



Australian Apprenticeships Incentive System

Grant Guidelines

Opening date: 1 July 2026

Closing date and time: 11:59 pm AEDT on 31 December 2026

Commonwealth policy and administering entity: Department of Employment and Workplace Relations

Questions about claiming grant payments can be directed to your Apprentice Connect Australia Provider.

Enquiries

For all other enquiries, contact the Department of Employment and Workplace Relations Skills Hotline on 1800 020 108.

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Type of Grant opportunity: Demand-driven (eligibility-based)
uncapped

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Australian Apprenticeships Incentive System Grant

The Australian Apprenticeships Incentive System is designed to increase the number of skilled workers in the Australian workforce. Payments encourage employability and workforce participation.

This Grant program contributes to the Department of Employment and Workplace Relations Outcome 2, which promotes growth in economic productivity and social wellbeing through access to quality skills and training. The Department of Employment and Workplace Relations (the department) designed the grant program in accordance with the [Commonwealth Grant Rules and Principles](#)



The Australian Apprenticeships Incentive System Grant Guidelines are published

These Grant Guidelines are published on [GrantConnect](#), the department's website and the Australian Apprenticeships website (www.apprenticeships.gov.au).



Before submitting a grant application

Australian Apprentices and employers must engage with an Apprentice Connect Australia Provider. The Provider supports them to enter into a Training Contract with their State or Territory Training Authority (STA). The Training Contract must be signed by all parties and accessible through the Apprenticeships Data Management System (ADMS). The Training Contract specifies a Commencement Date. Once the STA approves the Training Contract, the Australian Apprenticeship may entitle Australian Apprentices and employers to payments under this grant.



Submitting a grant application

On the Effect Date, the department notifies the Claimant that the relevant grant payment (based on the preliminary assessment by the Apprentice Connect Australia Provider) is ready to be claimed.

Claimants have 12 calendar months from each Effect Date to claim a payment, unless otherwise specified. All references to time-critical events are assessed in Australian Eastern Standard Time (AEST) or Australian Eastern Daylight Time (AEDT), depending on the time zone active at the time of assessment.

If a claim is lodged with incomplete, insufficient or incorrect evidence, it will be returned to the Australian Apprentice, employer or Registered Training Organisation. The claim must be resubmitted in the Apprenticeships Data Management System (ADMS) with the required additional evidence within 20 business days of the expiry date or the return date, whichever is later.

The Claimant completes and lodges the claim form in the ADMS.



Department assessment of grant applications

ADMS Claim form details are assessed to determine whether eligibility requirements for the payment type are met. The eligibility requirements and Effect dates are dependent on the payment type. Specified requirements for claiming payments must also be met



Notification of the grant outcome

If a claim is approved by the program delegate, the grant payment is made by direct credit to the Claimant's nominated bank account. Payments may be used at the Claimant's discretion, unless otherwise specified.



To seek a Review of Decision

A Claimant may seek review of an eligibility or payment decision through their Apprentice Connect Australia Provider. Review requests must be submitted in writing within three months of receiving the decision regarding the claim.

Only the Department of Employment and Workplace Relations can review and make determinations on a request to waive the Australian Apprenticeships Incentive System Grant Guidelines.

Part A. Introduction

The Australian Apprenticeships Incentive System (Incentive System) supports Australian Apprenticeships in priority occupations listed on the Australian Apprenticeships Priority List (Priority List). Support includes the following grants for eligible:

- Employers
 - Priority Hiring Incentive
 - Key Apprenticeship Program Employer Incentive
 - Disability Australian Apprentice Wage Support
- Registered Training Organisations
 - Off-the-job Tutorial, Mentor, and Interpreter Assistance
- Australian Apprentices
 - Australian Apprentice Training Support Payment
 - Key Apprenticeship Program Apprentice Incentive
 - Living Away from Home Allowance

Read this document before lodging a claim for a payment. It sets out:

- the purpose of the grant opportunity (Incentive System)
- the eligibility criteria
- what eligible participants do to lodge a claim
- how the grant amount will be determined and paid
- any requirements for receiving a grant
- responsibilities and expectations in relation to the opportunity.

The program is administered in accordance with the [Commonwealth Grants Rules and Principles 2024 \(CGRPs\)](#)

1. Australian Apprenticeships Incentive System Overview

The Incentive System aims to increase the number of skilled workers available to participate in the Australian workforce by assisting and supporting workers to gain new and formally recognised qualifications relevant to Australia's current and future workforce requirements.

The objectives of this grant opportunity are to:

- increase commencements, retention and completions of Australian Apprenticeships in priority occupations on the Australian Apprenticeships Priority List (Priority List)
- grow the number of skilled workers in the Australian workforce by supporting Australian Apprentices to gain new and formally recognised qualifications
- encourage employability and workforce participation by helping employers to recruit and retain Australian Apprentices, and by providing direct support to Australian Apprentices where eligible
- support equitable participation in Australian Apprenticeships by providing targeted assistance for cohorts with additional barriers, including Australian Apprentices with disability and those who need to relocate or become homeless during an apprenticeship
- strengthen delivery of quality training outcomes by enabling Registered Training Organisations to provide additional off-the-job tutorial, mentor and interpreter assistance where eligible.

To achieve the objectives the Incentive System:

- targets apprenticeships in priority occupations listed on the Priority List
- provides financial incentives and assistance to:
 - employers, including Group Training Organisations (GTOs)
 - Australian Apprentices
 - Registered Training Organisations (RTOs)
- delivers targeted support for:
 - Australian Apprentices with disability
 - Australian Apprentices who need to relocate away from home to commence or become homeless during their apprenticeship.

Performance of the Incentive System will be measured by maintaining or increasing the number of apprenticeship commencements in priority occupations, consistent with the department's Performance Measures. This will be assessed by comparing the proportion of apprenticeship commencements in priority occupations during the first six months of the financial year to the proportion recorded in the first six months of the previous financial year. The NCVER National Apprentice and Trainee Collection and the annual Australian Apprenticeship Priority List will serve as the primary data sources.

The Incentive System operates alongside a broader suite of financial and non-financial support designed to support apprenticeship commencements, retention and completions (for example, see services delivered through [Apprentice Connect Australia Providers](#)).

The Incentive System also complements the Australian Apprenticeship Support Loans (AASL) program, which provides eligible Australian Apprentices in priority occupations with access to an income-contingent loan to help meet living and training related costs.

The Incentive System is intentionally delivered as an uncapped, demand-driven program rather than a competitive, merit-based grant process because it is designed to provide immediate and accessible funding to any applicant who meets the established eligibility criteria. Unlike a competitive grants model, which requires comparative assessment and may delay access to support, this approach enables timely assistance to employers and apprentices when needed. Its demand-driven design and uncapped funding allow the program to respond flexibly to take-up and ensure that eligible applicants are not excluded due to funding limits or competitive ranking.

2. Working with Apprentice Connect Australia Providers

Australian Apprenticeship Support Services are delivered nationally by Apprentice Connect Australia Providers (Providers) and play an important service delivery role in setting apprenticeships up for success.

As part of the Commonwealth's shared custodianship of the VET system with states and territories, Providers ensure national coverage and consistency in signing up every apprentice and their employer through a Training Contract. Providers are also crucial in helping apprentices and employers to access available financial supports.

Responsibilities of the Providers include:

- assist apprentices and employers to enter into a legally binding Training Contract with their relevant State and Territory Training Authority (STA)

- help apprentices and employers understand eligibility for, and access, financial assistance under the Incentive System and AASL program
- inform apprentices and employers of key obligations (for example, updating any change in circumstances within 14 days, as this may affect entitlement to payments)

All questions about an Australian Apprenticeship can be directed to a Provider. To find the relevant Provider, check the Training Contract or call the Skilling Australia hotline on 1800 020 108.

3. Australian Apprenticeships Incentive System Policies and Funding

3.1. Interpreting Incentive System policies

The policy framework for the Incentive System was approved by the then Minister for Employment, on behalf of the Australian Government.

Departmental officers must not waive or amend the Guidelines in any way that would alter the policy intent of the payments detailed in the Guidelines without reference to the Minister or their delegate.

3.2. Changes to requirements and funding

Payments under the Incentive System are available to employers, Australian Apprentices, Group Training Organisations (GTO), and Registered Training Organisations (RTO).

The requirements and payments available under the Incentive System, including eligibility, availability, and payment amount, may change during the term of an Australian Apprenticeship in line with Government priorities.

Payments are payable, subject to meeting the relevant eligibility requirements, at the date the payment is due to be claimed (referred to throughout the Incentive System Guidelines as the Effect Date).

The qualification and occupational outcome listed on the Training Contract determines eligibility for payments linked to the Australian Apprenticeships Priority List.

3.3. Approval to spend public monies

Incentive System payments are:

- primarily made in the exercise of the powers under ss 1062A of the *Social Security Act 1991* (SS Act) and 32B of the *Financial Framework (Supplementary Powers) Act 1997* (FFSP Act) (as applicable).
- made consistently with relevant laws, including the framework established by the *Public Governance, Performance and Accountability Act 2013* (PGPA Act) (see, particularly, the *Commonwealth Grant Rules and Principles 2024* (CGRPs)).

The matters set out in these guidelines will be considered before any decision is made under ss 1062A of the SS Act or 32B of the FFSP Act to make, vary or administer:

- an arrangement under which money is, or may become, payable by the Commonwealth, or
- a grant of financial assistance.

The *Commonwealth Grant Rules and Principles 2024* (CGRPs) are a legislative instrument under the PGPA Act and establish the Australian Government's overarching grants framework. In accordance with paragraph 2.3 of the CGRPs, payments under the Incentive System are defined as a 'grant' and are subject to the CGRPs.

Part B. Incentive System Payments

1. Incentive System Payment Overview Table

This table outlines the primary eligibility and standard requirements that must be met to claim and receive payments under the Incentive System. The Claimant can use this as a guide but must follow all requirements outlined in the relevant part of the Program Guidelines. X notes the requirements that are applicable to each payment.

Note: The Incentive System replaced the former Australian Apprenticeships Incentives Program, which included the Boosting Apprenticeship Commencements (BAC) and Completing Apprenticeship Commencements (CAC) measures introduced as time-limited responses to the COVID-19 pandemic. The former program continues to support Australian Apprentices who commenced prior to 1 July 2022 through grandfathering arrangements.

				Payments to Employers			Payment to Registered Training Organisations	Payments to Australian Apprentices		
Primary Eligibility		Australian Apprentice Requirements	Employer Requirements	Priority Hiring Incentive	Key Apprenticeship Program – Employer Incentive.	Disability Australian Apprentice Wage Support	Off-the-job Tutorial, Mentor, and Interpreter Assistance	Australian Apprentice Training Support Payment	Key Apprenticeship Program Apprentice Incentive	Living Away From Home Allowance
				Help offset the cost of taking on an Australian Apprentice	Boost participation, improve retention and increase completion rates in occupations of national importance	Subsidise the wage of a Disability Australian Apprentice	Supporting those with a disability who are experiencing difficulties with the off-the-job component of their Australian Apprenticeship	Financial support where you undertake an Australian Apprenticeship in a priority occupation	Encourage Australian Apprentices to choose a career in a critical occupation	Help those required to move away from their parent or guardians' residence to take up the Australian Apprenticeship
	Citizenship or Residency	When the Australian Apprentice commences/recommences they must be: - an Australian citizen; or - a foreign national with permanent residency; or - a New Zealand passport holder with at least six months’ residence in Australia.	X	X	X	X	X	X	X	
	Employment and training arrangements	The Australian Apprentice must be employed in an Australian Apprenticeship arrangement in an Australian state or territory.	X	X	X	X	X	X	X	
		The Australian Apprentice must be employed under the terms and conditions of a Training Contract.	X	X	X	X	X	X	X	
		The Australian Apprentice must be undertaking accredited training which includes both paid work and structured training.	X	X	X	X	X	X	X	
		The Australian Apprentice is not in employment offered by a private household.	X	X	X	X	X	X	X	
		The Australian Apprentice is not in casual employment or sub-contracting arrangements.	X	X	X	X	X	X	X	
		The Australian Apprentice is not in commission-based positions, piece-rate work, or any other employment arrangement which does not guarantee a regular salary.	X	X	X	X	X	X	X	
		The Australian Apprentice is not in Supported Wage Arrangements (payment based on a productivity or competency-based arrangement as a proportion of wages set by an award).	X	X	X	X	X	X	X	

			The employer is not the Australian Apprentice.	x	x	x	x	x	x	x
		The Apprentice does not have a business arrangement, including a financial interest with the employer.		x	x	x	x	x	x	x
		The Australian Apprentice is not employed by an Australian Government department or agency as provided for under the PGPA Act.		x	x	x	x	x	x	x
			Employer is not included on the National Redress Scheme website.	x	x	x	x	x	x	x
		Australian Apprentice has not previously completed the same qualification within the last seven years.		x	x	x		x	x	x
	Previously completed and concurrent qualifications	Australian Apprentice is not undertaking a qualification that supersedes a qualification that was completed within the last seven years.		x	x	x				
		Australian Apprentice has completed qualification overseas and has obtained a comparable level Certificate.		x	x	x				
		Australian Apprentice has completed a qualification more than seven years from the date of commencement of the Australian Apprenticeship Journey.		x	x	x				
Standard Requirements	Waiting Periods	The Claimant has served the three calendar months waiting period.		x	x		x	x	x	
	Effect Dates and time limits	The Australian Apprentice has been employed by the employer as an Australian Apprentice for the full claim period (unless otherwise specified).		x	x	x	x	x	x	x
		The Claimant has claimed a payment within 12 calendar months of the specified payment Effect Date.		x	x		x	x	x	x
		The Claimant has resubmitted their claim with the required evidence within 20 business days from the expiry date or the returned date, whichever is later.		x	x	x	x	x	x	x
		Custodial Australian Apprentice has continued Australian Apprenticeship following release from custody.		x	x	x	x	x	x	x
	Lodging claims using claim forms and	The Claimant has lodged their claim within the Apprenticeship Data Management System (unless otherwise specified).		x	x	x	x	x	x	x
		The Effect Date has been reached		x	x	x	x	x	x	x
		The State and Territory Training Authority has approved the Training Contract and Training has commenced.		x	x	x	x	x	x	x

		The Claimant has been responsible for ensuring that the claim is complete and accurate. Giving false or misleading information is a serious offence under the Criminal Code Act 1995 (Cth). The department may investigate false or misleading information and may exclude claims from further consideration	x	x	x	x	x	x	X
	Standard evidence to show training has commenced	The Claimant will need to include one of the following pieces of evidence: • a copy of the signed Training Plan, or state or territory equivalent; or • an RTO Progress Report; or • RTO Declaration for Australian Government Australian Apprenticeships Employer Incentives (known and used for AAIP claims as Form 1237 RTO declaration); or • a letter from the RTO confirming enrolment; or • an enrolment letter or letter of confirmation of enrolment; or • the apprentice’s record of attendance at a training course; or • the apprentice’s statement of attainment; or • a declaration within ADMS that includes: ○ the date the training has commenced; or ○ the date the training is due to commence; and - the name of the RTO.	x	x	x	x	x	x	x

2. Categories affecting some payments

Eligibility for some payments may be affected if an Australian Apprentice falls within any of the following categories. The applicability of these additional eligibility considerations is set out in each payment section.

2.1. Existing Worker

Where incentive payments state that an Existing Worker is eligible, this means a person who has had an employment relationship with their employer for more than three full-time equivalent months, including approved leave, on the date of commencement of the Australian Apprenticeship.

(a) Calculating the full-time equivalent period of employment

Divide any period of part-time or casual employment (in months) by four, and add that to any full-time employment periods (in months) employed, or by using the following formula:

$$\frac{\text{Part-time or casual employment periods worked}}{4} + \text{Full-time employment periods worked}$$

Periods worked do not include:

- any service prior to a break of six months or more in the employment relationship, which was prior to the commencement of the Australian Apprenticeship; and
- any periods of employment where the Australian Apprentice was:
 - employed whilst attending a secondary school as a student; or
 - undertaking a previous Australian Apprenticeship;
 - participating in a Community Development Program (CDP) project;
 - participating in the Remote Australia Employment Service (RAES); or
 - participating in the Youth Jobs PaTH initiative.

(b) Change of circumstances and effect on Existing Worker status

For the purposes of assessing Existing Worker status:

- a change in business ownership does not reset the timeframe of the employment arrangement, any period of employment with a previous owner of a business is to be considered as prior employment; and
- a Group Training Organisation and the host employer are regarded as the same employer.

