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Version 8
www.abbeycollege.com.au

QDOC05 - Traineeship Induction Handbook

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Introduction

Abbey College Australia (RTO) welcomes you and takes this opportunity to outline the program you have entered into.

During your training program there will be responsibilities placed upon you, your employer and your Registered Training Organisation (RTO).

Abbey College Australia has selected a training representative who will oversee your training and assessment requirements. This representative will be:

Name -----

Telephone Contact Nos. -----

Training Program enrolled in

To keep in line with the accepted standards as recommended for Registered Training Organisations, Abbey College Australia uses the term “client” in references to Trainee and Apprentice throughout this handbook.

Training Course/Program Enrolment and induction

An enrolment and induction program is provided to clients entering training. An introductory interview will be held with the interested applicant to discuss entry requirements, and enrolment procedures. Once the applicant has a full understanding of the training program, any pre-requisite will be established.

At induction you will receive information on your training program and responsibilities such as:

- Abbey College Australia of practice and delivery methods;
- Advice regarding applying for Recognition of Prior Learning (RPL);
- Trainer/assessor’s responsibilities;
- Completion of an enrolment form;
- Introduction to the units of competency to be discussed;
- New Apprenticeship Centre’s responsibility;
- Number of visits;
- File records;
- Qualifications to be received;
- Grievance procedures; and,
- Training plan details.

You will be asked to sign an Induction form to state that you have been informed of these procedures and to sign the enrolment form indicating that you are aware the

details on this form will be used for national statistics on traineeships and apprenticeships.

Assessment of Specials Skills (Language, Literacy and Numeracy - LNN)

Where a pre-requisite for training requires a particular level of language, literacy and/or numeric, or other entry skills, you are advised to contact your local TAFE College. Sydney Institute of TAFE provides assessment and assistance in language, literacy and numeracy – 9217 3103. Centrelink offers assistance to eligible job seekers through the Language, Literacy and Numeracy training program. For more information contact Centrelink Customer Relations – 1800 050 004

Language, Literacy and Numeracy (LNN) Support

In most cases, some minor LLN support can be provided by ABBEY COLLEGE AUSTRALIA. Where only a low level of support is needed, the Training Coordinator may arrange for the student to receive extra-curricula assistance from a trainer.

Where more extensive support is needed the student will be referred onto a LLN specialist. This may attract a fee. Where an applicant's LLN deficiency will clearly inhibit achievement of learning outcomes and the applicant refuses LLN support, enrolment may be declined. If you feel you need advice about LLN, please contact our Training Coordinator.

Further Specialist Testing for Entry to Industry Requirements

Where there is essential Literacy and Numeracy requirements, requiring more specific testing, the applicant will be required to undertake a further assessment of skills and an appointment will be arranged, at a mutually agreeable time where possible.

There are a number of testing programs, which are available for this more formal assessment of reading, writing and speaking skills. In some qualification fields there may be particular needs specified.

These assessments will be arranged by Abbey College Australia with the assessment being conducted by a specialist from an approved provider list, if there are no in-house specialists with Abbey College Australia. (Where a fee is levied for this compulsory testing, the industry employer requiring the pre-entry assessment usually covers payment).

Your Privacy

In accordance with the Privacy Amendment (Private Sector) Act 2000, Abbey College Australia is committed to protecting your privacy and your personal information.

It is necessary for Abbey College Australia to collect personal information about you and does so by getting you to complete the Abbey College Australia Enrolment form at your induction. The State Training Authority, NCVET and Abbey College Australia will use the information gathered for statistical and reporting purposes. It may also be used to claim State and/or Commonwealth Government funding for your training. We will not disclose, sell or pass on your personal details in any way other than the purposes stated without your consent.

If at any stage your personal details change throughout the course of your training, inform your trainer/assessor so that your details can be amended. You have the right to access the personal information recorded at any time and provide any necessary corrections. Please contact your trainer/assessor or (02)9280 4170

A copy of our privacy policy will be provided to you and discussed at your induction. If you have not received this information please contact your trainer assessor or contact Abbey College Australia on (02)9280 4170 .

