# Roles and Responsibilities in the VET System:

The success of an apprenticeship depends on everyone working together. Each person and organisation in the VET system has clear responsibilities to make sure the apprentice receives quality training, is supported in the workplace, and develops into a confident, capable tradesperson.

# 1. The Employer

* Provide suitable and safe work that aligns with the apprentice’s qualification.
* Ensure the apprentice receives supervision from a qualified and experienced tradesperson.
* Work with the RTO to develop and maintain the Training Plan.
* Allow time during work hours for training and assessments.
* Pay the apprentice according to the award or enterprise agreement.
* Encourage completion of off-the-job training and check in on progress.
* Create a respectful workplace that supports learning, diversity, and inclusion.
* Notify the RTO or Apprenticeship Connect Australia Provider if there are issues, changes, or concerns.
* Provide feedback to the trainer and participate in review meetings.

***Best Practice: Employers who stay involved in the training process see better completion rates, higher morale, and more capable tradespeople.***

# 2. The Supervisor

Supervisors have a day-to-day impact on an apprentice’s experience. A good supervisor not only oversees work but also teaches, mentors, and supports. Apprentices often model their behaviour and work ethic on their supervisor - so this role is about more than checking quality; it’s about building people.

* Provide clear, patient instruction and demonstrate correct techniques.
* Check understanding regularly and encourage questions.
* Ensure the apprentice always follows safety procedures.
* Give constructive feedback on performance - praise effort, correct errors respectfully.
* Keep records of training and progress for RTO visits or reviews.
* Communicate with the RTO and employer about the apprentice’s development.
* Provide mentoring and support to the apprentice in both technical and personal development.
* Be aware of the apprentice’s wellbeing and workload.
* Support different learning needs and make reasonable adjustments if required.

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| Employer – Strategic Role | Supervisor – Operational Role |
| Signs the Training Contract  Ensures compliance with WHS and employment law. | Implements WHS and safe work practices day-to-day. |
| Works with RTO to establish Training Plan and ensures apprentice is released for training. | Uses the Training Plan to guide daily work and ensures apprentice practices relevant tasks. |
| Provides resources, mentoring arrangements, and access to specialist skills where gaps exist. | Mentors apprentices, provides feedback, and escalates where additional support is needed. |
| Ensures workplace culture supports inclusion, cultural safety, and psychological safety. | Models inclusive behaviour, prevents bullying or exclusion, and supports apprentice wellbeing. |

# 3. The Apprentice

* Attend work and training regularly and be punctual.
* Follow safety procedures and workplace rules.
* Show respect to supervisors, co-workers, and trainers.
* Ask questions when unsure and seek feedback.
* Keep training records or bookwork up to date.
* Communicate with supervisors and RTOs about any issues.
* Work towards achieving all competencies in the Training Plan.

***Tip: Apprentices who communicate openly and show initiative build trust faster and learn more.***

# 4. The Registered Training Organisation (RTO)

* Develop and maintain the apprentice’s Training Plan in consultation with the employer.
* Deliver structured training - online, in-person, or blended.
* Provide learning resources and access to trainers for support.
* Conduct assessments to confirm competence.
* Visit the workplace (usually every 8 weeks) to check progress and gather evidence.
* Report results to the State Training Authority.
* Notify all parties if issues arise with attendance, performance, or engagement.

# 5. Group Training Organisation (GTO)

* Acts as the legal employer of the apprentice, responsible for all wages, entitlements, and HR administration.
* Places apprentices with Host Employers to gain on-the-job experience aligned with their qualification.
* Ensures stability - apprentices remain employed even if a host placement ends.
* Provides pastoral care, mentoring, and welfare support throughout the apprenticeship.
* Monitors the quality and safety of training provided by Host Employers and RTOs.
* Manages training contracts, compliance, and liaison with State Training Authorities and Apprenticeship Support providers.
* Handles performance issues and disputes, ensuring fair resolution for both apprentice and Host Employer.
* The GTO’s mission: to provide secure employment, quality training, and continuity of learning for every apprentice.