2.2. Custodial Australian Apprentices

Australian Apprentices who are serving a prison sentence and commence an Australian Apprenticeship in preparation for release into the community may be able to attract payments under the Incentive System.

Where an incentive payment mentions Custodial Australian Apprentices, it refers to those who:

- were in custody at the time of commencement or recommencement; and
- are released from custody on day release, or similar arrangements, to participate in an Australian Apprenticeship.

Australian Apprentices who are required to attend periodic detention that does not coincide with their employment under their Australian Apprenticeship are not considered to be Custodial Australian Apprentices for the purposes of the Incentive System.

2.3. Change of business ownership

For the purposes of the Incentive System, a change of ownership is defined as where a business:

- changes its legal name; or
- changes its ownership; or
- changes its Australian Company Number (ACN); or
- takes over the functions or employees of another business, including through an outsourcing or contracting arrangement in such a way that does not affect the status of the employment relationship between the new business entity and existing or former employees.

(a) Eligibility under the Incentive System

Where there is a change of ownership, eligibility for all payments under the Incentive System are assessed as if a continuous employment relationship has been maintained.

(b) Payments due prior to change of ownership

For the purposes of the payments made under the Incentive System, and unless specifically stated as part of the bill of sale, payments should be paid to the legal entity at the time of the Effect date.

Unless otherwise specified, where a Claim period overlaps with the change of ownership, the payment should be shared between the parties. In this instance, each entity should submit a claim form for the relevant period.

2.4. Group Training Organisations and host employers

(a) Transfers between host employers

If an apprentice is employed through a Group Training Organisation (GTO) and placed with a host employer, the GTO is the eligible employer for incentives. As the GTO is responsible for employing the apprentice and paying wages, and incentives can only be paid to one employer, eligibility rests with the GTO.

(b) Transfers between Group Training Organisation and direct employment with a host employer

If an apprentice transfers from a Group Training Organisation (GTO) to direct employment with the host employer, the host becomes the employer, and the arrangement is treated as a new commencement for employer eligibility purposes. Employer incentives are assessed from the new commencement date in line with current guidelines, regardless of payments received under the previous employer. Any subsequent transfer to another employer (including from host to GTO) is also treated as a new commencement, with eligibility and payments reassessed from each new start date.

3. Australian Apprenticeships Priority List

The Incentive System aims to increase the number of skilled workers available to participate in the Australian workforce by targeting support on priority occupations, as listed on Appendix A.-the Australian Apprenticeships Priority List (Priority List).

The Priority List includes eligible qualifications with an occupational outcome which is classified by the Australian Bureau of Statistics as either Technician and Trade Workers or Community and Personal Service Workers and assessed as being in national skills shortage.

The Priority List identifies a subset of these qualifications and occupations which apply to the Key Apprenticeship Program.

3.1. Criteria for inclusion on the Australian Apprenticeships Priority List

The Priority List is updated on 1 January each year and underpins financial supports through the Incentive System. The Priority List is compiled based on demand ratings for occupations that have been:

- classified by the Australian Bureau of Statistics (ABS) as being in:
 1. Major Group 3 - Trades and Technicians; or
 2. Major Group 4 - Community and Personal Care Workers, and,
- assessed by Job Skills Australia (JSA) on the Occupational Shortage List (OSL) as being in national shortage.
- mapped qualifications at Certificate III, Certificate IV, Diploma or Advanced Diploma assessed by JSA on the Training Occupational Pathway Data Set.

Key Apprenticeship Program occupation subsets:

Within the Priority List, a subset of occupations has been identified as relevant to the New Energy and Housing Construction sectors for the purposes of the Key Apprenticeship Program.

To be included in these subsets, an occupation and qualification must be:

- in an occupation on the Australian Apprenticeships Priority List and
- identified as being a New Energy or Housing Construction occupation.

For an Australian Apprenticeship to be eligible for the following payments the qualification being undertaken must map to an occupation, resulting in a valid combination, as listed on the Priority List:

- Priority Hiring Incentive
- Key Apprenticeship Program Employer Incentive
- Australian Apprentice Training Support Payment
- Key Apprenticeship Program Apprentice Incentive

Where Training.gov.au releases a superseding qualification to an equivalent qualification already on the Priority List, eligibility will extend to the superseding qualification pending an update to the Priority List.

4. Payment Commencement Date Rules

To participate in the Incentive System:

- an Australian Apprentice must commence or recommence an Australian Apprenticeship under a new Training Contract with a new employer on or after 1 July 2022; or
 - an Australian Apprentice must recommence an Australian Apprenticeship on or after 1 July 2022 under a new Training Contract with the same employer after a period of cancellation or suspension where the break is greater than six months if commencement date was prior to 1 July 2022.

Note: the below definitions of a commencement and a recommencement are for the purposes of the Incentive System only and may differ from the definitions used by a State and Territory Training Authority. For the purposes of the Incentive System, the date registered on the Training Contract is the commencement or recommencement date of the Australian Apprenticeship.

4.1. Definition of a commencement

A commencement occurs where an Australian Apprentice starts a qualification in an occupation that they have not previously commenced – that is, a new Australian Apprenticeship Journey. The assessment is completed against the Priority List published as at the date of assessment at commencement. Future changes to the Priority List do not impact eligibility.

4.2. Definition of a recommencement

A recommencement occurs where an Australian Apprentice continues an Australian Apprenticeship Journey that they have previously commenced and not completed.

4.3. Employer Payment Commencement Date Rules

Unless otherwise specified, eligibility rules for employer payments are determined by the relationship between the employer and the Australian Apprentice as reflected in the Training Contract. A relationship between an employer and an Australian Apprentice can have more than one Training Contract where the Australian Apprentice commences with the same employer in the same qualification/occupation following a period of suspension or cancellation.

(a) Payment Specific Rules

- Commencements and recommencements must occur on or after 1 July 2024 for an employer of an Australian Apprentice to meet the eligibility requirements for the Priority Hiring Incentive.
- Commencements and recommencements must occur on or after 1 January 2026 for an employer of an Australian Apprentice to meet the eligibility requirement for the Key Apprenticeship Program Employer Incentive.
- Commencements and recommencements must occur on or after 1 July 2022 for an Australian Apprentice to meet eligibility requirements for the Group Training Organisation Reimbursement Pilot Program (applications closed 30 April 2026).

4.4. Australian Apprentice Payment Commencement Date Rules

Unless otherwise specified, eligibility rules for apprentice payments are determined by the Australian Apprenticeship Journey as reflected in the Training Contract. An Australian Apprenticeship Journey can involve more than one employer and more than one Training Contract.

(a) Payment Specific Rules

Australian Apprenticeships which commenced or recommenced prior to 1 July 2022 will continue to attract support under the former Australian Apprenticeships Incentives Program (AAIP).

Australian Apprenticeships which commenced or recommenced between 1 July 2022, and 31 December 2026 will attract support under the Incentive System.

- Commencements and recommencements must have occurred between 1 January 2023 and 30 June 2025 for an Australian Apprentice to meet the eligibility requirements for the New Energy Apprentice Support Payment.
- Commencements and recommencements must occur on or after 1 July 2025 for an Australian Apprentice to meet the eligibility requirements for the Key Apprenticeship Program Apprentice Incentive.

4.5. Other Considerations

(a) Determining the Cancellation or Suspension Breaks for AAIP

The six-month break rule is used to determine when the Australian Apprenticeship Journey ceases to be eligible for AAIP payments and becomes eligible for Incentive System payments. An Australian Apprentice under AAIP who breaks for more than six months is therefore no longer eligible under AAIP. Under these circumstances, the Australian Apprenticeship is considered a new commencement for eligibility through the Incentive System.

(b) Determining the Cancellation or Suspension Breaks for Incentive System

Once in the Incentive System, to be considered as though the Australian Apprentice is a new commencement, the Australian Apprentice needs to have had a break of 12 months or more.

Part C. Payments to Employers of Australian Apprentices

1. Priority Hiring Incentive

The Priority Hiring Incentive aims to help subsidise costs associated with employing an apprentice in a priority occupation.

Eligible employers who commence a new or an Existing Worker Australian Apprentice in a qualification and occupation listed on Appendix A - Australian Apprenticeships Priority List, including those identified as leading to a clean energy or housing construction apprenticeship pathway, can claim a Priority Hiring Incentive payment at six and 12 months from the commencement or recommencement of an Australian Apprenticeship to help offset the cost of taking on an Australian Apprentice.

1.1. Who is eligible to claim the Priority Hiring Incentive?

For an employer, including GTOs, to be eligible for the Priority Hiring Incentive they must meet the following requirements:

(a) Primary Eligibility Requirement: Citizenship or residency status

The citizenship or residency status requirement supports the development of a skilled Australian workforce. The Australian Apprentice, at the date of commencement or recommencement must be:

- an Australian citizen; or
- a foreign national with permanent residency; or
- a New Zealand passport holder with at least six months' residence in Australia.

(i) Residency status for foreign nationals

The visa granted by the Australian Government Department of Home Affairs determines the residency status of foreign nationals.

(b) Primary Eligibility Requirement: Employment and training arrangements

Payments available under the Incentive System are payable in respect of an Australian Apprentice whose employment and training arrangements are formally approved as an Australian Apprenticeship by the relevant State and Territory Training Authority (STA).

The Australian Apprentice must be:

- employed in an Australian Apprenticeship arrangement in an Australian state or territory; and
- employed under the terms and conditions of a Training Contract, which must:
 - include a signed Training Plan; and
 - be signed by the Australian Apprentice and the employer; and
 - be formally approved by the State or Territory Training Authority; and
 - be undertaking accredited training which includes both paid work and structured training.

(c) Primary Eligibility Requirement: Previously completed and concurrent qualifications

Qualifications that the Australian Apprentice:

- has previously completed; or
- has commenced but not completed; or
- is undertaking concurrently,

may affect eligibility for payments, as specified below.

(i) Qualifications previously completed within the last seven years

Australian Apprentices and their employers are not eligible for payments under the Incentive System if the Australian Apprentice:

- has previously completed the same qualification within the last seven years from the date of commencement of the Australian Apprenticeship; or
- is undertaking a qualification that supersedes a qualification that was completed within the last seven years from the date of commencement of the Australian Apprenticeship Journey.

(ii) Concurrent qualifications

Australian Apprentices undertaking two part-time Australian Apprenticeship Journeys concurrently, may attract payments for both Australian Apprenticeship Journeys, subject to all other eligibility criteria being met.

(iii) Overseas qualifications

Where a qualification has been completed overseas, the Australian Apprenticeship is eligible for payments under the Incentive System.

If the overseas qualification aligns with a qualification on the Australian Qualifications Framework, the Australian Apprentice must obtain a comparable level Certificate that aligns with the Australian Qualifications Framework from the appropriate authority before eligibility for payments under the Incentive System can be assessed.

(iv) Historical qualifications

Where a qualification has been previously completed more than seven years from the date of the commencement of the Australian Apprenticeship Journey, it is eligible to attract payments under the Incentive System.

(d) Part-time Apprenticeships

Where an Australian Apprentice undertakes an Australian Apprenticeship part-time, the employer will be able to claim the Priority Hiring Incentive at the part-time rate, calculated as a flat rate for all part-time employment and training arrangements.

Where an Australian Apprentice changes their employment and training arrangements during any Claim period, the claim rate will be assessed based on the employment and training arrangements at the Claim period end date.

(e) Concurrent Apprenticeships

Where an Australian Apprentice is undertaking two Australian Apprenticeships concurrently with the same employer, and both the occupations and qualifications are listed and mapped on the Appendix A- Priority List, each apprenticeship may be eligible for the Priority Hiring Incentive at the part-time rate.

Where an Australian Apprentice is undertaking two part-time Australian Apprenticeship Journeys concurrently with different employers, and both the occupations and qualifications are listed and mapped on the Appendix A- Priority List, both Australian Apprenticeships may be eligible to attract the Priority Hiring Incentive at the part-time rate.

(f) Hosted Employees

A GTO is eligible for employer payments for the duration that the Australian Apprentice is hosted by a:

- state or territory government body which is a statutory authority, statutory body, or body corporate; or
- local government organisation; or
- statutory authority, statutory body, body corporate or local government organisation and is seconded to a department of state or parliamentary department.

1.2. Who is not eligible to claim the Priority Hiring Incentive?

(a) Recipient of Other Payments

Employers are not eligible if they receive any other Australian Government assistance for the same Australian Apprenticeship, including the Disability Australian Apprentice Wage Support or the Key Apprenticeship Program Employer Incentive.

This does not include:

- Group Training Organisations (GTOs), which may also receive GTO Reimbursement Payments.
- Australian Government funding that is required to be passed on to the apprentice in full (for example, the Early Childhood Education and Care (ECEC) Worker Retention Payment).

(b) Employment type

The Australian Apprentice cannot be in:

- employment offered by a private household; or
- casual employment or sub-contracting arrangements; or
- commission-based positions, piece-rate work, or any other employment arrangement which does not guarantee a regular salary; or
- contract or seasonal employment; or
- Supported Wage Arrangements (payment based on a productivity or competency-based arrangement as a proportion of wages set by an award).

(c) Business arrangements

An employer is not eligible to attract employer payments under the Incentive System if:

- they are also the Australian Apprentice themselves; or
- the Australian Apprentice has a financial interest in their employer's (or host employer's) business.

This includes, but is not limited to business arrangements:

- where the Australian Apprentice is:
 - a partner or director in the employer's business; or
 - the trustee of a trust; or
 - a franchisee or a shareholder.

(d) Australian Government departments and agencies

All Corporate Commonwealth Entities and Non-Corporate Commonwealth Entities, such as departments of state and parliamentary departments, as provided for under the PGPA Act are not eligible for any employer payments under the Incentive System for the duration that the Australian Apprentice is employed.

This applies to situations where an apprentice undertakes a placement with a non-government employer as part of the same apprenticeship journey.

(e) State or territory government departments and agencies

All State or territory government departments and agencies are not eligible for any employer payments under the Incentive System for the duration that the Australian Apprentice is employed.

(f) This applies to situations where an apprentice is seconded to a statutory authority, statutory body, body corporate or local government organisation. Foreign entities

An employer is not eligible for any employer payments under the Incentive System if they are a foreign entity.

(g) Organisations listed on the National Redress Scheme

An employer is not eligible for any employer payments under the Incentive System if they are an organisation included on the National Redress Scheme website on the list of 'Institutions that have not joined or signified their intent to join the Scheme' (www.nationalredress.gov.au).

1.3. How will the Priority Hiring Incentive be paid?

The Priority Hiring Incentive is paid according to the following schedule and rates:

Claim Period	Full-time Rate	Part-time Rate
Six months from commencement or recommencement	\$1,000	\$500
12 months from commencement or recommencement	\$1,500	\$750

The part-time payment rate is applied as a flat rate regardless of part-time hours worked in any given Claim period.

No single employer can claim more than one year's worth of the Priority Hiring Incentive for one Australian Apprenticeship.

1.4. What do employers need to do before claiming Priority Hiring Incentive?

Before claiming, the employer must meet the following standard claiming requirements:

(a) Standard Claiming Requirement: Australian Apprenticeship Commenced

The Australian Apprentice must have:

- commenced or recommenced their Australian Apprenticeship as per [Part A - Payment Commencement Date Rules section](#);
- must, at the date of commencement or recommencement of the Australian Apprenticeship, be undertaking:
 - a qualification at the Certificate III, Certificate IV, Diploma or Advanced Diploma level listed on *Appendix A - Australian Apprenticeships Priority List*; including those identified as leading to a clean energy or housing construction apprenticeship pathway; and
 - an Australian Apprenticeship with an occupational outcome listed on *Appendix A - Australian Apprenticeships Priority List*, including those identified as leading to a clean energy or housing construction apprenticeship pathway. The qualification and occupation must be a valid combination on *Appendix A – Australian Apprenticeships Priority list*.
- the Australian Apprentice must be in-training with their employer on the claim period end date.

(b) Standard Claiming Requirement: Waiting period

All payment types are subject to a waiting period, unless otherwise specified.

The waiting period ensures the employer, and the Australian Apprentice are committed to continuing the Australian Apprenticeship.

The waiting period is defined as the greater of:

- three calendar months from the date of commencement or recommencement (refer [Part A - Payment Commencement Date Rules section](#) for Commencement and Recommencement); or
- the probationary period as specified by the relevant State or Territory Training Authority.