Delivery of training

As apprentices and trainees, your training occurs on-the-job. It is important to remember you have the right to training that is high quality, up-to-date and relevant to your industry; and assistance, support and supervision throughout your training.

During your Traineeship, your training program will be delivered with the assistance of your employer. Your training representative will work with your employer (or workplace Trainer), to allow all parties to prepare a Training Plan to help achieve your training outcome and goals.

What to do if you're not happy

Apprentices' and trainees' experience of training varies enormously. Make sure you get the training you need. If you are not happy with your training or assessment processes, take action. You can do this by talking to:

- Your Abbey College Australia trainer.
- Your work supervisor

If you are not satisfied with this process you can make a complaint using Abbey College Australia Student Complaints procedure.

You can get advice and assistance at any time from:

- Your union;
- New Apprenticeship Centres;
- The Abbey College Australia Training Coordinator
- Apprenticeship Field Officers.

Role of Abbey College Australia:

As a Registered Training Organisation (RTO), Abbey College Australia must meet certain standards in this process, namely to:

- Provide induction information and advise you of your rights, responsibilities and support services available and ABBEY COLLEGE AUSTRALIA policies and procedures;
- Negotiate and prepare a detailed Training Plan;
 - Ensure the training plan is agreed to, including the negotiation of the overall program content;
- Provide comprehensive course guides;
- Make face-to-face workplace visits as per your Training Plan;
- Monitor that apprentices/trainees are withdrawn from routine work duties as outlined in the Training Plan;
- Provide quality training, assessment and supervision;
 - Provide comprehensive Course Guides;
 - Ensure that the facilities and resources needed for learning and training are adequate;
 - Conduct all assessments or ensure that qualified assessors are used;
 - Ensure that assessment procedures are valid, reliable, fair and flexible;
 - Visit for workplace assessment where some or all training is delivered in the workplace
 - Establish and promote appeals processes.
- Maintain comprehensive student records;
- Issue recognised qualifications in accordance with endorsed National Training Package/approved training scheme requirements;

The progress of the apprentice or trainee is monitored by Abbey College Australia throughout the program. This includes assessing the needs of the apprentice or trainee for additional support, e.g. literacy, numeracy or study skills support, and how best this will be provided

At workplace visits the training representative will:

- Review your progress to examine whether the on-the-job training is leading you towards the level of skill required by your Traineeship/Apprenticeships;
- Look at workplace documents you have gathered which help demonstrate the skills and knowledge required;
- Confirm any workplace assessments your employer or workplace Trainer has carried out; and
- Perform any assessment of your skills required. This may include:
 - Review and discussion about any documents gathered as evidence;
 - A discussion on any workplace projects you have been involved in and your role in planning and organising project events with the team;
 - Observation of you at your work station; and
 - Questions seeking information about your work practices.

Your training representative will:

- Introduce you and/or your employer to the training kit/courses;
- Help to identify and assess your current skills and knowledge;
- Seek written permission from you and your employer to view workplace (if applicable) or personal training documents to assist in assessment;
- Develop a training plan with you, or both you and your employer;
- Help your workplace supervisor, or trainer to develop training strategies;
- Arrange any off-the-job training if this is required;
- Ensure that you have access to any training resources and equipment required;
- Monitor your progress throughout the training plan;
- Assess your skills during the term of your training program and ask you and your supervisor to sign off when assessments are undertaken;
- Record your progress on file and store this information confidentially;
- Arrange access to your file at your request;
- Ensure that your achievements in our trainee database; and,
- Ensure that a certificate is issued on completion of your training program.

Certificates and Qualifications

For all Clients on the successful completion of your training program Abbey College Australia will issue a Certificate. This Qualification will record your name, date of completion, and the full name of the Qualification acquired. You will also receive a Statement of Results listing the competencies achieved. The national training logo (ANTA) on your certificate indicates the course qualification is recognised throughout Australia. Therefore your skills are transferable.

If you are unable to achieve the full qualification (or if only a part of the full qualification was offered at the time) you will still be issued a Statement of Attainment. This will include results of the competencies achieved and can be added to at a later date if you wish.

