

# Apprenticeships and Traineeships on Norfolk Island - FAQs

## What are the steps for employing an apprentice or trainee on Norfolk Island?

Comprehensive information on [how apprenticeships and traineeships work](#) can be found on the Business Queensland website, including steps to employ an apprentice or trainee, employer obligations and employer incentives and subsidies.

The main difference for Norfolk Island apprentices and trainees is that they will claim the cost of their off-the-job training and associated travel and accommodation costs through the [Norfolk Island VET Financial Assistance Initiative](#). Asuria can assist you with the VET Financial Assistance Initiative and can be contacted on 22562 or by email at [norfolkislandadmin@asuria.com.au](mailto:norfolkislandadmin@asuria.com.au).

If you are considering employing an apprentice or trainee or are considering entering into an apprenticeship or traineeship on Norfolk Island, you are encouraged to contact Asuria to establish your eligibility for funding for off-the-job training and travel and accommodation assistance. This will also give you a clear idea of any out-of-pocket expenses you may incur, before committing to an apprenticeship or traineeship.

*Further information is available at:*

About apprenticeships and traineeships –

<https://www.qld.gov.au/education/apprenticeships/about>

Understand how apprenticeships and traineeships work –

<https://www.qld.gov.au/education/apprenticeships/about/get-started/how-they-work>

Business Queensland about apprentices and trainees –

<https://www.business.qld.gov.au/running-business/employing/hiring-recruitment/apprentices-trainees/about>

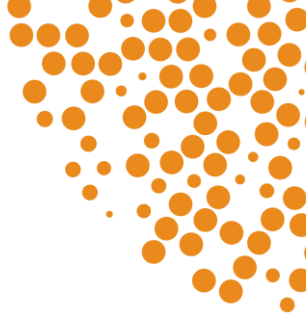
Norfolk Island VET Funding Initiative –

<https://www.infrastructure.gov.au/territories-regions-cities/territories/norfolk-island/governance-administration/vocational-education-training>

## Can I choose which jurisdiction I train in?

Norfolk Island apprentices and trainees are able to train in a jurisdiction of their choice, enabling them to stay with family or with other Norfolk Island apprentices and trainees and receive support while they are off island attending off-the-job training.

Support with off-the-job training and associated travel and accommodation costs for apprentices and trainees is available through the [Norfolk Island VET Financial Assistance Initiative](#). More information is available at <https://www.infrastructure.gov.au/territories-regions-cities/territories/norfolk-island/governance-administration/vocational-education-training>.



## Who can I contact if I have questions about an apprenticeship or traineeship?

### **Australian Apprenticeship Support Network Providers**

The [Australian Apprenticeship Support Network](#) (AASN) provider who signed up the apprentice or trainee is your first point of contact for queries about your apprenticeship and traineeship and can provide advice and support from pre-commencement of an apprenticeship or traineeship through to completion. Services provided include administrative support, processing incentive payments, keeping in regular contact and providing targeted extra support to apprentices and trainees who require it.

The AASN provider available for Norfolk Island is VERTO Ltd and can be contacted via email at [aasn@verto.org.au](mailto:aasn@verto.org.au).

Further information on AASN providers is available at <https://www.australianapprenticeships.gov.au/about-aasn>.

### **Queensland Government (for commencements after 1 January 2022)**

The Queensland Department of Employment, Small Business and Training's South East Regional Office can also assist Norfolk Island apprentices and trainees and their employers. The South East Regional Office can provide support, information and advice on apprenticeships and traineeships, including advice on responsibilities, managing and updating training contracts and issuing completion certificates and helping employers and apprentices and trainees if problems arise during the apprenticeship.

You can contact the South East Region via telephone on +61 7 5558 6930 or via email at [southtraining@desbt.qld.gov.au](mailto:southtraining@desbt.qld.gov.au).

### **New South Wales Government (for commencements prior to 1 January 2022)**

Training Services New South Wales continues to manage apprenticeship and traineeship contracts for Norfolk Island apprentices and trainees who commenced prior to 1 January 2022. Training Services New South Wales can provide support, information and advice on apprenticeships and traineeships, including advice on responsibilities, managing and updating training contracts and issuing completion certificates.

You can contact Training Services New South Wales via telephone on +61 2 6629 7900 or via email at [ts.lismore@det.nsw.edu.au](mailto:ts.lismore@det.nsw.edu.au).

## **Are School-Based Apprenticeships and Traineeships available on Norfolk Island?**

School-based apprenticeships and traineeships are now accessible to Norfolk Island school students. This commenced in January 2023.

School-based apprenticeships and traineeships are for students in years 10, 11 and 12.

Before becoming a school-based apprentice or trainee, students will need the support of the Norfolk Island Central School and an employer willing to employ them as a school-based apprentice or trainee. School students and parents can get advice about whether a school-based apprenticeship or traineeship is right for their circumstances from the Norfolk Island Central School.

The [School-Based Apprenticeships and Traineeships Policy - Queensland and Norfolk Island](#) (<https://desbt.qld.gov.au/training/apprentices/sats>) sets out the requirements for school-based apprentices and trainees. For eligible students, the costs of off-the-job training and associated travel and accommodation subsidies can be claimed through the [Norfolk Island VET Financial Assistance Initiative](#). Asuria can assist you with

the VET Financial Assistance Initiative and can be contacted on 22562 or by email at [norfolkislandadmin@asuria.com.au](mailto:norfolkislandadmin@asuria.com.au).

### **What if the apprenticeship or traineeship I want to do isn't available on Norfolk Island?**

There are a small number of apprenticeships and traineeships that are available in Queensland and will not be able to be done on Norfolk Island. Where this occurs, you may still be able to access qualifications related to the occupation you are interested in. As a first step you can talk to Asuria on Norfolk Island for advice on qualification options and funding. Asuria can be contacted via phone on 22562 or by email at [norfolkislandadmin@asuria.com.au](mailto:norfolkislandadmin@asuria.com.au).

### **How do I resolve issues during the apprenticeship or traineeship?**

The South East Region has a dedicated staff member to assist both employers and apprentices and trainees to resolve issues. This includes issues the employer is experiencing with the apprentice or trainee and issues the apprentice or trainee may be having with the employer. The South East Region can also assist with issues with the training organisation. The South East Region can be contacted on +61 7 5558 6930 or via email at [southtraining@desbt.qld.gov.au](mailto:southtraining@desbt.qld.gov.au).

If you experience issues with VERTO, you should first seek to resolve these with VERTO through their complaints processes and procedures. However, if you have exhausted this process and still have a complaint, you can make a complaint to the Australian Government using the National Training Complaints Hotline – <https://www.dewr.gov.au/national-training-complaints-hotline/national-training-and-complaints-hotline-complaints-form>.

### **About Asuria Norfolk Island**

Asuria Norfolk Island delivers Disability Employment Services, Workforce Australia Services and assists employers to find staff on Norfolk Island. Asuria also delivers the [Norfolk Island VET Financial Assistance Initiative](#) on behalf of the Australian Government. Asuria's Norfolk Island office is located at 115A Taylors Road, Burnt Pine and can be contacted via 22562 or by email at [norfolkislandadmin@asuria.com.au](mailto:norfolkislandadmin@asuria.com.au).