Where an extension to a probationary period has been approved by the relevant State or Territory Training Authority, the updated probationary period determines the waiting period.

(c) Standard Claiming Requirement: Effect Dates and time limits for lodging a claim

(i) Effect Dates

The Effect Date is the day after the claim period end date and is when a claim becomes payable. Effect Dates and claim period dates are specified under their respective payment type.

The Australian Apprentice must be employed by the employer as an Australian Apprentice for the full claim period to be eligible for an apprentice or employer payment, unless otherwise specified.

(ii) Time limit for lodging a claim

Claimants have 12 calendar months from each Effect Date to claim a payment, unless otherwise specified. All references to time critical events are assessed in Australian Eastern Standard Time (AEST) or Australian Eastern Daylight Time (AEDT) relevant to the time zone active at the time of assessment.

Where a Claimant provides incomplete, insufficient or incorrect evidence when lodging an incentive claim, it will be returned to the Australian Apprentice, employer or Registered Training Organisation and must be resubmitted in the Apprenticeships Data Management System (ADMS) with the required additional evidence provided within 20 business days from the expiry date or the returned date to resubmit the claim, whichever is later.

(d) Custodial Australian Apprentices

Payments are payable to Custodial Australian Apprentices and their employers if the Australian Apprenticeship is continued following release from custody. The Effect Date will be the later of:

- the waiting period; or
 - the Effect Date of the claim; or
- the day after the Custodial Australian Apprentice was released from custody.

(e) be in-training with their employer on the claim period end date.

The apprentice must be employed and in training on the claim period end date for the employer to be able to claim for the relevant period.

(f) Part-time Apprenticeships

Where an Australian Apprentice undertakes an Australian Apprenticeship part-time, the employer will be able to claim the Priority Hiring Incentive payment at the part-time rate, calculated as a flat rate for all part-time employment and training arrangements.

Where an Australian Apprentice changes their employment and training arrangements during any Claim period, the claim rate will be assessed based on the employment and training arrangements at the Claim period end date.

(g) Concurrent Apprenticeships

Where an Australian Apprentice is undertaking two Australian Apprenticeships concurrently with the same employer, and both the occupations and qualifications are listed on Appendix A the Priority List, each apprenticeship may be eligible for the Priority Hiring Incentive at the part-time rate.

Where an Australian Apprentice is undertaking two part-time Australian Apprenticeship Journeys concurrently with different employers, both employers may be eligible to attract the Priority Hiring Incentive at the part-time rate.

(h) Effect Date has been reached

The Effect Date is the day after the claim period end date and is when the claim becomes payable. For example, if an apprenticeship commenced on 1 January, then 30 June is the claim period end date for the first payment. The Effect Date would subsequently be 1 July.

Payment	Effect Date
First payment	Day after claim period end date of six months from the date of commencement or recommencement
Second payment	Day after claim period end date of 12 months from the date of commencement or recommencement

(i) State or Territory Training Authority has approved the Training Contract; and training has commenced

Training is deemed to have commenced when the employer, Australian Apprentice and Registered Training Organisation sign an agreed individual Training Plan for the Australian Apprenticeship.

1.5. How does the employer claim Priority Hiring Incentive?

Once the claim period end date has been reached, the department will make the relevant claim form available to the Claimant in the Apprenticeships Data Management System (ADMS) on the Effect Date for that payment type.

An eligible employer must make their claim through the ADMS.

If all eligibility requirements and requirements to claim payments are met, payments will be made by direct credit to the Claimant's bank account as identified on the claim form.

Payments may be used at the Claimant's discretion, unless otherwise specified.

Claimants are responsible for ensuring their claim is complete and accurate. Giving false or misleading information is a serious offence under the [Criminal Code Act 1995 \(Cth\)](#).

The department may investigate false or misleading information and may exclude claims from further consideration.

(a) Who approves claims

The Assistant Secretary Apprenticeship Operations Branch, Department of Employment and Workplace Relations is the program delegate and decides whether to approve claims under this grant program.

1.6. What evidence is required to claim Priority Hiring Incentive?

Claims must include evidence to show training has commenced if this has not already been provided for the same Australian Apprenticeship. This evidence must be in the form of one of the following:

- a copy of the signed Training Plan, or state or territory equivalent; or
- an RTO Progress Report; or
- RTO Declaration for Australian Government Australian Apprenticeships Employer Incentives (known and used for AAIP claims as Form 1237 RTO declaration); or
- a letter from the RTO confirming enrolment; or
- an enrolment letter or letter of confirmation of enrolment; or
- the apprentice's record of attendance at a training course; or
- the apprentice's statement of attainment; or
- a declaration within ADMS that includes:
 - a. the date the training has commenced; or*
 - b. the date the training is due to commence; and*
 - c. the name of the RTO.*

(i) Evidence of Employment

Employers must provide evidence through an upload of documentation to the ADMS with the claim form to confirm that the Australian Apprentice was employed on the claim period end date.

This evidence can be in the form of a payroll print out, time and wages sheet, payslip, or payroll summaries which must be able to confirm:

- the legal name or Australian Business Number (ABN) of the employer making the Priority Hiring Incentive claim
- apprentice name
- a date range covering the claim period end date
- all claims must include accurate supporting evidence where specified.

To prevent the unintended disclosure of sensitive information, you must ensure that the apprentices TFN is not visible on any documents uploaded as evidence for a claim.

1.7. When is a Priority Hiring Incentive payment not claimable?

(a) Suspensions and cancellations

An employer is not eligible to claim the Priority Hiring Incentive while their Australian Apprentice is in a period of suspension or if their Australian Apprentice cancels their Training Contract prior to the claim period end date.

Where an Australian Apprentice has commenced under the Incentive System, and following a period of suspension or cancellation, returns to the same employer within a 12-month period, the Effect date will be extended by the number of days the Australian Apprentice was in suspension.

For commencements and recommencements on or before 31 December 2025 an employer of an Australian Apprentice can claim a maximum of up to \$5,000 for each Australian Apprenticeship Journey, regardless of the number of Training Contracts (or returns from suspension or cancellation), where there is no change to the qualification or occupation.

For commencements and recommencements on or after 1 January 2026 an employer of an Australian Apprentice can claim a maximum of up to \$2,500 for each Australian Apprenticeship Journey, regardless of the number of Training Contracts (or returns from suspension or cancellation), where there is no change to the qualification or occupation.

(b) Early successful completions

Where an Australian Apprentice successfully completes the Australian Apprenticeship prior to the claim period end date, the employer will not be eligible to claim the Priority Hiring Incentive payment for that six-month claim period.

2. Key Apprenticeship Program Employer Incentive

The Key Apprenticeship Program Employer Incentive aims to grow Australia's skilled workforce and expand the pipeline of apprentices training towards critical occupations in priority sectors. Through targeted support streams, Key Apprenticeship Program Employer Incentive seeks to recognise the role of employers to boost participation, improve retention, and increase completion rates in occupations of national importance. The Key Apprenticeship Program Employer Incentive is designed to complement the KAP Apprentice Incentive.

The KAP contains two streams. The:

- The New Energy Apprenticeship stream is designed to encourage apprentices to choose clean energy careers, improve retention rates and deliver more successful completions.
- The Housing Construction Apprenticeship stream is designed to encourage the growth of this critical workforce and expand the pipeline of workers training towards occupations supporting the housing and construction industry.

From 1 January to 31 December 2026, eligible employers who commence a new or Existing Worker Australian Apprentice may claim a Key Apprenticeship Program Employer Incentive. To be eligible, the apprenticeship must:

- be in a qualification mapped to an occupation on the Australian Apprenticeships Priority List, and
- be identified as leading to a clean energy or housing construction apprenticeship pathway.

Eligible employers can claim Key Apprenticeship Program Employer Incentive payments at six and 12 months after the commencement or recommencement of an Australian Apprenticeship to help offset the cost of employing an apprentice.

The Key Apprenticeship Program Employer Incentive applies per Australian Apprenticeship, rather than per stream. This means eligible employers may receive up to \$5,000 (full-time equivalent) per apprenticeship, regardless of whether the apprenticeship aligns to the New Energy or Housing Construction stream.

2.1. Who is eligible to claim Key Apprenticeship Program Employer Incentive?

For an employer, including GTOs, to be eligible for the Key Apprenticeship Program Employer Incentive they must meet the following requirements:

(a) Primary Eligibility Requirement: Citizenship or residency status

The citizenship or residency status requirement supports the development of a skilled Australian workforce. For an employer to be eligible for any payment under the Incentive System, the Australian Apprentice, at the date of commencement or recommencement must be:

- an Australian citizen; or
- a foreign national with permanent residency; or
- a New Zealand passport holder with at least six months' residence in Australia.

(i) Residency status for foreign nationals

The visa granted by the Australian Government Department of Home Affairs determines the residency status of foreign nationals.

(b) Primary Eligibility Requirement: Employment and training arrangements

Payments available under the Incentive System are payable in respect of an Australian Apprentice whose employment and training arrangements are formally approved as an Australian Apprenticeship by the relevant State or Territory Training Authority.

For an employer to be eligible for payments under the Incentive System, the Australian Apprentice must be:

- employed in an Australian Apprenticeship arrangement in an Australian state or territory; and
- employed under the terms and conditions of a Training Contract, which must:
 - include a signed Training Plan; and
 - be signed by the Australian Apprentice and the employer; and
 - be formally approved by the State or Territory Training Authority; and
- undertaking accredited training which includes both paid work and structured training.

(c) Primary Eligibility Requirement: Previously completed and concurrent qualifications

Qualifications that the Australian Apprentice:

- has previously completed; or

- has commenced but not completed; or
- is undertaking concurrently,

may affect eligibility for payments, as specified below.

(i) Qualifications previously completed within the last seven years

Australian Apprentices and their employers are not eligible for payments under the Incentive System if the Australian Apprentice:

- has previously completed the same qualification within the last seven years from the date of commencement of the Australian Apprenticeship; or
- is undertaking a qualification that supersedes a qualification that was completed within the last seven years from the date of commencement of the Australian Apprenticeship Journey.

(ii) Concurrent qualifications

Australian Apprentices undertaking two part-time Australian Apprenticeship Journeys concurrently, may attract payments for both Australian Apprenticeship Journeys, subject to all other eligibility criteria being met.

(iii) Overseas qualifications

Where a qualification has been completed overseas, the Australian Apprenticeship is eligible for payments under the Incentive System.

If the overseas qualification aligns with a qualification on the Australian Qualifications Framework, the Australian Apprentice must obtain a comparable level Certificate that aligns with the Australian Qualifications Framework from the appropriate authority before eligibility for payments under the Incentive System can be assessed.

(iv) Historical qualifications

Where a qualification has been previously completed more than seven years from the date of the commencement of the Australian Apprenticeship Journey, it is eligible to attract payments under the Incentive System.

(d) Hosted employees

A GTO is eligible for employer payments for the duration that the Australian Apprentice is hosted by a:

- state or territory government body which is a statutory authority, statutory body, or body corporate; or
- local government organisation; or
- statutory authority, statutory body, body corporate or local government organisation and is seconded to a department of state or parliamentary department.

(e) Standard Claiming Requirement: Waiting period

All payment types are subject to a waiting period, unless otherwise specified.

The waiting period ensures the employer, and the Australian Apprentice are committed to continuing the Australian Apprenticeship.

The waiting period is defined as the greater of:

- three calendar months from the date of commencement or recommencement (refer [Part A - Payment Commencement Date Rules section](#) for Commencement and Recommencement); or
- the probationary period as specified by the relevant State or Territory Training Authority.

Where an extension to a probationary period has been approved by the relevant State or Territory Training Authority, the updated probationary period determines the waiting period.

2.2. Who is not eligible to claim Key Apprenticeship Program Employer Incentive?

(a) Recipient of Other Payments

Employers must not be in receipt of the Disability Australian Apprentice Wage Support, Priority Hiring Incentive, or any other form of Australian Government assistance for the same Australian Apprenticeship. If the employer is a GTO, then they can also receive the GTO Reimbursement Payments.

(b) Employment type

The Australian Apprentice cannot be in:

- employment offered by a private household; or
- casual employment or sub-contracting arrangements; or
- commission-based positions, piece-rate work, or any other employment arrangement which does not guarantee a regular salary; or
- contract or seasonal employment; or
- Supported Wage Arrangements (payment based on a productivity or competency-based arrangement as a proportion of wages set by an award).

(c) Business arrangements

An employer is not eligible to attract employer payments under the Incentive System if:

- they are also the Australian Apprentice themselves; or
- the Australian Apprentice has a financial interest in their employer's (or host employer's) business.

This includes, but is not limited to business arrangements:

- where the Australian Apprentice is:
 - a partner or director in the employer's business; or
 - the trustee of a trust; or
 - a franchisee or a shareholder.

(d) Australian Government departments and agencies

All Corporate Commonwealth Entities and Non-Corporate Commonwealth Entities, such as departments of state and parliamentary departments, as provided for under the PGPA Act are not eligible for any employer payments under the Incentive System for the duration that the Australian Apprentice is employed.

This applies to situations where an apprentice undertakes a placement with a non-government employer as part of the same apprenticeship journey.

(e) State or territory government departments and agencies

All State or territory government departments and agencies are not eligible for any employer payments under the Incentive System for the duration that the Australian Apprentice is employed.

This applies to situations where an apprentice is seconded to a statutory authority, statutory body, body corporate or local government organisation.

(f) Local Government Agencies

Local Government Agencies (LGA) as a stand-alone employer are eligible for employer payments. However, if the apprentice is seconded to an LGA from a State or territory government department or agency, then they are not entitled to employer incentives.

(g) Foreign entities

An employer is not eligible for any employer payments under the Incentive System if they are a foreign entity.

(h) Organisations listed on the National Redress Scheme

An employer is not eligible for any employer payments under the Incentive System if they are an organisation included on the National Redress Scheme website on the list of 'Institutions that have not joined or signified their intent to join the Scheme' (www.nationalredress.gov.au).

2.3. How will Key Apprenticeship Program Employer Incentive be paid?

The Key Apprenticeship Program Employer Incentive is paid according to the following schedule and rates:

Claim Period	Full-time Rate	Part-time Rate
Six months from commencement or recommencement	\$2,000	\$1,000
12 months from commencement or recommencement	\$3,000	\$1,500

The part-time payment rate is applied as a flat rate regardless of part-time hours worked in any given Claim period.

No single employer can claim more than one year's worth of the Key Apprenticeship Program Employer Incentive for one Australian Apprenticeship.

2.4. What do employers need to do before claiming Key Apprenticeship Program Employer Incentive?

Before claiming, the employer must meet the following standard claim requirements:

(a) Australian Apprenticeship has commenced

The Australian Apprentice must

- have commenced or recommenced their Australian Apprenticeship as per [Part A - Payment Commencement Date Rules](#) section; and
- at the date of commencement or recommencement of the Australian Apprenticeship, be undertaking:
 - a qualification at the Certificate III, Certificate IV, Diploma or Advanced Diploma level listed on the Priority List and identified as a new energy or housing construction qualification; and
 - an Australian Apprenticeship with an occupational outcome listed on the Priority List and identified as a new energy or housing construction occupation. The qualification and occupation must be a valid combination on the Priority List.

(b) Make a declaration

The employer must declare, and be able to demonstrate if required:

- business engagement and operation with the relevant KAP sector¹; and

¹ Refers to either the Clean Energy Sector, Housing Construction Sector or both.

- the Australian Apprentice will be provided with meaningful² exposure³ experience⁴, and work⁵ in the relevant KAP sector, appropriate to skill level and/or off-the-job training; and
- Group Training Organisations are eligible to participate in the Key Apprenticeship Program Employer Incentive and must demonstrate they will provide the Australian Apprentice with meaningful exposure, experience, and work in the relevant KAP sector, appropriate to their skill level and/or off-the-job training.

(c) Australian Apprentice In-training

The Australian Apprentice must be in-training with their employer on the claim period end date.

(d) Part-time Apprenticeships

Where an Australian Apprentice undertakes an Australian Apprenticeship part-time, the employer will be able to claim the Key Apprenticeship Program Employer Incentive payment at the part-time rate, calculated as a flat rate for all part-time employment and training arrangements.

Where an Australian Apprentice changes their employment and training arrangements during any Claim period, the claim rate will be assessed based on the employment and training arrangements at the Claim period end date.