Please keep your Certificate in a safe place and show it to employers, prospective employers, or future trainers.

Assessment of your skills

Assessment of all training in apprenticeships and traineeships is competency-based. Competency based assessment is designed to measure your performance, skills and knowledge against the standards for skills and knowledge needed in the workplace and defined in the Training Package.

Competency-based assessment is ungraded. For each competency or skill you are assessed as either Competent or Not Yet Competent (NYC).

This is different from traditional school and university assessment methods, which grade students against each other. Competency-based assessment is also designed to be flexible.

Assessment will be flexible and centred around your daily work tasks. Assessment is used to give you feedback on progress and measures your skills and knowledge against the training qualification requirements and those of your industry.

Assessment will take place in the workplace or training area, with your employer or workplace Trainer or Trainer observing your progress and signing off your training kit. During the process you will be asked questions and have a chance to show evidence of your achievements.

Abbey College Australia obtains and records evidence of assessment that apprentices and trainees are competent through a variety of ways and these include:

- Projects;
- Observation on-the-job or in a classroom that simulates the workplace;
- Portfolio of work collated by the apprentices/trainees;
- Written response i.e. examination, assignment;
- Submission of work by e-mail, post, hand delivered; and
- Other similar methods may be used as long as they reflect the above methods.

The specific methods used are listed on your Training Plan or Course Guide.

Each Training Package contains Assessment Guidelines to assist Abbey College Australia to conduct assessment in a fair, equitable, reliable and consistent manner. However disputes over assessment do arise. It is important for you to be aware of your rights in relation to assessment.

Your rights

As an apprentice or trainee you have the right to:

- Negotiate with your employer and training organisation to develop the most appropriate assessment methods for you consistent with the Training Package requirements;
- Comprehensive Course Guides listing units of competency, resources and assessment conditions and methods;
- Discuss your assessment with your workplace supervisor and with teachers at Abbey College Australia;
- See records of your assessment;

- Have access to a copy of the Training Package at Abbey College Australia including the competency standards and assessment guidelines relevant to your program;
- Recognition of previously attained skills and experience through RCC or mutual recognition;
- Be reassessed when you have attained relevant skills and knowledge for a particular competency; and
- Appeal against an assessment of NYC.

If your Training Plan expires before you have completed your training you may be charged fee-for-service rates to enrol and be assessed in any remaining competencies. If you think you may need more time to complete any aspect of your training you should discuss it with your employer and assessor. An approach could then be made to the State Training Centre to apply to extend your Training Contract and Plan.

If you have a disability you are entitled to have assessment procedures adjusted to allow you a fair opportunity to demonstrate your competence. To find out more contact the Abbey College Australia Training Coordinator.

Assessment Appeals Process

Should you have any specific concerns in relation to the assessments undertaken, and feel you would like to review this process you have a right of appeal.

However please discuss your concerns with your training representative first, or with the Training Coordinator of Abbey College Australia if you would prefer. You can request another assessment of your skills with an independent assessor.

If you are not happy with the outcome, you can appeal to the State Registering Body, for NSW and ask for the appeals officer for traineeships and apprenticeships.

Grievance Procedures

Abbey College Australia has a grievance procedure aimed at resolving any issues you may have in relation to your training program.

If you are not happy with the results of any part of your training program you may follow the procedures set out in the Abbey College Australia Grievance Procedures form available by calling (02) 9280 4170

It would be wise to discuss any concerns with the other person involved and/or your training representative.

If you are not comfortable with making a personal approach a Complaints Form (QFRM31 - Grievance Reporting and Action Form) is available at induction. This form can be completed and returned to Abbey College Australia. A Abbey College Australia

authorized representative will follow the process through on your behalf. Please telephone (02) 9280 4170 if you need any assistance we would like to help.