# 6. The Apprenticeship Connect Australia Provider (ACAP)

* Sign up apprentices and lodge the Training Contract.
* Explain the rights and responsibilities of each party.
* Help employers access financial incentives or wage subsidies.
* Provide mentoring and support to apprentices who need extra help.
* Mediate between the employer and apprentice if disputes occur.
* Monitor the apprenticeship to make sure it is progressing as planned.

# 7. The State and Territory Training Authority (STA)

* Approve and register apprenticeship contracts.
* Manage funding and incentive programs.
* Investigate complaints or disputes if needed.
* Handle variations, suspensions, or cancellations of contracts.
* Oversee completion once all competencies are signed off.

***You can find contact details for your state authority in the VET System section of this guide.*** - LINK

# 8. The Australian Skills Quality Authority (ASQA)

* Register and audit RTOs and course providers.
* Investigate complaints about training quality.
* Enforce compliance with the Standards for RTOs.
* Ensure qualifications issued by RTOs remain nationally recognised.

# In Summary:

The apprenticeship system only works when everyone plays their part:

* Employers create opportunities for learning.
* Supervisors teach, mentor, and guide apprentices day-to-day.
* Apprentices show commitment and take responsibility for learning.
* RTOs deliver and assess Nationally Recognised Training.
* ACAPs provide support and manage the contract.
* STAs and ASQA make sure the system runs fairly and safely.

When these roles are understood and respected, apprenticeships succeed by producing skilled, motivated tradespeople who strengthen the future of the furnishing industry.

# Quick Reference – Roles in the Apprenticeship System

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| **Stakeholder** | **Main Responsibilities** | **Focus Area** |
| **Employer** | * Provide safe work, fair pay, and a supportive environment. * Liaise with RTO and support training. | Training & Workplace Support |
| **Supervisor** | * Mentor and guide apprentices daily. * Monitor safety and skill development. | Mentoring & Supervision |
| **Apprentice** | * Attend work. * Learn actively. * Complete training tasks. | Learning & Growth |
| **RTO – Registered Training Organisation** | * Deliver and assess training. * Manage the Training Plan. | Training & Assessment |
| **ACAP – Apprenticeship Connect Australia Provider** | * Sign up Training Contracts. * Provide mentoring and support. * Manage incentives. | Apprenticeship Support |
| **GTO – Group Training Organisation** | * Legally employ apprentices and manage wages, entitlements, and HR obligations. * Place apprentices with Host Employers and provide pastoral care * Monitor workplace safety, training quality, and overall progress. | Employment & Pastoral Support |
| **STA – State Training Authority** | * Oversee Training Contracts. * Manage government funding and compliance. | Regulation & Funding |
| **ASQA – Australian Skills Quality Authority** | * Regulate RTOs and ensure quality training delivery. | Quality Assurance |

# National Code of Good Practice for Australian Apprenticeships;

The National Code of Good Practice outlines the responsibilities and expectations of everyone involved in an apprenticeship - employers, apprentices, and training providers.  
It promotes high standards of conduct, communication, and support to ensure apprenticeships are safe, fair, and successful.

Developed by the Australian Government Department of Employment and Workplace Relations (DEWR) in partnership with state and territory governments, industry groups, employers, and training providers, the Code provides a national framework to guide quality apprenticeship practices.

By following the Code, employers agree to:

* Provide quality on-the-job training, supervision, and mentoring.
* Support apprentices to attend and complete their formal training.
* Maintain a safe, inclusive, and respectful workplace.
* Communicate openly with the apprentice and their Registered Training Organisation (RTO).

The Code helps build strong working relationships and supports positive outcomes for both apprentices and employers.

To read the full Code, visit: [www.australianapprenticeships.gov.au/national-code-good-practice](http://www.australianapprenticeships.gov.au/national-code-good-practice)