(e) Concurrent Apprenticeships

Where an Australian Apprentice is undertaking two Australian Apprenticeships concurrently with the same employer, and both the occupations and qualifications are listed on Appendix A the Priority List, each apprenticeship may be eligible for the Key Apprenticeship Employer Incentive at the part-time rate.

Where an Australian Apprentice is undertaking two part-time Australian Apprenticeship Journeys concurrently with different employers, both employers may be eligible to attract the Key Apprenticeship Program Employer Incentive at the part-time rate.

(f) Key Apprenticeship Program Employer Incentive specific requirements

- Sign a declaration

A signed declaration must be received from:

- the Australian Apprentice stating their commitment to build skills in the relevant KAP sector, including selecting relevant electives in their training, where available and appropriate: and
- the employer stating their commitment to provide ongoing exposure, experience and work in the relevant KAP sector.

² Useful and relevant engagement that must develop the skills required to work in the KAP sector at the completion of their apprenticeship and/or in the future.

³ Access to a range of KAP sector tools, technology, methods and worksites, including demonstration by skilled tradespeople.

⁴ Access to education, instruction, training or industry knowledge of the KAP sector, combined with a VET qualification specified on the Australian Apprenticeship Priority List. By the final year, an apprentice will be able to show they have gained specific skills and knowledge in the relevant KAP industry.

⁵ Undertake paid activities based on the occupation the apprentice is undertaking in the relevant KAP sector.

(g) Effect Date and time limit for lodging a claim

The Effect Date is the day after the claim period end date and is when the claim becomes payable. For example, if an apprenticeship commenced on 1 January, then 30 June is the claim period end date for the first payment. The Effect Date would subsequently be 1 July.

Payment	Effect Date
First payment	Day after claim period end date of six months from the date of commencement or recommencement
Second payment	Day after claim period end date of 12 months from the date of commencement or recommencement

The time limit for lodging a claim is 12 months from each Effect Date. All references to time critical events are assessed in Australian Eastern Standard Time (AEST) or Australian Eastern Daylight Time (AEDT) relevant to the time zone active at the time of assessment.

Where a Claimant provides incomplete, insufficient or incorrect evidence when lodging an incentive claim, it will be returned to the Australian Apprentice, employer or Registered Training Organisation and must be resubmitted in the Apprenticeships Data Management System (ADMS) with the required additional evidence provided within 20 business days from the expiry date or the returned date to resubmit the claim, whichever is later.

2.5. How does the employer claim Key Apprenticeship Program Employer Incentive?

Once the claim period end date has been reached, the department will make the relevant claim form available to the Claimant in the Apprenticeships Data Management System (ADMS) on the Effect Date for that payment type.

An eligible employer must claim Key Apprenticeship Program Employer Incentive through the ADMS.

If all eligibility requirements and requirements to claim payments are met, payments will be made by direct credit to the Claimant's bank account as identified on the claim form.

Payments may be used at the Claimant's discretion, unless otherwise specified.

Claimants are responsible for ensuring their claim is complete and accurate. Giving false or misleading information is a serious offence under the [Criminal Code Act 1995 \(Cth\)](#).

The department may investigate false or misleading information and may exclude claims from further consideration.

(a) Who approves claims

The Assistant Secretary Apprenticeship Operations Branch, Department of Employment and Workplace Relations is the program delegate and decides whether to approve claims under this grant program.

2.6. What evidence is required to claim the Key Apprenticeship Program Employer Incentive?

Employers must provide evidence through an upload of documentation to the ADMS with the claim form to confirm that the Australian Apprentice was employed on the claim period end date.

This evidence can be in the form of a payroll print out, time and wages sheet, payslip, or payroll summaries which must be able to confirm:

- the legal name or Australian Business Number (ABN) of the employer making the Key Apprenticeship Program Employer Incentive claim
- apprentice name
- a date range covering the claim period end date
- all claims must include accurate supporting evidence where specified.

To prevent the unintended disclosure of sensitive information, you must ensure that the apprentices TFN is not visible on any documents uploaded as evidence for a claim.

2.7. When is Key Apprenticeship Program Employer Incentive not claimable?

(a) Suspensions and cancellations

An employer is not eligible to claim the Key Apprenticeship Program Employer Incentive payment while their Australian Apprentice is in a period of suspension or if their Australian Apprentice cancels their Training Contract prior to the claim period end date.

Where an Australian Apprentice has commenced under the Incentive System, and following a period of suspension or cancellation, returns to the same employer within a 12-month period, the Effect date will be extended by the number of days the Australian Apprentice was in suspension.

(b) Early successful completions

Where an Australian Apprentice successfully completes the Australian Apprenticeship prior to the claim period end date, the employer will not be eligible to claim the Key Apprenticeship Program Employer Incentive payment for that claim period. Disability Australian Apprentice Wage Support
Disability Australian Apprentice Wage Support aims to encourage employers to provide Australian Apprenticeships to people with disability who are able to participate in open employment with suitable support and training.

3. Disability Australian Apprentice Wage Support

Disability Australian Apprentice Wage Support aims to encourage employers to provide Australian Apprenticeships to people with disability who are able to participate in open employment with suitable support and training.

3.1. Who is eligible to claim Disability Australian Apprentice Wage Support?

For an employer to be eligible for Disability Australian Apprentice Wage Support they must meet the following requirements:

(a) Primary Eligibility Requirement: Citizenship or residency status

The citizenship or residency status requirement supports the development of a skilled Australian workforce. For an employer to be eligible for any payment under the Incentive System, the Australian Apprentice, at the date of commencement or recommencement must be:

- an Australian citizen; or
- a foreign national with permanent residency; or
- a New Zealand passport holder with at least six months' residence in Australia.

(i) Residency status for foreign nationals

The visa granted by the Australian Government Department of Home Affairs determines the residency status of foreign nationals.

(b) Primary Eligibility Requirement: Employment and training arrangements

Payments available under the Incentive System are payable in respect of an Australian Apprentice whose employment and training arrangements are formally approved as an Australian Apprenticeship by the relevant State or Territory Training Authority.

For an employer to be eligible for payments under the Incentive System, the Australian Apprentice must be:

- employed in an Australian Apprenticeship arrangement in an Australian state or territory; and
- employed under the terms and conditions of a Training Contract, which must:
 - include a signed Training Plan; and
 - be signed by the Australian Apprentice and the employer; and
 - be formally approved by the State or Territory Training Authority; and
- undertaking accredited training which includes both paid work and structured training.

(c) Primary Eligibility Requirement: Previously completed and concurrent qualifications

Qualifications that the Australian Apprentice:

- has previously completed; or
- has commenced but not completed; or
- is undertaking concurrently,

may affect eligibility for payments, as specified below.

(i) Qualifications previously completed within the last seven years

Australian Apprentices and their employers are not eligible for payments under the Incentive System if the Australian Apprentice:

- has previously completed the same qualification within the last seven years from the date of commencement of the Australian Apprenticeship; or
- is undertaking a qualification that supersedes a qualification that was completed within the last seven years from the date of commencement of the Australian Apprenticeship Journey.

(ii) Concurrent qualifications

Australian Apprentices undertaking two part-time Australian Apprenticeship Journeys concurrently, may attract payments for both Australian Apprenticeship Journeys, subject to all other eligibility criteria being met.

(iii) Overseas qualifications

Where a qualification has been completed overseas, the Australian Apprenticeship is eligible for payments under the Incentive System.

If the overseas qualification aligns with a qualification on the Australian Qualifications Framework, the Australian Apprentice must obtain a comparable level Certificate that aligns with the Australian Qualifications Framework from the appropriate authority before eligibility for payments under the Incentive System can be assessed.

(iv) Historical qualifications

Where a qualification has been previously completed more than seven years from the date of the commencement of the Australian Apprenticeship Journey, it is eligible to attract payments under the Incentive System.

(d) Suitable Wage

Employers must be:

- paying a suitable wage of at least \$226.01 per week, or its part-time equivalent for the duration they are receiving the Disability Australian Apprentice Wage Support; and
- not be receiving any other form of Australian Government wage subsidy or equivalent assistance for the same Australian Apprentice.

(e) ADD and ADHD Diagnosis

Employers of Australian Apprentices who have been diagnosed with attention deficit disorder (ADD) or attention deficit hyperactivity disorder (ADHD) are eligible to apply for the Disability Australian Apprentice Wage Support.

(f) Capacity to Work

The Australian Apprentice's capacity to work must be assessed and confirmed through the completion of *Form 608 (Occupational Assessment for an Australian Apprentice with Disability)*. In completing the form, the assessment must be undertaken by a registered medical practitioner or registered psychologist.

The registered medical practitioner or registered psychologist must be qualified to make a diagnosis of disability. This cannot be a school counsellor. The assessment of the apprentice's needs must be genuine and not based on third party advice, or as part of a bulk assessment. Where the apprentice is under 18, they must be accompanied by their parent or guardian.

At the time of application, *Form 608* or *Form 608a* in conjunction with the form in the Apprenticeships Data Management System (ADMS) must have been completed less than:

- six months earlier for Australian Apprentices with a permanent or long-term disability; or
- three months earlier for Australian Apprentices with a temporary disability.

Where the Australian Apprentice has:

- a current and valid Job Capacity Assessment; or
- an Employment Services Assessment.

A completed *Form 608a (Evidence of Completion of a Job Capacity Assessment or an Employment Services Assessment for an Australian Apprentice with Disability)* may be submitted in conjunction with *Form 608*, in place of a medical assessment by a medical practitioner or registered psychologist.

The completed *Form 608* or *Form 608a*, must indicate that:

- the Australian Apprentice has a disability or disabilities which will impact upon their capacity to perform the employment-based duties of the Australian Apprenticeship position; and
- the Australian Apprentice's medication or basic self-management strategies have been assessed, and it has been determined that they do not overcome the impact of the disability on the performance of the employment-based duties of the Australian Apprenticeship position; and
- the Australian Apprentice will be able to carry out the duties of the occupation if they are provided suitable support by the employer.

(g) Existing Workers

If the Australian Apprentice is an Existing Worker, the Australian Apprentice must have:

- commenced or recommenced a qualification at the Certificate III or Certificate IV level and meet one of the following:
 - the nominal full-time duration of the Training Contract, as declared by the relevant State or Territory Training Authority, is two years or more (pro-rata for part-time Australian Apprenticeships); or
 - the Australian Apprentice commenced within 12 months of successfully completing a qualification at the Certificate II level with the same employer; or
- commenced or recommenced a qualification at the Diploma or Advanced Diploma level.

(h) Ongoing eligibility assessment for Australian Apprentices with a temporary disability

At the expiration of the approved disability period, employers of Australian Apprentices with a temporary disability must have their eligibility reassessed by submitting:

- A new application form in the Apprenticeships Data Management System; and either
 - A new Form 608, completed by a medical practitioner or registered psychologist; or
 - A new Form 608a, completed by an Employment Services Provider, if the Australian Apprentice has a current and valid Job Capacity Assessment or Employment Services Assessment.

Note: Form 608a may be submitted in place of Form 608 only when a valid Job Capacity Assessment or Employment Services Assessment is available.

(i) Circumstances where an employer is eligible for the Disability Australian Apprentice Wage Support for a second Australian Apprenticeship Journey

An employer may receive the Disability Australian Apprentice Wage Support for a second Australian Apprenticeship for the same Australian Apprentice Journey where:

- the Australian Apprentice is undertaking a Certificate III, IV, Diploma or Advanced Diploma level qualification that maps to an occupation listed on *Appendix A – Australian Apprenticeships Priority List*; or
- the previous eligibility period of the Disability Australian Apprentice Wage Support occurred while the Australian Apprenticeship was being undertaken while at school and the employer did not continue to receive the Disability Australian Apprentice Wage Support after leaving school; or
- the previous eligibility period of the Disability Australian Apprentice Wage Support was for a qualification at the Certificate II level and the Australian Apprentice:
 - successfully completed the qualification at the Certificate II level; and
 - is currently undertaking the qualification at the Certificate III level or higher which was commenced within 12 months of completing the Certificate II level qualification.

If the Australian Apprentice previously attracted the Disability Australian Apprentice Wage Support for an Australian Apprenticeship that was cancelled or withdrawn around the time of the conclusion of the waiting period, the Apprentice Connect Australia Provider should consult with their State Deed Manager for a determination.

(j) Circumstances where an Australian Apprentice experiences disability, or their disability becomes apparent during their Australian Apprenticeship Journey

The Australian Government recognises that an Australian Apprentice may experience circumstances that lead to disability during their Australian Apprenticeship Journey or that a disability may become apparent as the work duties become difficult. In these cases, an employer may apply for the Disability Australian Apprentice Wage Support after the Australian Apprenticeship Journey has commenced or recommenced. The application process is the same as that outlined above.

In these cases, an employer's Priority Hiring Incentive or Key Apprenticeship Program Employer Incentive may have been paid before the disability occurred or became apparent. If an employer successfully applies for the Disability Australian Apprentice Wage Support, it is not the intention of the Australian Government to recover any incentives that the employer had claimed in good faith before the Disability Australian Apprentice Wage Support eligibility was assessed. The Disability Australian Apprentice Wage Support can be claimed from the date the Apprentice Connect Australia Provider assesses eligibility for the Disability Australian Apprentice Wage Support and will not be backdated to the date of commencement.

(k) Hosted Employees

A GTO is eligible for employer payments for the duration that the Australian Apprentice is hosted by a:

- state or territory government body which is a statutory authority, statutory body, or body corporate; or
- local government organisation; or
- statutory authority, statutory body, body corporate or local government organisation and is seconded to a department of state or parliamentary department.

3.2. Who is not eligible to claim Disability Australian Apprentice Wage Support (DAAWS)?

(a) Recipient of Other Payments

Employers must not be a recipient of Priority Hiring Incentive or KAP Employer Incentive, except in the circumstances outlined above.

(b) Lack of language, literacy or numeracy skills

The disability is not described as a lack of language, literacy, or numeracy skills.

(c) Employment type

The Australian Apprentice cannot be in:

- employment offered by a private household; or
- casual employment or sub-contracting arrangements; or
- commission-based positions, piece-rate work, or any other employment arrangement which does not guarantee a regular salary; or
- contract or seasonal employment; or
- Supported Wage Arrangements (payment based on a productivity or competency-based arrangement as a proportion of wages set by an award).

(d) Business arrangements

An employer is not eligible to attract employer payments under the Incentive System if:

- they are also the Australian Apprentice themselves; or
- the Australian Apprentice has a financial interest in their employer's (or host employer's) business.

This includes, but is not limited to business arrangements:

- where the Australian Apprentice is:
 - a partner or director in the employer's business; or
 - the trustee of a trust; or
 - a franchisee or a shareholder.

(e) Australian Government departments and agencies

All Corporate Commonwealth Entities and Non-Corporate Commonwealth Entities, such as departments of state and parliamentary departments, as provided for under the PGPA Act are not eligible for any employer payments under the Incentive System for the duration that the Australian Apprentice is employed.

This applies to situations where an apprentice undertakes a placement with a non-government employer as part of the same apprenticeship journey.

(f) State or territory government departments and agencies

All State or territory government departments and agencies are not eligible for any employer payments under the Incentive System for the duration that the Australian Apprentice is employed.

This applies to situations where an apprentice is seconded to a statutory authority, statutory body, body corporate or local government organisation.

(g) Local Government Agencies

Local Government Agencies (LGA) as a stand-alone employer are eligible for employer payments. However, if the apprentice is seconded to an LGA from a State or territory government department or agency, then they are not entitled to employer incentives.

(h) Foreign entities

An employer is not eligible for any employer payments under the Incentive System if they are a foreign entity.

(i) Organisations listed on the National Redress Scheme

An employer is not eligible for any employer payments under the Incentive System if they are an organisation included on the National Redress Scheme website on the list of 'Institutions that have not joined or signified their intent to join the Scheme' (www.nationalredress.gov.au).

3.3. How will DAAWS be paid?

Payment type	Rate
Disability Australian Apprentice Wage Support	\$226.01 per week in arrears

On 1 July each year, the DAAWS Rate will be indexed in line with the March quarter CPI rate as published by Australian Bureau of Statistics.

The DAAWS is paid for the following time periods:

- the duration of the Australian Apprenticeship in the case of a long-term or permanent disability; or
- a specific period in the case of temporary disability,

for a full-time Australian Apprentice, or on a pro-rata basis, according to the hours worked for a part-time Australian Apprentice. Claim amounts cannot exceed the wages paid for the corresponding claim period.