As a Client you will be required to take responsibility to:

- Take an active role in the development and implementation of your Training Plan;
 - Follow the conditions set out in your Training Contract and Plan;
 - Work under instruction at agreed working times;
 - accepting instruction and training in the vocation given by or on behalf of the employer in the workplace
-
- attending scheduled training in the qualification delivered by the ABBEY COLLEGE AUSTRALIA
 - completing assignments and other assessment tasks set by the ABBEY COLLEGE AUSTRALIA
 - Advise your training representative if you have previous skills and knowledge you believe are relevant so that some recognition of your prior learning may be applied for;
 - maintaining the competency record book or work evidence guide if one has been issued.
 - Gather a range of documents and other workplace project-based evidence as you progress through your traineeship; Keep a record of your achievements both at work and in training.
 - Meet with your workplace Trainer and training representative, to discuss how you believe your evidence relates to your Traineeship;
 - Seek feedback from your workplace supervisor/Trainer on your progress;
 - Discuss any concerns with your workplace Trainer, employer (if applicable), or training representative.
 - Follow your employer's rules on health and safety

You must also notify the Commissioner for Vocational Training (through an **Industry Training Centres**: Your local ITC can be contacted by phoning 13 28 11) of the following matters:

- withdrawal from the apprenticeship
- or traineeship within the probationary period
- variation to the training contract, such as transfer to another employer, suspension or cancellation, or variation of the term of the contract (early completion or extension)
- variation to the training plan, such as change to the registered training organisation, change of qualification or change in the method of delivery.
- notify their local ITC of any changes to their personal details, such as name and/or home address.

Your employer must:

- Provide employment for the term of the Traineeship in accordance with the National Training Wage as a minimum;
- Link your conditions of employment to an Award or Workplace Agreement;

- Pay you the right wages and other allowances;
- Provide a safe and healthy workplace where there is no bullying, discrimination or harassment;
- Provide an induction program and advise you of your rights, responsibilities and support services available; Encourage you to raise issues in the workplace;
- Conform to relevant State and Commonwealth legislation
 - Please check <http://www.abbeycollege.com.au/legislation.jsp>
- Allow you to engage in structured training as outlined in your Training Plan;
 - Follow the conditions set out in your Training Contract and Plan;
- Provide a quality work experience and structured training program;
 - Provide assistance and support throughout your training program (e.g. workplace trainer, mentor and supervisor, training materials, equipment and training time);
 - Make sure qualified people supervise you at work
 - Provide training in the workplace to help achieve the competency standards set by the industry
 - Help assess your skills in relation to the performance required by your industry and the training package;
 - Review your training progress with you and respond to any issues you may raise.
 - Offer feedback on your progress;
 - Liaise with your training representative about your achievements and how they believe you have achieved these.
 - Provide release from routine duties as outlined in the Training Contract and Plan

Fees and Refunds

While the State/Territory Training Authority funds your Traineeship Program, there is a compulsory charge a fee of \$358.00. **(ATTP GUIDELINES 2004 SECTION 4.3)**

Apprentices or trainees undertaking training may be eligible for exemption from payment of the fee if they fall into the eligibility categories currently applied by TAFE NSW. Participants can claim a refund of the fee in limited circumstances, as currently applied by TAFE NSW. For further information on the fees charged by TAFE NSW and its exemption and refund policies go to http://www.tafe.nsw.edu.au/applying_and_enrolling/e_moneymatters.htm

If your employer wishes you to attend any additional off the job training there could be an additional fee imposed on the employer (or yourself). Please discuss any fee arrangements and concessions, which may apply, with your training representative.

For all clients, if for some reason you are unable to continue your Traineeship program, you will need to put your reasons for withdrawing from a Traineeship program in writing, before a refund can be considered. This documentation needs to be supported by your employer.

Travel and Accommodation Assistance

You may be eligible for travel and accommodation Assistance by state and Commonwealth government.

Commonwealth (DEST)

Living Away From Home Allowance (LAFHA)

If you have to move away from home to commence or remain in a New Apprentices or are homeless, \$77.17 per week is paid for the first 12 months of the New Apprentices and \$38.59 per week is paid for the second 12 months of the New Apprentices.

