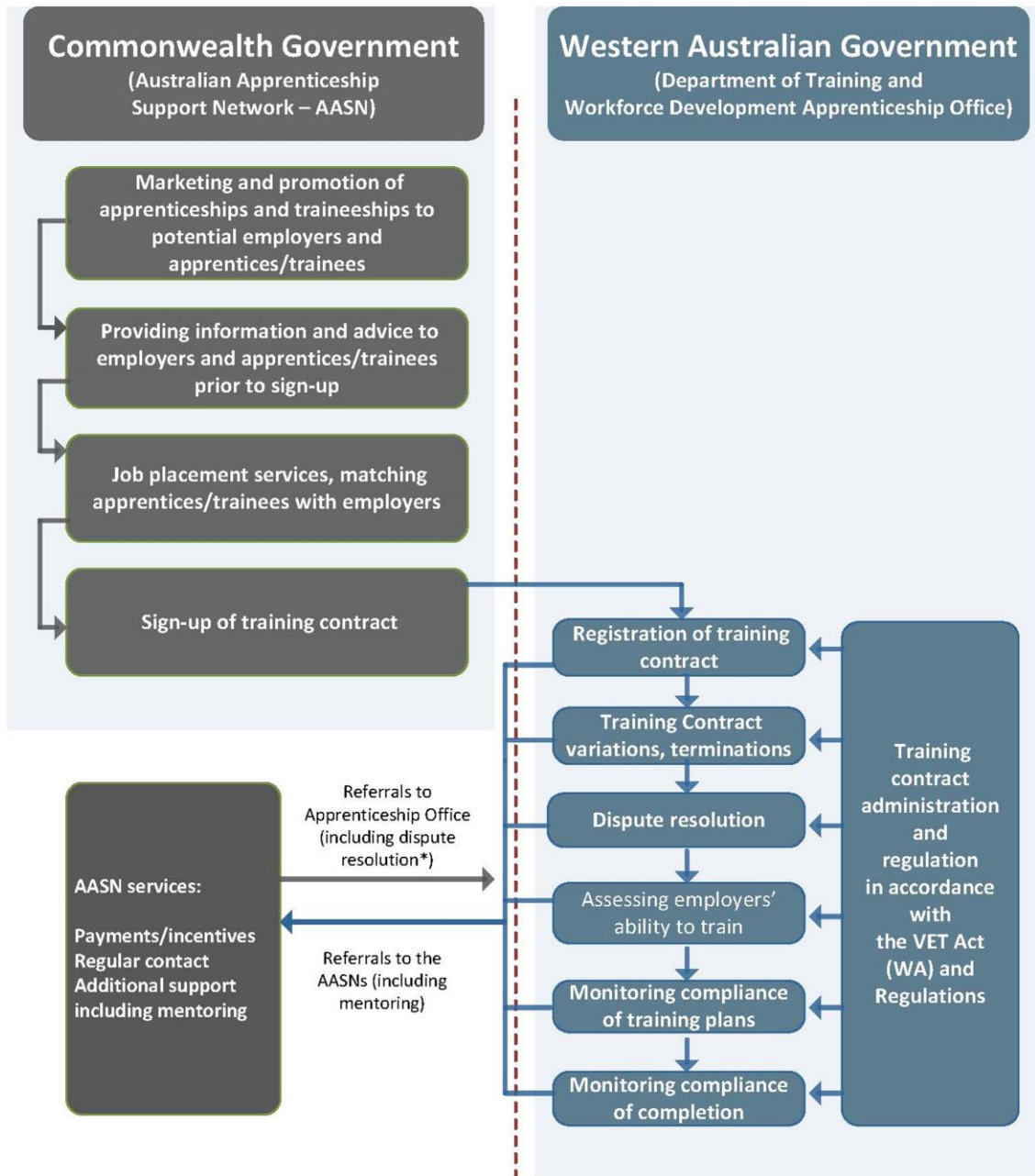




# Fact sheet

## Roles and responsibilities

This diagram illustrates the key stages of an apprenticeship/traineeship, and the role of the Australian Apprenticeship Support Network (AASN) providers and the Department’s Apprenticeship Office.



**Dispute Resolution** relates to disputes arising between the parties under training contracts, for matters such as the terms of the contract, the conduct of the parties and the termination of the contract.

The Australian Apprenticeship Support Network (AASN) providers funded through the Commonwealth Government are responsible for:

- marketing and promoting of apprenticeships/traineeships to potential employers and apprentices/trainees;
- providing information and advice to employers and apprentices/trainees prior to sign-up;
- job placement services, including matching apprentices/trainees with employers; and
- the sign-up of the training contract.

Other services provided through the AASN include:

- information about payments and incentives;
- regular contact with the apprentice/trainee and employer throughout the apprenticeship/traineeship; and
- additional support, including mentoring.

The Western Australian Government through the Department of Training and Workforce Development's Apprenticeship Office is responsible for managing the training contract after sign-up. This includes:

- registering the training contract;
- training contract variations and terminations;
- dispute resolution in relation to the training contract;
- assessing employers' ability to provide training;
- monitoring compliance of training plans;
- monitoring compliance of completion; and
- administration and regulation of the training contract in accordance with the VET Act (WA) and Regulations.

Dispute resolution relates to disputes arising between the parties under training contracts. This includes disputes where the training contract may be in jeopardy. A resolution may include variation, suspension, termination or cancellation of the training contract.

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