3.4. What do employers need to do before claiming DAAWS?

Where the Training Contract has not yet been approved by the State or Territory Training Authority, payments may only be made for up to three months from the date of commencement or recommencement pending approval of the Training Contract from the State or Territory Training Authority.

Claims can only be made in respect of Australian Apprentices who were employed as an Australian Apprentice during the Claim period and are not payable if the Australian Apprentice is on worker's compensation for one week or more.

(a) Claim periods and time limit for lodging a claim

The time limit for lodging claims is 12 months from the first day of the Claim period. All references to time critical events are assessed in Australian Eastern Standard Time (AEST) or Australian Eastern Daylight Time (AEDT) relevant to the time zone active at the time of assessment.

Where a Claimant provides incomplete, insufficient or incorrect evidence when lodging an incentive claim, it will be returned to the Australian Apprentice, employer or Registered Training Organisation and must be resubmitted in the Apprenticeships Data Management System (ADMS) with the required additional evidence provided within 20 business days from the expiry date or the returned date to resubmit the claim, whichever is later.

3.5. How does the employer claim DAAWS payments?

Once the claim period end date has been reached, the department will make the relevant claim form available to the Claimant in the Apprenticeships Data Management System (ADMS) on the Effect date for that payment type. Claim periods for DAAWS are available to submit in ADMS in one-month blocks.

An eligible employer must claim DAAWS payment through the ADMS.

If all eligibility requirements and requirements to claim payments are met, payments will be made by direct credit to the Claimant's bank account as identified on the claim form.

Payments may be used at the Claimant's discretion, unless otherwise specified.

Claimants are responsible for ensuring their claim is complete and accurate. Giving false or misleading information is a serious offence under the [Criminal Code Act 1995 \(Cth\)](#).

The department may investigate false or misleading information and may exclude claims from further consideration.

(a) Who approves claims

The Assistant Secretary Apprenticeship Operations Branch, Department of Employment and Workplace Relations is the program delegate and decides whether to approve claims under this grant program.

3.6. What evidence is required to claim the DAAWS payment?

Evidence to be uploaded would be wage slips showing the Australian Apprentice is being paid at least the \$226.01 per week rate.

To prevent the unintended disclosure of sensitive information, you must ensure that the apprentices TFN is not visible on any documents uploaded as evidence for a claim.

3.7. When Is DAAWS not claimable?

(a) Suspensions and cancellations

An employer is not eligible to claim the DAAWS while their Australian Apprentice is in a period of suspension or if their Australian Apprentice cancels their Training Contract prior to the claim period end date.

(b) Workers Compensation

Where an Australian Apprentice is on worker's compensation for one week or more the employer is unable to claim DAAWS.

Part D. Assistance for Registered Training Organisations assisting Australian Apprentices with disability

1. Off-the-job Tutorial, Mentor, and Interpreter Assistance

The Off-the-job Tutorial, Mentor, and Interpreter Assistance is to provide tutorial, mentor, and interpreter assistance to apprentices with a disability who are experiencing difficulties with the off-the-job component of their Australian Apprenticeship.

Type of assistance	Description
Tutorial assistance	Provided to an Australian Apprentice by a tutor in addition to the individual delivering the standard off-the-job training for an Australian Apprenticeship. Tutorial assistance must be delivered in small groups of no more than five participants to ensure the apprentice's learning needs are met.
Mentor assistance	Provided to an Australian Apprentice to assist with organisational or personal issues which impact upon the ability of the Australian Apprentice to undertake their off-the-job training. Mentoring may take place on or off-the-job but should address difficulties experienced with the off-the-job component of the training. Mentor assistance must be delivered on a one-on-one basis to ensure the apprentice's needs are met.
Interpreter assistance	Provided by an interpreter to assist an Australian Apprentice to understand aspects of the off-the-job training and is in most cases provided to Australian Apprentices with disability such as visual or hearing impairment. Interpreter assistance must be delivered on a one-on-one basis to ensure the apprentice's needs are met.

1.1. Who is eligible to claim Off-the-job Tutorial, Mentor, and Interpreter Assistance?

(a) Eligible for Disability Australian Apprentice Wage Support

For a Registered Training Organisation to be eligible for the Tutorial, Mentor, and Interpreter Assistance the employer of the Australian Apprentice must apply for and be assessed as eligible for the Disability Australian Apprentice Wage Support for the duration of the apprenticeship, even if the employer chooses not to claim it.

(b) Australian Apprentice have experienced difficulties

The Australian Apprentice must have experienced difficulties with previous education or be experiencing difficulties with the off-the-job training component of their Australian Apprenticeship.

(c) Occupational Assessment undertaken

An occupational assessment must have been undertaken through the completion of:

- *Form 608 (Occupational Assessment for an Australian Apprentice with Disability)*; or
- *Form 608a (Evidence of Completion of a Job Capacity Assessment or an Employment Services Assessment for an Australian Apprentice with Disability)*, in conjunction with *Form 608*.

(d) Groups of no more than five participants

The Registered Training Organisation is expected to provide one-to-one assistance to an apprentice for Mentor and Interpreter services, and small groups of not more than five participants for Tutorial services.

1.2. Who is not eligible to claim Off-the-job Tutorial, Mentor, and Interpreter Assistance?

(a) Recipient of Other Payments

The Australian Apprentice must not be in receipt of assistance for tutorial, mentor or interpreter services funded by another source.

(b) Assistant not provided

Claims cannot be made where assistance has not been provided.

(a) Absence

Claims cannot be made where the Australian Apprentice was absent.

(b) Training did not occur

Claims cannot be made where off-the-job training did not occur.

(c) Hours Limit

Claims cannot be made where the number of hours of assistance exceeds the number of hours of off-the-job training during the week.

(d) Claim period

Claims cannot be made where the claim period for tutorial assistance includes any time the RTO has spent providing the standard off-the-job training, assessments or on-the-job training.

1.3. How will the Off-the-job Tutorial, Mentor, and Interpreter Assistance Payment be paid?

The Tutorial, Mentor, and Interpreter Assistance is paid in arrears as follows, and is inclusive of the Goods and Services Tax:

Type of service	Payment rate
Tutorial services	\$38.50 per hour, up to a maximum of \$5,500 per year • The number of hours of tutorial assistance provided each week must not exceed the total number of hours of off-the-job training. • Tutorial hours must be additional to the hours of the individual delivering the off-the-job training. • Evidence of services delivered is required prior to payment.
Mentor or interpreter services	\$38.50 per hour, up to a maximum of \$5,500 per year • The combined number of hours of mentor and interpreter services provided each week must not exceed the total number of hours that the Australian Apprentice spends in off-the-job training. • Evidence of services delivered is required prior to payment.

For the purposes of the Tutorial, Mentor, and Interpreter Assistance, a year commences on the date deemed by the Apprentice Connect Australia Provider to be the commencement date of eligibility for disability assistance. The eligible commencement date cannot be prior to the commencement of Off-the-Job Training as the support is linked to identifying that the apprentice is experiencing difficulties with the off the job component of the apprenticeship.

Prior to the eligibility assessment date, the Registered Training Organisation may be notified of an apprentice, who anticipates they will experience difficulties with the off-the-job training component to allow the opportunity for earlier identification of services; however, the Registered Training Organisation will only be eligible to claim for services delivered on/after the eligibility assessment date.

If the Registered Training Organisation makes a case proposing financial assistance of more than the stipulated hourly rate or yearly maximum, the proposal must be referred to the Department of Employment and Workplace Relations' State Deed Manager for determination.

1.4. What do Registered Training Organisations need to do before claiming the Off-the-job Tutorial, Mentor, and Interpreter Assistance Payment?

Where the Training Contract has not yet been approved by the State or Territory Training Authority, payments may only be made for up to three months from the date of commencement or recommencement pending approval of the Training Contract from the State or Territory Training Authority, and only where off-the-job training has commenced prior to the approval of the Training Contract.

In cases where the application is approved and the approval is backdated, the eligible start date for claiming cannot be prior to the commencement of off-the-job training.

1.5. How does a Registered Training Organisation claim the Off-the-job Tutorial, Mentor, and Interpreter Assistance Payment?

Once the claim period end date has been reached, the department will make the relevant claim form available to the Claimant in the Apprenticeships Data Management System (ADMS) on the Effect date for that payment type.

An eligible employer must claim Off-the-job Tutorial, Mentor, and Interpreter Assistance Payment through the ADMS.

If all eligibility requirements and requirements to claim payments are met, payments will be made by direct credit to the Claimant's bank account as identified on the claim form.

Payments may be used at the Claimant's discretion, unless otherwise specified.

Claimants are responsible for ensuring their claim is complete and accurate. Giving false or misleading information is a serious offence under the [Criminal Code Act 1995 \(Cth\)](#).

The department may investigate false or misleading information and may exclude claims from further consideration.

(a) Who approves claims

The Assistant Secretary Apprenticeship Operations Branch, Department of Employment and Workplace Relations is the program delegate and decides whether to approve claims under this grant program.

(b) Claim periods and time limit for lodging a claim

The time limit for lodging claims is 12 months from the first day of the Claim period.

Where a Claimant provides incomplete, insufficient or incorrect evidence when lodging an incentive claim, it will be returned to the Australian Apprentice, employer or Registered Training Organisation and must be resubmitted in the Apprenticeships Data Management System (ADMS) with the required additional evidence provided within 20 business days from the expiry date or the returned date to resubmit the claim, whichever is later.

1.6. What evidence is required and how do Registered Training Organisations lodge Off-the-job Tutorial, Mentor, and Interpreter Assistance Claims?

ADMS Claim forms must be signed and dated after the Claim period end date.

Evidence to be uploaded to support a claim would be:

- attendance records and a log detailing the breakdown of services provided
- an invoice for externally sourced services with supporting attendance records and log of hours detailing the breakdown of services provided
- evidence of the number of participants in delivering the Tutorial services.

To prevent the unintended disclosure of sensitive information, you must ensure that the apprentices TFN is not visible on any documents uploaded as evidence for a claim.

1.7. When is a Registered Training Organisation not eligible to claim Off-the-job Tutorial, Mentor, and Interpreter Assistance?

Claims for services delivered prior to the Application approval of the Tutorial, Mentor and Interpreter Assistance are not payable.

Part E. Payments to Australian Apprentices

1. Australian Apprentice Training Support Payment (AATSP)

The Australian Apprentice Training Support Payment (AATSP) provides up to a maximum of two years of direct financial support to Australian Apprentices commencing an Australian Apprenticeship Journey in priority occupations experiencing national skills shortage.

Eligible Australian Apprentices undertaking a Certificate III, Certificate IV, Diploma or Advanced Diploma qualification with an occupational outcome listed on *Appendix A - Australian Apprenticeships Priority List* can claim up to four six-monthly payments over two years of the Australian Apprenticeship Journey.

1.1. Who is eligible to claim AATSP?

For an Australian Apprentice to be eligible for the Australian Apprentice Training Support Payment they must meet the following requirements:

(a) Primary Eligibility Requirement: Citizenship or residency status

The citizenship or residency status requirement supports the development of a skilled Australian workforce.

For an Australian Apprentice to be eligible for any payment under the Incentive System, the Australian Apprentice, at the date of commencement or recommencement must be:

- an Australian citizen; or
- a foreign national with permanent residency; or
- a New Zealand passport holder with at least six months' residence in Australia.

(i) Residency status for foreign nationals

The visa granted by the Australian Government Department of Home Affairs determines the residency status of foreign nationals.

(b) Primary Eligibility Requirement: Employment and training arrangements

Payments available under the Incentive System are payable in respect of an Australian Apprentice whose employment and training arrangements are formally approved as an Australian Apprenticeship by the relevant State or Territory Training Authority.

For an Australian Apprentice to be eligible for payments under the Incentive System, the Australian Apprentice must be:

- employed in an Australian Apprenticeship arrangement in an Australian state or territory; and
- employed under the terms and conditions of a Training Contract, which must:
 - include a signed Training Plan; and
 - be signed by the Australian Apprentice and the employer; and
 - be formally approved by the State or Territory Training Authority; and

- undertaking accredited training which includes both paid work and structured training.

(c) Primary Eligibility Requirement: Previously completed and concurrent qualifications

The Incentive System aims to increase the number of skilled workers available to participate in the Australian workforce by assisting and supporting workers to gain new and formally recognised qualifications relevant to Australia's current and future workforce requirements. Payments are intended to encourage increased employability and workforce participation.

Qualifications that the Australian Apprentice:

- has previously completed; or
- has commenced but not completed; or
- is undertaking concurrently,

may affect eligibility for payments, as specified below.

(i) Qualifications previously completed within the last seven years

Australian Apprentices and their employers are not eligible for payments under the Incentive System if the Australian Apprentice:

- has previously completed the same qualification within the last seven years from the date of commencement of the Australian Apprenticeship; or
- is undertaking a qualification that supersedes a qualification that was completed within the last seven years from the date of commencement of the Australian Apprenticeship Journey.

(ii) Concurrent qualifications

Australian Apprentices undertaking two part-time Australian Apprenticeship Journeys concurrently, may attract payments for both Australian Apprenticeship Journeys, subject to all other eligibility criteria being met.

(iii) Overseas qualifications

Where a qualification has been completed overseas, the Australian Apprenticeship is eligible for payments under the Incentive System.

If the overseas qualification aligns with a qualification on the Australian Qualifications Framework, the Australian Apprentice must obtain a comparable level Certificate that aligns with the Australian Qualifications Framework from the appropriate authority before eligibility for payments under the Incentive System can be assessed.

(iv) Historical qualifications

Where a qualification has been previously completed more than seven years from the date of the commencement of the Australian Apprenticeship Journey, it is eligible to attract payments under the Incentive System.

1.2. Who is not eligible to claim AATSP?

(a) Recipients of Other Payments

The Australian Apprentice must not be in receipt of payments under the Key Apprenticeship Program Apprentice Incentive.

Eligibility for the Australian Apprentice Training Support Payment is determined at the Commencement or Recommencement of an Australian Apprenticeship Journey. Once determined, eligibility cannot be transferred to the KAP Apprentice Incentive Payment due to changes within the apprenticeship.

1.3. How will AATSP be paid?

For commencements and recommencements on or before **31 December 2025** eligible Australian Apprentices can claim up to four six-monthly payments over the first two years of the Australian Apprenticeship according to the following schedule and rate:

Claim Period	Full-time Rate	Part-time Rate
6 months from commencement or recommencement	\$1,750	\$875
12 months from commencement or recommencement	\$1,750	\$875
18 months from commencement or recommencement	\$750	\$375
24 months from the commencement or recommencement	\$750	\$375

For commencements and recommencements on or after **1 January 2026** eligible Australian Apprentices can claim up to four six-monthly payments over the first two years of the Australian Apprenticeship according to the following schedule and rate:

Claim Period	Full-time Rate	Part-time Rate
6 months from commencement or recommencement	\$625	\$315
12 months from commencement or recommencement	\$625	\$315
18 months from commencement or recommencement	\$625	\$310
24 months from the commencement or recommencement	\$625	\$310

The part-time payment rate is applied as a flat rate regardless of part-time hours worked in any given Claim period.

(a) Tax File Number Declaration

The AATSP is treated as taxable income. While not mandatory to provide a Tax File Number Declaration, if one is not provided then the highest marginal tax rate will be applied, as required by the Australian Taxation Office. [Apply for a TFN | Australian Taxation Office \(ato.gov.au\)](#). For more information on taxation and tax rates see [Taxation](#) section of these guidelines.

1.4. What do Australian Apprentices need to do before claiming AATSP?

Before claiming, the Australian Apprentice must meet the following standard claiming requirements:

(a) Standard Claiming Requirement: Australian Apprenticeship Commenced

The Australian Apprentice must:

- have commenced or recommenced their Australian Apprenticeship journey (see [Payment Commencement Date Rules](#)) and
- at the date of commencement or recommencement, be undertaking:
 - a qualification at the Certificate III, Certificate IV, Diploma or Advanced Diploma level listed on *Appendix A - Australian Apprenticeships Priority List*; and
 - an Australian Apprenticeship with an occupational outcome listed on *Appendix A - Australian Apprenticeships Priority List*. The qualification and occupation must be a valid combination on *Appendix A – Australian Apprenticeships Priority list*.; and
- be in-training with their employer on the claim period end date.