NSW

Assistance is provided under the Vocational Training Assistance Scheme (VTAS) to reduce the accommodation and travel expenses of trainees and apprentices who need to travel more than 120 kms round trip to attend day or block release.

Accommodation - \$14 per day

Travel – 12c per km for both public and private transport

For new entrant trainees and 1st, 2nd & 3rd year apprentices concession passes are available for travel on CityRail/State Transit Authority services between usual residence and work & training provider for classes. Conditions apply.

VTAS travel assistance is not payable for available concession card travel. If return journey is 120 km or more then accommodation allowance may be claimable.

Feedback to Abbey College Australia

As Abbey College Australia has the prime responsibility for the delivery of training and assessment and issuing the qualification it is extremely useful to receive feedback from employers and the Client who is covered by the Training Agreement. An Evaluation Form will be forwarded to you and your employer during the term of the Training Agreement. For all other clients this will occur at the end of your course.

Your training representative, appointed by Abbey College Australia, may also wish to receive feedback on their work with you, if asked please take the time to complete this form, it is however, not mandatory.

Please feel free to offer your genuine feedback should you be contacted by a representative of the department. Do not be concerned by this contact as a random sample of Clients is selected for a brief telephone audit.

Please be assured that any evaluation of services is confidential and only used for the purposes of improving the quality of our service to Clients.

Access and Equity Policy

Abbey College Australia staff, and Abbey College Australia contracted staff are to adhere to the principles and practices of Equity in Education and Training.

Abbey College Australia Management will be responsible for ensuring access and equity principles and practices apply within the organisation when dealing with Clients and Employers;

Clients will be individually interviewed and assessed on their eligibility for the service being provided. Selection will comply with equal opportunity legislation.

Clients will not be denied access to services where they are deemed eligible for such a service and where the organisation has the appropriate resources to provide high quality services.

Grievance procedures have been put in place to ensure any concerns during training or employment placements, are dealt with immediately and appropriately (refer to the grievance form and induction process for Traineeships/Apprenticeships). As an Equal Opportunity Employer, Abbey College Australia and its staff will treat every client fairly and without discrimination in the training environment and/or in the workplace.

Staff and clients are bound by the Anti-discrimination Act, 1977, the Disability Services Act 1986, and the Affirmative Action (Equal Employment Opportunity for Women) Act, 1986. These are available free of charge on the WEB at <http://scaleplus.gov.au/>.

Training and employment services will be made available to all clients (and potential clients) regardless of race, gender, religion, age, marital status, physical or intellectual impairment, or sexual orientation. Support mechanisms are available to support the employer and Client.

In accordance with the Sex Discrimination Act, 1984, sexual harassment will not be accepted in the workplace, or in the training environment. Professional Development of staff will be reviewed at least annually, aimed at addressing this and other discriminatory behaviours.

OHS POLICY

Statement of Intent

The Workplace Health and Safety Policy of Abbey College Australia aims to protect clients and others at our workplace or training venues from work-caused injury and ill health. Abbey College Australia will review the workplace initially and make any

recommendations to employers on additional requirements you may need in your work routine. It will ask the employer to sign off on a statement agreeing to keep the workplace safe for yourselves and our training representatives/s.

Responsibility

Abbey College Australia Staff will carry out this Policy, in any operation under their control. They will ensure that Trainers who report to them are provided with the necessary instruction, training and resources to implement the Policy and will hold them accountable.

Trainers and all persons directing the work of others will share responsibility for the safety of all persons in their charge. They will actively take steps to identify hazards, which could cause harm to persons in their area of control or operation and take prompt action to remove or control, or alternatively report them to another person who has the authority and capability to do so.

Staff and Trainers may delegate safety duties or activities to others, but responsibility remains with them.

Clients must take care of their own health and safety and that of their fellow workers to the extent of their capability. This means you must follow all safety rules, procedures and instructions of trainers, workplace supervisor or any other management person/s involved during your day to day training and work activities.

