

Visits and Complaints Information

January 2011

Monitoring Visits

Sign up Visit

A Field Officer will visit the apprentice and employer at sign up, or as soon as possible after receipt of the Training Contract by Australian Apprenticeships NT. A follow up phone call will be made by the Field Officer at the 3 month point of the Australian Apprenticeship to check on the apprentice's progress.

Initial & Intermediate Visits - 6 month & 12 month point of the Australian Apprenticeship

The 6 month and 12 month visits are conducted to confirm that the Australian Apprenticeship arrangement is progressing satisfactorily and to provide an opportunity for the employer and apprentice to discuss the progress and to raise any queries or concerns they may have. These visits will occur in the month leading up to either the 6 or 12 month point of the Australian Apprenticeship or in the month following the 6 or 12 month point of the Australian Apprenticeship.

Routine

Routine Visits are scheduled to occur at six monthly intervals throughout the remaining duration of the Training Contract. These visits provide a regular opportunity to discuss the apprentice's progress and to raise any queries or concerns the employer or apprentice may have with the Australian Apprenticeships NT Field Officer.

Concerns/Complaints

Australian Apprenticeships NT has a formal process for dealing with complaints or concerns raised by any of its clients (Australian Apprentices, Employers, RTOs or others).

If you have a complaint about an Australian Apprenticeships NT staff member or about a decision made by the organisation we want you to inform us immediately.

The first approach should be to the Field Officer or other officer concerned to discuss the issue. That person will formally record the complaint/concern in a register held at the Australian Apprenticeships NT head office in Darwin.

If a satisfactory resolution cannot be arrived at, the officer will inform the Australian Apprenticeships NT Manager. If the matter cannot be resolved by the Manager, the client will be advised to put their concerns in writing to the Manager for referral to the Department of Education and Training. This should be submitted within 14 days of the decision being made. Alternatively, the Department of Education, Employment and Workplace Relations provides a Client Support Line (1300 367 847) for Australian Apprentices, employers and other interested persons to raise issues or lodge complaints in regard to services they have received from Australian Apprenticeships NT or employers.

If the client has been referred to another agency/authority to have the matter dealt with, and the client is not satisfied with the outcome, formal appeals mechanisms will be available to the client through the other agency/authority. For the Department of Education and Training this is the *Appeals and Review Tribunal*.

For further information contact Australian Apprenticeships NT's Assistant Manager – Client Services or Senior Field Officer on (08) 8935 8200.

Darwin

Phone: 08 8935 8200
Fax: 08 8935 8231
Email: darwin@aacnt.com.au
6 Searcy Street Darwin NT 0800
GPO Box 3049 Darwin NT 0801

Australian Apprenticeships NT
1300 137 130
ABN 50 009 648 337

Alice Springs

Phone: 08 8953 3311
Fax: 08 8953 4090
Email: alice@aacnt.com.au
19 Hartley Street Alice Springs NT 0800
GPO Box 3049 Darwin NT 0801