(b) Standard Claiming Requirement: Waiting period

All payment types are subject to a waiting period, unless otherwise specified.

The waiting period ensures the employer, and the Australian Apprentice are committed to continuing the Australian Apprenticeship.

The waiting period is defined as the greater of:

- three calendar months from the date of commencement or recommencement (see [Payment Commencement Date Rules](#)); or
- the probationary period as specified by the relevant State or Territory Training Authority.

Where an extension to a probationary period has been approved by the relevant State or Territory Training Authority, the updated probationary period determines the waiting period.

(c) Standard Claiming Requirement: Effect Dates and time limits for lodging a claim

(i) Effect dates

The Effect Date is the day after the claim period end date and is when a claim becomes payable. Effect Dates and claim period dates are specified under their respective payment type.

The Australian Apprentice must be employed by the employer as an Australian Apprentice for the full claim period to be eligible for an apprentice or employer payment, unless otherwise specified.

(ii) Time limit for lodging a claim

Claimants have 12 calendar months from each Effect Date to claim a payment, unless otherwise specified. All references to time critical events are assessed in Australian Eastern Standard Time (AEST) or Australian Eastern Daylight Time (AEDT) relevant to the time zone active at the time of assessment.

Where a Claimant provides incomplete, insufficient or incorrect evidence when lodging an incentive claim, it will be returned to the Australian Apprentice, employer or Registered Training Organisation and must be resubmitted in the Apprenticeships Data Management System (ADMS) with the required additional evidence provided within 20 business days from the expiry date or the returned date to resubmit the claim, whichever is later.

(d) Custodial Australian Apprentices

Payments are payable to Custodial Australian Apprentices and their employers if the Australian Apprenticeship is continued following release from custody. The Effect date will be the later of:

- the waiting period; or
- the Effect date of the claim; or
- the day after the Custodial Australian Apprentice was released from custody; or
- be in training with their employer on the claim period end date.

(e) Part-time Apprenticeships

Where an Australian Apprentice undertakes an Australian Apprenticeship part-time, the employer will be able to claim the AATSP at the part-time rate, calculated as a flat rate for all part-time employment and training arrangements.

Where an Australian Apprentice changes their employment and training arrangements during any Claim period, the claim rate will be assessed based on the employment and training arrangements at the Claim period end date

(f) Concurrent Apprenticeships

Where an Australian Apprentice is undertaking two Australian Apprenticeship Journeys (with qualifications and occupations listed on *Appendix A – Australian Apprenticeships Priority List*) concurrently with the same employer both Australian Apprenticeships may be eligible to attract the Australian Apprentice Training Support Payment at the part-time rate.

Where an Australian Apprentice is undertaking two part-time Australian Apprenticeship Journeys concurrently with different employers, both Australian Apprenticeships may be eligible to attract the AATSP at the part-time rate.

1.5. How does the Australian Apprentice claim AATSP?

Once the claim period end date has been reached, the Department of Employment and Workplace Relations will make the relevant claim form available to the Claimant on the Effect date for that payment type.

An eligible Australian Apprentice must claim AATSP through ADMS.

If all eligibility requirements and requirements to claim payments are met, payments will be made by direct credit to the Claimant's bank account as identified on the claim form.

Payments may be used at the Claimant's discretion, unless otherwise specified.

Claimants are responsible for ensuring their claim is complete and accurate. Giving false or misleading information is a serious offence under the [Criminal Code Act 1995 \(Cth\)](#).

The department may investigate false or misleading information and may exclude claims from further consideration.

(a) Who approves claims

The Assistant Secretary Apprenticeship Operations Branch, Department of Employment and Workplace Relations is the program delegate and decides whether to approve claims under this grant program.

(b) Effect date and time limit for lodging a claim

The Effect date is the day after the claim period end date and is when the claim becomes payable.

The first Effect date corresponds to six months from the date of commencement or recommencement (excluding periods of suspension). Effect dates thereafter are the 12, 18 and 24-month points (excluding periods of suspension).

The time limit for lodging a claim is 12 months from each Effect date. All references to time critical events are assessed in Australian Eastern Standard Time (AEST) or Australian Eastern Daylight Time (AEDT) relevant to the time zone active at the time of assessment.

1.6. What evidence is required to claim AATSP?

The Australian Apprentice must provide evidence through an upload of documentation to the ADMS with the claim form to confirm that they were employed on the claim period end date.

This evidence can be in the form of a payroll print out, time and wages sheet, payslip, or payroll summaries which must be able to confirm at a minimum:

- the legal name or Australian Business Number (ABN) of the business the apprentice is employed by
- apprentice name
- a date range aligning with the claim period end date
- all claims must include accurate supporting evidence where specified.

To prevent the unintended disclosure of sensitive information, you must ensure that your TFN is not visible on any documents uploaded as evidence for a claim.

1.7. When is AATSP not claimable?

(a) Suspensions and cancellations

An Australian Apprentice is not eligible to claim an AATSP while they are in a period of suspension or have cancelled their Australian Apprenticeship.

Where an Australian Apprentice, following a period of suspension or cancellation of less than 12 months, recommences their Australian Apprenticeship Journey with either the same or a different employer, the Effect date for the next available claim will be extended by the number of days the Australian Apprentice was in suspension or cancelled.

For commencements and recommencements on or before **31 December 2025** an Australian Apprentice can claim a maximum of up to \$5,000 for each Australian Apprenticeship Journey, regardless of the number of Training Contracts (or returns from suspension or cancellation), where there is no change to the qualification or occupation.

For commencements and recommencements on or after **1 January 2026** an Australian Apprentice can claim a maximum of up to \$2,500 for each Australian Apprenticeship Journey, regardless of the number of Training Contracts (or returns from suspension or cancellation), where there is no change to the qualification or occupation.

(b) Early completions

Where an Australian Apprentice successfully completes the Australian Apprenticeship prior to the claim period end date, the Australian Apprentice will not be eligible for that Australian Apprentice Training Support Payment.

2. Key Apprenticeship Program (KAP) Apprentice Incentive

The Key Apprenticeship Program (KAP) aims to grow Australia's skilled workforce and expand the pipeline of apprentices training towards critical occupations in priority sectors. Through targeted support streams, KAP seeks to boost participation, improve retention, and increase completion rates in occupations of national importance.

The KAP contains two streams. The:

1. The **Key Apprenticeship Program: New Energy Apprenticeship** stream is designed to encourage apprentices to choose clean energy careers, improve retention rates and deliver more successful completions by providing direct financial support to Australian Apprentices commencing an Australian Apprenticeship Journey in a new energy occupation.

The New Energy Apprenticeship stream is available to eligible Australian Apprentices undertaking a Certificate III, Certificate IV, Diploma or Advanced Diploma level qualification that maps to an

occupational outcome listed on *Appendix A - Australian Apprenticeships Priority List* and identified as a new energy occupation.

2. The **Key Apprenticeship Program: Housing Construction Apprenticeship** stream is designed to encourage the growth of this critical workforce and expand the pipeline of workers training towards occupations supporting the housing and construction industry.

The Housing Construction Apprenticeship stream is available to eligible Australian Apprentices undertaking a Certificate III, Certificate IV, Diploma or Advanced Diploma level qualification that maps to an occupational outcome listed on *Appendix A - Australian Apprenticeships Priority List* and identified as a housing construction occupation.

Payments are available for an Australian Apprentice through the KAP, rather than each individual stream. That is, up to \$10,000 (full time) per Australian Apprenticeship Journey, not across each stream of KAP.

The KAP does not supersede the New Energy Apprentice Support Payment (NEASP). From 1 July 2025 any Australian Apprentice receiving support through the NEASP will continue to have their remaining eligibility paid through the NEASP. Any new commencements or recommencements from 1 July 2025 will receive payment through the KAP: New Energy Apprenticeship stream rather than NEASP.

2.1. Who is eligible for the KAP Apprentice Incentive?

For an Australian Apprentice to be eligible for Key Apprenticeship Program Apprentice Incentive they must meet the following requirements:

(a) Primary Eligibility Requirement: Citizenship or residency status

The citizenship or residency status requirement supports the development of a skilled Australian workforce.

For an Australian Apprentice to be eligible for any payment under the Incentive System, the Australian Apprentice, at the date of commencement or recommencement must be:

- an Australian citizen; or
- a foreign national with permanent residency; or
- a New Zealand passport holder with at least six months' residence in Australia.

(i) Residency status for foreign nationals

The visa granted by the Australian Government Department of Home Affairs determines the residency status of foreign nationals.

(b) Primary Eligibility Requirement: Employment and training arrangements

Payments available under the Incentive System are payable in respect of an Australian Apprentice whose employment and training arrangements are formally approved as an Australian Apprenticeship by the relevant State or Territory Training Authority.

For an Australian Apprentice to be eligible for payments under the Incentive System, the Australian Apprentice must be:

- employed in an Australian Apprenticeship arrangement in an Australian state or territory; and
- employed under the terms and conditions of a Training Contract, which must:
 - include a signed Training Plan; and
 - be signed by the Australian Apprentice and the employer; and
 - be formally approved by the State or Territory Training Authority; and
- undertaking accredited training which includes both paid work and structured training.

(c) Primary Eligibility Requirement: Previously completed and concurrent qualifications

The Incentive System aims to increase the number of skilled workers available to participate in the Australian workforce by assisting and supporting workers to gain new and formally recognised qualifications relevant to Australia's current and future workforce requirements. Payments are intended to encourage increased employability and workforce participation.

Qualifications that the Australian Apprentice:

- has previously completed; or
- has commenced but not completed; or
- is undertaking concurrently,

may affect eligibility for payments, as specified below.

(i) Qualifications previously completed within the last seven years

Australian Apprentices and their employers are not eligible for payments under the Incentive System if the Australian Apprentice:

- has previously completed the same qualification within the last seven years from the date of commencement of the Australian Apprenticeship; or
- is undertaking a qualification that supersedes a qualification that was completed within the last seven years from the date of commencement of the Australian Apprenticeship Journey.

(ii) Concurrent qualifications

Australian Apprentices undertaking two part-time Australian Apprenticeship Journeys concurrently, may attract payments for both Australian Apprenticeship Journeys, subject to all other eligibility criteria being met.

(iii) Overseas qualifications

Where a qualification has been completed overseas, the Australian Apprenticeship is eligible for payments under the Incentive System.

If the overseas qualification aligns with a qualification on the Australian Qualifications Framework, the Australian Apprentice must obtain a comparable level Certificate that aligns with the Australian Qualifications Framework from the appropriate authority before eligibility for payments under the Incentive System can be assessed.

(iv) Historical qualifications

Where a qualification has been previously completed more than seven years from the date of the commencement of the Australian Apprenticeship Journey, it is eligible to attract payments under the Incentive System.

2.2. Who is not eligible to claim the KAP Apprentice Incentive?

(a) Recipients of Other Payments

The Australian Apprentice must not be in receipt of the Australian Apprentice Training Support Payment (AATSP) for the same Australian Apprenticeship.

Eligibility for the KAP is determined at the assessment or reassessment point. Once determined, an Australian Apprentice may be eligible to receive the Australian Apprentice Training Support Payment instead of the KAP payment only where a reassessment of eligibility has occurred. An Australian Apprentice may move between receiving the AATSP or the KAP payment throughout their Australian Apprenticeship Journey, however, an Australian Apprentice cannot receive both types of payments concurrently.

(b) Employment type

The Australian Apprentice cannot be in

- employment offered by a private household; or
- casual employment or sub-contracting arrangements; or
- commission-based positions, piece-rate work, or any other employment arrangement which does not guarantee a regular salary; or
- contract or seasonal employment; or
- Supported Wage Arrangements (payment based on a productivity or competency-based arrangement as a proportion of wages set by an award).

2.3. How will the KAP Apprentice Incentive be paid?

Eligible apprentices can claim up to \$10,000 for a full-time apprenticeship and up to \$5,000 for a part-time apprenticeship over the life of the Australian Apprenticeship Journey, according to the following schedule and rates:

Claim Period	Full-time Rate	Part-time Rate
6 months from commencement or recommencement	\$2,000	\$1,000
12 months from commencement or recommencement	\$2,000	\$1,000
24 months from commencement or recommencement	\$2,000	\$1,000
36 months from commencement or recommencement	\$2,000	\$1,000

Completion date	\$2,000	\$1,000
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The part-time payment rate is applied as a flat rate regardless of part-time hours worked.

A completion payment is only made when the Australian Apprenticeship Journey has been successfully completed. This payment may coincide with another payment if the Australian Apprentice happens to complete their Australian Apprenticeship on the last day of a Claim period.

(a) Tax File Number Declaration

The KAP is treated as taxable income. While not mandatory to provide a Tax File Number Declaration, if one is not provided then the highest marginal tax rate will be applied, as required by the Australian Taxation Office. [Apply for a TFN | Australian Taxation Office \(ato.gov.au\)](#). For more information on taxation and tax rates see [Taxation](#) section of these guidelines.

For more information on taxation and tax rates see Part G section 5.

2.4. What do Australian Apprentices need to do before claiming KAP?

Before claiming, the Australian Apprentice must meet the following standard claiming requirements:

(a) Standard Claiming Requirement: Australian Apprenticeship Commenced

The Australian Apprentice must:

- have commenced or recommenced their Australian Apprenticeship journey (see [Payment Commencement Date Rules](#)) and
- at the date of commencement or recommencement, be undertaking:
 - a qualification at the Certificate III, Certificate IV, Diploma or Advanced Diploma level listed on *Appendix A - Australian Apprenticeships Priority List*; and
 - an Australian Apprenticeship with an occupational outcome listed on *Appendix A - Australian Apprenticeships Priority List*. The qualification and occupation must be a valid combination on *Appendix A – Australian Apprenticeships Priority list*.; and
- be in-training with their employer on the claim period end date.

(b) Standard Claiming Requirement: Waiting period

All payment types are subject to a waiting period, unless otherwise specified.

The waiting period ensures the employer, and the Australian Apprentice are committed to continuing the Australian Apprenticeship.

The waiting period is defined as the greater of:

- three calendar months from the date of commencement or recommencement (see [Payment Commencement Date Rules](#)); or
- the probationary period as specified by the relevant State or Territory Training Authority.

Where an extension to a probationary period has been approved by the relevant State or Territory Training Authority, the updated probationary period determines the waiting period.

(c) Standard Claiming Requirement: Effect dates and time limits for lodging a claim

(i) Effect dates

The Effect date is the day after the claim period end date and is when a claim becomes payable. Effect dates and claim period dates are specified under their respective payment type.

The Australian Apprentice must be employed by the employer as an Australian Apprentice for the full claim period to be eligible for an apprentice or employer payment, unless otherwise specified.

(ii) Time limit for lodging a claim

Claimants have 12 calendar months from each Effect date to claim a payment, unless otherwise specified. All references to time critical events are assessed in Australian Eastern Standard Time (AEST) or Australian Eastern Daylight Time (AEDT) relevant to the time zone active at the time of assessment.

Where a Claimant provides incomplete, insufficient or incorrect evidence when lodging an incentive claim, it will be returned to the Australian Apprentice, employer or Registered Training Organisation and must be resubmitted in the Apprenticeships Data Management System (ADMS) with the required additional evidence provided within 20 business days from the expiry date or the returned date to resubmit the claim, whichever is later.

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(d) Custodial Australian Apprentices

Payments are payable to Custodial Australian Apprentices and their employers if the Australian Apprenticeship is continued following release from custody. The Effect date will be the later of:

- the waiting period; or
- the Effect date of the claim; or
- the day after the Custodial Australian Apprentice was released from custody; or
- be in training with their employer on the claim period end date.

(e) Part-time Apprenticeships

Where an Australian Apprentice undertakes an Australian Apprenticeship part-time, the employer will be able to claim the AATSP at the part-time rate, calculated as a flat rate for all part-time employment and training arrangements.

Where an Australian Apprentice changes their employment and training arrangements during any Claim period, the claim rate will be assessed based on the employment and training arrangements at the Claim period end date

(f) Concurrent Apprenticeships

Where an Australian Apprentice is undertaking two Australian Apprenticeship Journeys (with qualifications and occupations listed on *Appendix A – Australian Apprenticeships Priority List*) concurrently with the same employer both Australian Apprenticeships may be eligible to attract the Australian Apprentice Training Support Payment at the part-time rate.