Implementing the Policy

This Policy will be carried out through an OHS Program, which includes:

- Active involvement and commitment of Staff;
- Identification and control of hazards;
- Investigation and reporting of all accidents and dangerous incidents;
- Participation of, and consultation with, Clients on safety matters;
- Provision of first aid and emergency procedures;
- Provision of information, training and supervision as necessary for safety; and,
- Implementation of specific OHS policies developed for VET in specific occupations.

Review

This Policy will be reviewed when required by changes in legislation, or when company operations require it. If altered, clients will be consulted and notified of changes.

NAC

New Apprenticeships Centres (NACs) assist employers, apprentices and trainees to establish apprenticeships and traineeships and apply for Commonwealth and State Government financial incentives, subsidies and concessions.

For a list of NACs, visit
www.apprenticeship.det.nsw.edu.au

or

www.newapprenticeships.gov.au/.

Alternatively, you can phone the New Apprenticeships Referral Line on 1800 639 629.

Role of the new apprenticeship centre (NAC)

The NAC is involved in the initial signing of relevant paperwork to officially register a traineeship with the relevant State Training Authority. The NAC continues to be involved in the traineeship as it progresses, monitoring both the trainee and the employer. This will usually be done by a visit to the trainee and employer between the 6-10 week point of the program and also the midpoint of the program.

The Training Contract

All New Apprentices must have a Training Contract. A training contract is a legal contract between you and your employer. If you haven't signed a Training Contract, you are not legally covered: make sure you get one. Don't sign this document unless you understand it.

Your Training Contract must be lodged with a New Apprenticeships Centre within two weeks of your starting an apprenticeship/traineeship. You must be given a copy of the Training Contract within two weeks of starting your apprenticeship/traineeship.

Industrial Awards

Training Agreements will be linked to an Award or Enterprise Conditions at the time of signing and verified by the appropriate New Apprenticeship Centre. Any variations to these conditions will be referred back to the Award document and the New Apprenticeship Centre for investigation.

The Training Plan

When you get your Training Contract, make sure there's a Training Plan attached. A Training Plan is part of the Training Contract and sets out the skills or 'competencies' you will learn during your apprenticeship both on and off the job. For instance, you might work four days and week and study at Abbey College Australia one day per week.

It is an agreement between you, your employer and Abbey College Australia, which sets out the training conditions and the type of training you will undertake. It is an important document to refer to if problems arise during your training.

It is vital that you take an active role in the way your Training Plan is developed and the way it is implemented during your training. You have the right to negotiate with your

employer and training organisation to develop a Training Plan that recognises the skills you have already acquired and the best options for training delivery, supervision and workplace support.

Training Plans vary but must include:

- The qualification you are undertaking and the core and elective competencies you need to achieve it;
- A list of units of competency for which you have been granted RCC or other credit;
- Indicative starting and finishing dates;
- Delivery options e.g. how, when and where your training will be delivered – on-the-job, in the classroom, self-paced learning;
- Release from routine duties to undertake off the-job training of at least three hours per week averaged over a four week period for Certificate III and slightly less for Certificate II;
- Methods and indicative dates of assessment and records of results;
- Details of supervision; and
- Indicative dates of assessment visits.

To be a legally binding document, a Training Plan must be signed by yourself, your employer and Abbey College Australia's representative. It should be revised periodically to ensure it is still relevant to you and your employer.

If your employer or you need to replace the Abbey College Australia with any other RTO for any reason, the existing training plan ends on the replacement day. The new RTO should negotiate a new training plan within 14 days of the replacement date. The new RTO must also advise the state or territory training authority of its selection

If you have any questions get in contact with your union or the Student Support Officer at Abbey College Australia.

Attachments

- QPP003_Privacy Policy.doc
- QPP021_Recognition of Qualifications issued by other RTOs.doc
- QPP023_Recognition of Prior Learning (RPL) & Recognition of Current Competency (RCC).doc
- QPP028_Customer Complaints, Grievances and Appeals.doc
- QASD xx – Assessment Description where xx is the relevant number.

For more information please refer to [IRT013_traineeship_employer_fullguide.pdf](#) (your guide to apprenticeships & traineeships in NSW For employers, apprentices & trainees)

Or visit our website: www.abbeycollege.com.au