provides services including job matching and risk assessment to help all parties gain the greatest experience during their career journey.

The MAS Experience

MAS National has been selected by the Australian Government to deliver specialist support to apprentices, trainees and employers across Victoria, South Australia and Tasmania.

In an alliance and collaboration with consortium partners and using 30 years of apprentice expertise, MAS National has developed a new working model called The MAS Experience.

The MAS Experience is an innovative service to employers and provides a new generation of support to recruit, train and retain apprentices and trainees. Using innovative technologies and methodologies such as a risk assessment tool, it creates new opportunities to help you gain administrative and operational efficiencies which include a job matching service to gain and retain top candidates for your business.

The MAS Experience is available as part of your journey with an apprentice or trainee. From initial sign up to completion, you'll be able to offer in-training support to help them on their career journey.

Visit us at masexperience.com.au

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I'M AN EMPLOYER LOOKING FOR AN APPRENTICE/TRAINEE OR TO UPSKILL MY CURRENT STAFF..

It all starts here...



RECRUITMENT

- I have access to information on training my staff
- I have access to a variety of recruitment options
- I have access to people who know my industry
- I have access to a talent community

EMPLOYMENT & TRAINING

- I have my own local account manager
- I receive assistance with completing the training contract
- I have access to information on my legal obligations to employ my new staff member
- I get assistance to access a range of programs that enhance my employee's industry skills
- My vacancy is filled by the right person for the role
- My business consultant provides me access to incentives
- I have access to an online claims management system

COLLABORATIVE SUPPORT

- I have access to a full range of apprentice management services
- My apprentice or trainee is supported by a mentor
- I am supported by a mentor
- I am part of a support community
- I learn how to effectively supervise an apprentice

My business consultant communicates with me regularly via communication channels that suit me



GOAL

I HAVE A HIGHLY SKILLED AND QUALIFIED EMPLOYEE THAT ADDS VALUE TO MY BUSINESS



Delivering **The MAS Experience**