Where an Australian Apprentice is undertaking two part-time Australian Apprenticeship Journeys concurrently with different employers, both Australian Apprenticeships may be eligible to attract the AATSP at the part-time rate.

(g) KAP Specific Requirements: Declarations

(i) Employer declaration

The employer must complete a signed declaration stating, and be able to demonstrate if required:

- business engagement and operation with the relevant KAP sector⁶; and
- the Australian Apprentice will be provided with meaningful⁷ exposure⁸ experience⁹, and work¹⁰ in the relevant KAP sector, appropriate to skill level and/or off-the-job training; and
- Group Training Organisations are eligible to participate in the Key Apprenticeship Program Employer Incentive and must demonstrate they will provide the Australian Apprentice with meaningful exposure, experience, and work in the relevant KAP sector, appropriate to their skill level and/or off-the-job training.

(ii) Australian Apprentice Declaration

The Australian Apprentice must complete a signed declaration stating, and be able to demonstrate if required:

- Their commitment to build skills in the relevant KAP sector, including selecting relevant electives in their training, where available and appropriate: and
- their commitment to seeking ongoing exposure, experience and work in the relevant KAP sector.

2.5. How does the Australian Apprentices claim KAP?

Once the claim period end date has been reached, the Department of Employment and Workplace Relations will make the relevant claim form available to the Claimant on the Effect date for that payment type.

⁶ Refers to either the Clean Energy Sector, Housing Construction Sector or both.

⁷ Useful and relevant engagement that must develop the skills required to work in the KAP sector at the completion of their apprenticeship and/or in the future.

⁸ Access to a range of KAP sector tools, technology, methods and worksites, including demonstration by skilled tradespeople.

⁹ Access to education, instruction, training or industry knowledge of the KAP sector, combined with a VET qualification specified on the Australian Apprenticeship Priority List. By the final year, an apprentice will be able to show they have gained specific skills and knowledge in the relevant KAP industry.

¹⁰ Undertake paid activities based on the occupation the apprentice is undertaking in the relevant KAP sector.

An eligible Australian Apprentice must claim KAP through ADMS.

If all eligibility requirements and requirements to claim payments are met, payments will be made by direct credit to the Claimant's bank account as identified on the claim form.

Payments may be used at the Claimant's discretion, unless otherwise specified.

Claimants are responsible for ensuring their claim is complete and accurate. Giving false or misleading information is a serious offence under the [Criminal Code Act 1995 \(Cth\)](#).

The department may investigate false or misleading information and may exclude claims from further consideration.

(a) Who approves claims

The Assistant Secretary Apprenticeship Operations Branch, Department of Employment and Workplace Relations is the program delegate and decides whether to approve claims under this grant program.

(b) Effect Date and time limit for lodging a claim

The Effect Date is the day after the claim period end date and is when the claim becomes payable as per the following table.

Payment	Timing
6 months	6 elapsed calendar months from the date of commencement or recommencement (excluding periods of suspension). e.g. if the commencement date is 1 January 2023, the Effect date for this payment is 1 July 2023.
12 months	12 elapsed calendar months from the date of commencement or recommencement (excluding periods of suspension). e.g. if the commencement date is 1 January 2023, the Effect date for this payment is 1 January 2024.
24 months	24 elapsed calendar months from the date of commencement or recommencement (excluding periods of suspension). e.g. if the commencement date is 1 January 2023, the Effect date for this payment is 1 January 2025.
36 months	36 elapsed calendar months from the date of commencement or recommencement (excluding periods of suspension). e.g. if the commencement date is 1 January 2023, the Effect date for this payment is 1 January 2026.
Completion	The date the Australian Apprenticeship Journey is successfully completed.

The time limit for lodging a claim is 12 months from each Effect Date. All references to time critical events are assessed in Australian Eastern Standard Time (AEST) or Australian Eastern Daylight Time (AEDT) relevant to the time zone active at the time of assessment.

2.6. What evidence is required to claim the KAP Apprentice Incentive?

The Australian Apprentice must provide evidence with the claim form that they were employed on the claim period end date.

This evidence can be in the form of a payroll print out, time and wages sheet, payslip, or payroll summaries which must be able to confirm:

- the legal name or Australian Business Number (ABN) of the business the apprentice is employed by
- apprentice name
- a date range aligning with the claim period end date
- all claims must include accurate supporting evidence where specified.

To prevent the unintended disclosure of sensitive information, you must ensure that your TFN is not visible on any documents uploaded as evidence for a claim.

2.7. When is KAP Apprentice Incentive not claimable?

(a) Suspensions and cancellations

An Australian Apprentice is not eligible to claim a KAP Apprentice Incentive while they are in a period of suspension or have cancelled their Australian Apprenticeship Journey.

Where an Australian Apprentice, following a period of suspension or cancellation, recommences their Australian Apprenticeship Journey, the Effect date for the next available claim will be extended by the number of days the Australian Apprentice was in suspension or cancelled.

An Australian Apprentice can claim up to a maximum of \$10,000 for one Australian Apprenticeship Journey, regardless of the number of Australian Apprenticeships (or returns from suspension or cancellation) within that journey.

(b) Early completions

Where an Australian Apprentice successfully completes the Australian Apprenticeship Journey prior to the claim period end date, the Australian Apprentice will not be eligible for the next scheduled instalment of the KAP Apprentice Incentive. They will however be eligible for the completion claim. For example, if an Australian Apprentice successfully completed prior to the 36 months claim period end date, they would not be eligible for the 36-month payment but would still receive the completion payment.

A completion payment is made when the Australian Apprenticeship Journey has been successfully completed. This payment may coincide with another payment instalment if the Australian Apprentice happens to complete their Australian Apprenticeship Journey on the last day of a Claim period.

3. Living Away From Home Allowance

The Living Away From Home Allowance helps Australian Apprentices who are required to move away from their parent's or guardian's residence to take up or remain in their Australian Apprenticeship Journey. The Living Away From Home Allowance is available during the first three years of an Australian Apprenticeship Journey.

3.1. Who is eligible to claim Living Away From Home Allowance?

For an Australian Apprentice to be eligible for the Living Away From Home Allowance payment they must meet the following requirements:

(a) Primary Eligibility Requirement: Citizenship or residency status

The citizenship or residency status requirement supports the development of a skilled Australian workforce.

For an Australian Apprentice to be eligible for any payment under the Incentive System, the Australian Apprentice, at the date of commencement or recommencement must be:

- an Australian citizen; or
- a foreign national with permanent residency; or
- a New Zealand passport holder with at least six months' residence in Australia.

(i) Residency status for foreign nationals

The visa granted by the Australian Government Department of Home Affairs determines the residency status of foreign nationals.

(b) Primary Eligibility Requirement: Employment and training arrangements

Payments available under the Incentive System are payable where the Australian Apprentice is undertaking a qualification of Certificate II level or above and within 36 months of the commencement date of their Australian Apprenticeship (whether full time or part time).

(c) Primary Eligibility Requirement: Previously completed and concurrent qualifications

The Incentive System aims to increase the number of skilled workers available to participate in the Australian workforce by assisting and supporting workers to gain new and formally recognised qualifications relevant to Australia's current and future workforce requirements. Payments are intended to encourage increased employability and workforce participation.

Qualifications that the Australian Apprentice:

- has previously completed; or
- has commenced but not completed; or
- is undertaking concurrently,

may affect eligibility for payments, as specified below.

(i) Qualifications previously completed within the last seven years

Australian Apprentices and their employers are not eligible for payments under the Incentive System if the Australian Apprentice:

- has previously completed the same qualification within the last seven years from the date of commencement of the Australian Apprenticeship; or
- is undertaking a qualification that supersedes a qualification that was completed within the last seven years from the date of commencement of the Australian Apprenticeship Journey.

(ii) Concurrent qualifications

Australian Apprentices undertaking two part-time Australian Apprenticeship Journeys concurrently, may attract payments for both Australian Apprenticeship Journeys, subject to all other eligibility criteria being met.

(iii) Overseas qualifications

Where a qualification has been completed overseas, the Australian Apprenticeship is eligible for payments under the Incentive System.

If the overseas qualification aligns with a qualification on the Australian Qualifications Framework, the Australian Apprentice must obtain a comparable level Certificate that aligns with the Australian Qualifications Framework from the appropriate authority before eligibility for payments under the Incentive System can be assessed.

(iv) Historical qualifications

Where a qualification has been previously completed more than seven years from the date of the commencement of the Australian Apprenticeship Journey, it is eligible to attract payments under the Incentive System.

(d) Residential criteria

An Australian Apprentice meets the residential criteria if they:

- move from their parent or guardian's home for the first time:
 - within three months before commencing or recommencing an Australian Apprenticeship; or
 - to remain in an Australian Apprenticeship; or
 - to pursue essential supplementary on-the-job training with another employer; and
- demonstrate that if they had not moved, one of the following criteria would have applied:
 - more than 90 minutes travel time each way between work and home; or
 - unreasonable travel delays; or
 - limited or unsuitable transport arrangements; or
 - prohibitive transport costs.

For Australian School-based Apprentices, moving to boarding school does not satisfy the residential criteria.

Where a Group Training Organisation is the employer, the host employer's workplace address is to be used when considering residential criteria.

(i) Homelessness

An Australian Apprentice who is homeless may be eligible for the Living Away From Home Allowance as it is recognised that the lack of stable housing is a major impediment to completion of an Australian Apprenticeship Journey.

(ii) Custodial Australian Apprentices

Australian Apprentices who have been released from a Custodial sentence may become eligible for the Living Away From Home Allowance if they meet the homelessness criteria. (see Section 2.4 (a) (i))

(e) Australian School-based Apprentices post-boarding school

Australian School-based Apprentices who commenced their Australian Apprenticeship while at boarding school will be eligible to receive the balance of the remaining Living Away From Home Allowance from the date they establish a new residence which is away from their parent's or guardian's home, when they continue with the qualification leading to the same occupational outcome post-school.

(f) Eligibility for the Living Away From Home Allowance for more than one registration

(i) Progression from a Certificate II to a Certificate III or IV

An Australian Apprentice is eligible for the balance of the 36-month Living Away From Home Allowance entitlement if they commence an Australian Apprenticeship Journey at the Certificate III or IV level with the same employer within 12 months of successfully completing an Australian Apprenticeship Journey at the Certificate II level, for which they were eligible for the Living Away From Home Allowance.

(ii) Commencement of a second Australian Apprenticeship Journey after a withdrawal or cancellation

An Australian Apprentice is eligible for the Living Away From Home Allowance for a further 36 months from the commencement of the subsequent Australian Apprenticeship Journey if they withdrew or cancelled the previous Australian Apprenticeship Journey prior to the end of the three-month probation period. In these instances, the subsequent Australian Apprenticeship Journey is deemed to be the first Australian Apprenticeship Journey.

(iii) Post-Australian School-based Apprenticeships

Australian Apprentices who received the Living Away From Home Allowance while undertaking an Australian School-based Apprenticeship will be eligible to receive the Living Away From Home Allowance for a further 36 months if they:

- completed at least three calendar months of the Australian School-based Apprenticeship prior to leaving school; and
- did not continue the same occupational outcome after leaving school; and
- commence an Australian Apprenticeship Journey in a different occupational outcome or at a higher level.

3.2. Who is not eligible to claim Living Away From Home Allowance?

(a) Other

The Australian Apprentice has moved away from home to:

- attend block release off-the-job training, as state and territory governments may provide assistance in these circumstances; or
- undertake a course initiated by their employer that is not part of the Australian Apprenticeship; or
- attend boarding school.

(b) Rental Assistance

Where the Australian Apprentice received rental or accommodation assistance from Services Australia or free or subsidised quarters or board from their employer, they are not entitled to claim Living Away From Home Allowance.

(c) Recipient of Other Payments

An Australian Apprentice may not receive the Living Away From Home Allowance and the following support at the same time:

- Youth Allowance; or
- Austudy; or
- ABSTUDY.

Any existing claims for Youth Allowance, Austudy, or ABSTUDY must be cancelled prior to making a claim for the Living Away From Home Allowance.

An Australian Apprentice who wishes to make a claim for Youth Allowance, Austudy, ABSTUDY must cancel their Living Away From Home Allowance prior to doing so.

(d) Employment type

The Australian Apprentice cannot be in

- employment offered by a private household; or
- casual employment or sub-contracting arrangements; or
- commission-based positions, piece-rate work, or any other employment arrangement which does not guarantee a regular salary; or
- contract or seasonal employment; or
- Supported Wage Arrangements (payment based on a productivity or competency-based arrangement as a proportion of wages set by an award).

3.3. How will the Living Away From Home Allowance be paid?

The Living Away From Home Allowance is paid in arrears at the following rates:

Time period	Rate
First 12-month period from the date of commencement	\$125.52 per week
Second 12-month period	\$94.14 per week
Third 12-month period	\$47.07 per week

On 1 July each year, the Living Away From Home Allowance Rate will be indexed in line with the March quarter CPI rate as published by Australian Bureau of Statistics.

Where an Australian Apprentice moves away from their parent or guardian's home after commencing the Australian Apprenticeship Journey, they will be eligible for the Living Away From Home Allowance from the date of establishing the new residence until 36 months from the date of commencement of the Australian Apprenticeship Journey, or completion of the Australian Apprenticeship Journey (whichever comes first).

3.4. What does an Australian Apprentice need to do before claiming the Living Away From Home Allowance?

Where the Training Contract has not been approved by the State or Territory Training Authority, the Living Away From Home Allowance can be paid for three months from the date of commencement, or recommencement (see [Payment Commencement Date Rules](#)). Before claiming, the Australian Apprentice must meet the following:

(a) Standard Claiming Requirement: Australian Apprenticeship Commenced

The Australian Apprentice

- have commenced or recommenced their Australian Apprenticeship Journey (see [Payment Commencement Date Rules](#)) and
- be in-training with their employer on the claim period end date.

(b) Standard Claiming Requirement: Waiting period

The Living Away From Home Allowance is exempt from the standard waiting period and can be claimed from the commencement or recommencement of the apprenticeship.

(c) Standard Claiming Requirement: Effect dates and time limits for lodging a claim

(i) Effect dates

The Effect date is the day after the claim period end date and is when a claim becomes payable. Effect dates and claim period dates are specified under their respective payment type.

The Australian Apprentice must be employed by the employer as an Australian Apprentice for the full claim period to be eligible for an apprentice or employer payment, unless otherwise specified.

(ii) Time limit for lodging a claim

Claimants have 12 calendar months from each Effect date to claim a payment, unless otherwise specified. All references to time critical events are assessed in Australian Eastern Standard Time (AEST) or Australian Eastern Daylight Time (AEDT) relevant to the time zone active at the time of assessment.

Where a Claimant provides incomplete, insufficient or incorrect evidence when lodging an incentive claim, it will be returned to the Australian Apprentice, employer or Registered Training Organisation and must be resubmitted in the Apprenticeships Data Management System (ADMS) with the required additional evidence provided within 20 business days from the expiry date or the returned date to resubmit the claim, whichever is later.

(d) be in-training with their employer on the claim period end date

The apprentice must be employed and in training on the claim period end date to be able to claim for the relevant period.

(e) Part-time Apprenticeships

There is no part-time rate for the Living Away From Home Allowance. Where an Australian Apprentice undertakes an Australian Apprenticeship part-time, the apprentice will be able to claim the Living Away From Home Allowance at the payment rate listed in the table at Part F, Section 3.3.

(f) Concurrent Apprenticeships

Where an Australian Apprentice is undertaking two Australian Apprenticeship Journeys concurrently the Australian Apprentices can only claim the Living Away From Home Allowance for one Australian Apprenticeship Journey.

(g) Claim periods and time limits for lodging a claim

The Claim periods are determined by the Australian Apprentice (that is, the regularity in which claim forms are lodged). The first day of the Claim period is the later of the:

- date of commencement; or
- date the Australian Apprentice meets all eligibility requirements; or
- day after the submission date of the Australian Apprentices last claim.

Late claims (that is, claims received more than 12 months after the Australian Apprentice became eligible for the Living Away From Home Allowance) may be approved subject to meeting eligibility criteria. The claim can only be backdated 12 months from the date it was received.

Consistent with the time limits for lodging claims, the eligibility period can only be backdated 12 months from the date the application was received.

3.5. How does the Australian Apprentice claim the Living Away From Home Allowance?

Once the claim period end date has been reached, the Department of Employment and Workplace Relations will make the relevant claim form available to the Claimant on the Effect date for that payment type.

