



# Who do I contact for help?

## **Australian Apprenticeship Support Network (AASN) provider (Network provider)**

- all aspects of employing an Australian Apprentice or undertaking an Australian Apprenticeship
- training contracts including cancellations, withdrawals and recommencements
- eligibility, application and progress of allowance, loan and incentive applications
- changes of details
- promotional materials

## **State and Territory Training Authorities (STAs)**

- what qualifications are suitable as apprenticeships or traineeships in states or territories
- copies of previously held certificates/training records
- information about state or territory incentives that the Network provider is unable to provide

## **Registered Training Organisations**

- all aspects of off-the-job training

## **Australian Government Department of Education and Training**

- complaints about Network providers that cannot be resolved using their procedures
- debt recovery
- payment summaries for Support for Adult Australian Apprentices

## **Australian Skills Quality Authority (ASQA)**

- quality of training from the Registered Training Organisation
- regulation of the vocational education and training sector

**Note** in Victoria the regulatory body is the Victorian Registration and Qualifications Authority (VRQA) and in Western Australia it is the Western Australian Training Accreditation Council

## **Fair Work Ombudsman**

- wages, benefits, allowances and subsidies
- award requirements, such as 'who pays for the training?'
- employment conditions