An eligible Australian Apprentice must claim the Living Away From Home Allowance through the Apprenticeships Data Management System.

If all eligibility requirements and requirements to claim payments are met, payments will be made by direct credit to the Claimant's bank account as identified on the claim form.

Payments may be used at the discretion of the Claimant, unless otherwise specified.

Claimants are responsible for ensuring their claim is complete and accurate. Giving false or misleading information is a serious offence under the [Criminal Code Act 1995 \(Cth\)](#).

The department may investigate false or misleading information and may exclude claims from further consideration.

(a) Who approves claims

The Assistant Secretary Apprenticeship Operations Branch, Department of Employment and Workplace Relations is the program delegate and decides whether to approve claims under this grant program.

3.6. What evidence is required to claim Living Away From Home Allowance?

An Australian Apprentice must attach the following evidence to their application to support their claim:

- a statutory declaration from the parent or legal guardian stating:
 - their residential address; and
 - that the Australian Apprentice resided at that address immediately prior to moving to take up the Australian Apprenticeship Journey; and
 - this is the first time the Australian Apprentice has moved away from home; and
 - the date the Australian Apprentice moved from the parental or legal guardian home.
- proof of their current residential address which may be in the form of:
 - a rental receipt or
 - any local government or statutory authority document; or
 - a statutory declaration from the owner of the residential premises; or
 - a document from the real estate agent from whom the Australian Apprentice is renting the property.

If an Australian Apprentice is applying for the Living Away From Home Allowance on the grounds of homelessness, they must complete a statutory declaration outlining their circumstances, including all details of other support received.

To prevent the unintended disclosure of sensitive information, you must ensure that the apprentices TFN is not visible on any documents uploaded as evidence for a claim.

3.7. Apprenticeship Administration for the purposes of the Living Away From Home Allowance

(a) Suspensions and cancellation rules

The Living Away From Home Allowance may continue to be paid for three months from the date of suspension or cancellation provided that the Australian Apprentice:

- maintains their Living Away From Home residence; and
- does not resume living at their parent's or guardian's home on an ongoing basis; and
- has not lodged a claim for Youth Allowance, Austudy, or ABSTUDY.

Where an Australian Apprenticeship has been cancelled, the Australian Apprentice must also be registered with Services Australia as a job seeker.

(b) Receipt of other allowances

An Australian Apprentice may not receive the Living Away From Home Allowance and the following support at the same time:

- Youth Allowance; or
- Austudy; or
- ABSTUDY.

Any existing claims for Youth Allowance, Austudy, or ABSTUDY must be cancelled prior to making a claim for the Living Away From Home Allowance.

An Australian Apprentice who wishes to make a claim for Youth Allowance, Austudy, ABSTUDY must cancel their Living Away From Home Allowance prior to doing so.

Part F. General administrative matters

1. Approval of claims

The Assistant Secretary Apprenticeship Operations Branch, Department of Employment and Workplace Relations is the program delegate and decides whether to approve claims under this grant program.

2. Withholding or refusing payment and suspect claims

The Guidelines establish processes for withholding or refusing payments, as well as managing suspect claims.

2.1. Right to withhold or refuse payment

The Department reserves the right to withhold or refuse payment, or require return of payments made in situations including, but not limited to, where:

- it is considered that the Australian Apprenticeship does not provide a valid or genuine employment and training opportunity for the Australian Apprentice; or
- fraud or manipulation of the Guidelines has occurred to maximise payments which would otherwise not have been payable, such as:
 - releasing an Australian Apprentice and re-engaging the same or a new Australian Apprentice; or
 - coercing or directing an employee to commence an Australian Apprenticeship; or
- the Claimant does not meet the requirements of the guidelines; or
- the employer or Australian Apprentice has engaged in abusive or criminal conduct during the Australian Apprenticeship.

2.2. Suspect claims

Apprentice Connect Australia Providers are required to advise the Department of Employment and Workplace Relations, as soon as practicable, if they become aware of:

- allegations of fraudulent activities or attempts to manipulate the Incentive System by an employer, Australian Apprentice or Registered Training Organisation to maximise payments that would otherwise not have been payable; or
- employer recruitment and retrenchment patterns that suggest possible abuse of the system; or
- suspected breaches of the provisions of the Training Contract; or
- any investigations of an employer or Australian Apprentice by the State or Territory Training Authority; or
- any instance where an Australian Apprentice, or person acting on their behalf, makes an allegation or complaint against an employer, including claims of harassment or non-payment of wages.

2.3. Double Payments

The Grant recipient is not entitled to a grant payment through this program where they have already accessed the same or a similar grant payment from this department, other Commonwealth sources or state, territory, or local government bodies for the same Australian Apprenticeship.

The department may require the grant recipient to provide evidence, in a form acceptable to the department, proving that the grant recipient has or has not already claimed the same or similar grant payment from one of these sources.

At its absolute discretion, the department may choose to:

- Not to make the payment
- Recover any such payments made in accordance with Part G Section 3 debt recovery of this document.

Regardless of any action the department may take in relation to double payments, the department may, at any time, issue guidelines setting out the circumstances in which the department will or will not make payments in connections with double payments.

3. Debt recovery

3.1. Departmental responsibilities

Where a payment has been made under the Incentive System to an ineligible Claimant, including where the payment type has since lapsed, the Department of Employment and Workplace Relations will make every reasonable effort to recover the overpaid amount.

3.2. Apprentice Connect Australia Provider responsibilities

Apprentice Connect Australian Providers are required to notify their State Deed Manager as soon as practicable once they become aware that an overpayment has occurred.

Apprentice Connect Australia Providers are not authorised to recover payments on behalf of the Australian Government.

4. Waivers and review of decisions

4.1. Overview

The Department of Employment and Workplace Relations is committed to procedural fairness in the administration of the Incentive System. It is intended that all decisions are consistent, equitable and transparent within the limits and constraints of the approved policies for the Incentive System.

In the interests of procedural fairness, a Claimant can seek review of a decision by the Department of Employment and Workplace Relations.

The Claimant can also seek investigation of the decision by the Commonwealth Ombudsman.

4.2. Notification of ineligibility

Where a claimant is assessed as not eligible to claim a payment, their Apprentice Connect Australia Provider must provide advice in writing, which must:

- include a clear and concise explanation of the decision, with reference to the relevant section of the Guidelines and outline of the intent of the policy; and
- explain that the only basis for a review is where:
 - the Claimant considers that an incorrect decision has been made; or
 - the Claimant considers that there have been exceptional circumstances; and
- specify that a Claimant must submit a request for review within three months of receiving notification that they are not eligible to claim and / or receive the payment.

4.3. Process for the review of a decision

(a) Claimant requests a review of a decision

If a Claimant requests a review of a decision regarding a claim for payment, this must be made in writing directly to the Apprentice Connect Australia Provider in the first instance.

All requests for a review of decision must:

- outline:
 - why the Claimant considers the decision to be incorrect; or
 - what the exceptional circumstances are; and
- provide any additional evidence that may support a review of the case; and
- be submitted within 3 months of receiving the decision regarding the claim.

A top up payment is a review of decision and as such a request for a Manual claim to top up a previously paid claim, must be made within 3 months of the payment date. The employer or apprentice will have 3 months to return the completed form to the Apprentice Connect Australia Provider for processing.

(b) Review by the Apprentice Connect Australia Providers

Where the Claimant considers that an incorrect decision has been made, the Apprentice Connect Australia Provider must re-examine the decision based on the policies and procedures of the Incentive System, considering the reasons that the Claimant has put forward for review of the decision as well as any additional information provided.

If the Apprentice Connect Australia Provider:

- identifies an error in their original decision, they must correct the error and notify the person requesting the review in writing of their decision with a full explanation; or
- upholds the original decision, the decision must be reviewed by the Department of Employment and Workplace Relations; or
- receives a request for review on the basis of exceptional circumstances, refer the matter to the Department of Employment and Workplace Relations for review.

(c) Review by the Department of Employment and Workplace Relations

The decision must be reviewed by the Department of Employment and Workplace Relations where:

- the department was the original decision maker
- the original decision is upheld by the Apprentice Connect Australia Provider; or
- the Claimant has put forward exceptional circumstances as the basis for the review.

Where relevant, the Apprentice Connect Australia Provider must forward the evidence provided by the Claimant, as well as all relevant documentation to the relevant State Deed Manager.

In reviewing the decision, the Department of Employment and Workplace Relations must consider the policies and intent of the Incentive System. The Department of Employment and Workplace Relations has an overarching obligation to ensure the policy intent of the Incentive System is achieved. To this end, the Department of Employment and Workplace Relations has some scope to waive the Incentive System rules in line with exceptional circumstances provisions only, to determine if a Claimant would have been eligible if it were not for the exceptional circumstances highlighted.

The Department of Employment and Workplace Relations must notify the Claimant of the reviewed decision, in writing, as soon as possible after an assessment is complete and a decision has been made.

If unsuccessful, the notification must provide:

- a clear and concise explanation of the reason(s) that the request for review was unsuccessful, outlining the intent of the policy and referring to the Guidelines; and
- advise the Claimant if they are dissatisfied with the outcome, they have the right to ask the Commonwealth Ombudsman to investigate the decision.

(d) Review by the Commonwealth Ombudsman

The Commonwealth Ombudsman can investigate complaints about the actions and decisions of Australian Government agencies.

Where a complaint is investigated by the Commonwealth Ombudsman, they can make a recommendation to the Department of Employment and Workplace Relations that it reconsider its action or decision. The Commonwealth Ombudsman cannot compel the Department of Employment and Workplace Relations to comply with those recommendations, but the Department of Employment and Workplace Relations will take recommendations into consideration when making a further determination of a claim.

The Commonwealth Ombudsman can be contacted on:

Phone (Toll free): 1300 362 072

Email: ombudsman@ombudsman.gov.au

Website: www.ombudsman.gov.au

4.4. Consideration of exceptional circumstances

The Department of Employment and Workplace Relations is the only entity that has the capacity to consider exceptional circumstances when reviewing a decision. Exceptional circumstances are circumstances that are unusual, uncommon, or unexpected, including:

- an unexpected event that has affected the Claimant, such as a natural disaster or other serious unforeseen disruption to the business; or
- circumstances which mean requirements under the Incentive System cannot be met, such as an Australian Apprentice being affected by illness, injury, or trauma.

The Department of Employment and Workplace Relations must consider all declarations and supporting documentation when reviewing a decision and balance the rights of the Claimant with the prudent use of public monies and Incentive System administration. When considering a request for a waiver of the Incentive System Guidelines the following issues are to be considered:

- Has the claim been disrupted by unusual, uncommon, or unexpected events that have impacted the ability to provide supporting evidence or take necessary actions within the required time limits? If yes, then exceptional circumstances may be in play.
- Would the Claimant be eligible for the payment if the claimed exceptional circumstances had not occurred? This determines the Claimant's eligibility for the payments in dispute.
- Are the exceptional circumstances out of the control of the Claimant? If yes, then exceptional circumstances may be in play.
- Could the Claimant have reasonably been expected to do more to ensure that the claim was approved? If not, then exceptional circumstances may be in play.
- Did the Apprentice Connect Australia Provider, the Department of Employment and Workplace Relations or any of its agents provide timely and appropriate advice, information, and service to enable the Claimant to meet the requirements for the approval of the claim? If not, then exceptional circumstances may be in play.

Example of an exceptional circumstance

An employer lodges a claim for the Hiring Incentive 16 months after the claim Effect date. The claim is denied as it must be lodged within 12 months of the Effect date. The employer requests a review of the decision stating that the reason the claim was lodged out of time is that there was a fire in their office six months ago which destroyed their records. Provided that no other claims from that employer were received during this period, it is likely that this would be considered exceptional circumstances, and the claim would be accepted by the Department of Employment and Workplace Relations.

Example of a circumstance that is not an exceptional circumstance

An Australian Apprentice applied for the Living Away From Home Allowance 15 months after the commencement date and would like the payments paid from commencement. The Guidelines do not allow for payments to be backdated beyond 12 months from the claim date. The apprentice has asked for the claim to be reviewed so that it can be backdated for the full 15-month period. The reason that the claim was not submitted within the required timeframe was that she had misplaced the forms and forgot to make the claim.

This situation should not be considered an exceptional circumstance, and the original decision would be upheld.

5. Taxation

5.1. Goods and Services Tax

The Goods and Services Tax (GST) does not apply to payments made to employers and Australian Apprentices under the Incentive System. However, GST does apply to Registered Training Organisations who are in receipt of the Tutorial, Mentor, and Interpreter Services payment.

A New Tax System (Goods and Services Tax) Act 1999 (the GST Act) imposes an obligation on the part of the payment Claimant to remit GST to the Australian Taxation Office (ATO) in respect of payments received under the Incentive System (where GST is applicable to the payment), as 'entering into an obligation' represents a taxable supply in cases where the Claimant of the payment is registered for GST.

For the purposes of the GST Act, a connection between the payment and the supply is established once a claim form is completed for each payment. Payments under the Incentive System are made in response to the payment Claimant (not including Australian Apprentices in receipt of the Living Away From Home Allowance) entering an obligation with the Australian Government.

Registered Training Organisations claiming payments under the Incentive System must complete a claim form which constitutes a tax invoice for the purposes of the GST Act once signed by an authorised representative.

5.2. Australian Business Number of an employer

Employers or Registered Training Organisations making a claim for any payment under the Incentive System are asked to provide their current Australian Business Number (ABN). The ABN should be the ABN of the legal entity.

Legal entities include:

- an individual
- a company
- a trustee of a trust
- a cooperative
- partners of a partnership
- an authority established as a body corporate by legislation

A trading name, business name, unincorporated association, partnership name or trust name is not a legal entity.

Where the employer is employing an Australian Apprentice as part of its function as trustee of a trust, partner of a partnership, member of an unincorporated association, or manager of a superannuation fund, the ABN provided should be the ABN of the relevant trust, partnership, unincorporated association or superannuation fund. These entities are given ABNs even though they are not legal entities.

The use of an ABN has tax consequences but does not affect the legal obligations of the legal entity under the contract or its entitlement to receive incentive.

5.3. Tax withholding

(a) Employers

Where an ABN is not provided, the full payment will be divided into two parts – a payment to the employer, and tax withheld and remitted to the ATO. The full payment will be divided as follows:

- 53 per cent of the claimed amount paid to the employer or other entity; and
- 47 per cent withheld and remitted to the ATO.

(b) Australian Apprentices

The Australian Apprentice Training Support Payment and the Key Apprenticeship Program Apprentice Incentive payments are treated as taxable income.

A Tax File Number Declaration must be provided to avoid tax being withheld at the highest marginal rate, as required by the ATO.

There are four taxation withholding rates applicable to the Incentive System and these amounts are:

- 17 per cent where the Australian Apprentice declares that their annual income does not exceed \$45,000; or
- 32 per cent where the Australian Apprentice declares that their annual income exceeds \$45,000; or
- 47.0 per cent where the Australia Apprentice has not provided their TFN; or
- at a rate agreed by the ATO.

Taxation treatment for payments to Australian Apprentices under the Australian Apprenticeships Incentive System are detailed in the TFN declaration Handling Strategy available through Apprentice Connect Australia Providers.

5.4. Tax-exempt payments

The Living Away From Home Allowance paid to Australian Apprentices is tax-exempt and is therefore not treated as taxable income.

6. Evaluation

We will evaluate the grant program to measure how well the outcomes and objectives have been achieved. We may use information from your application for this purpose. We may also interview you or ask you for more information to help us understand how the grant impacted you and to evaluate how effective the program was in achieving its outcomes.

7. Probity

The Australian Government will make sure that the grant opportunity process is fair, is conducted according to the published grant opportunity guidelines, incorporates appropriate safeguards against fraud and corruption, unlawful activities and other inappropriate conduct and is consistent with the CGRPs.

These guidelines may be changed from time to time by the Department of Employment and Workplace Relations. When this happens, the revised guidelines will be published on GrantConnect. By registering on this website, you will be automatically notified of any changes to these guidelines.

7.1. Conflicts of interest

Conflicts of interest for Australian Government staff will be handled as set out in the Australian Public Service Code of Conduct (Section 13 (7))¹¹ of the Public Service Act 1999¹² and section 29 (Duty to disclose interests) of the Public Governance, Performance and Accountability Act 2013.

Apprentice Connect Australia Provider conflict of interest management plans are approved by the Department of Employment and Workplace Relations as part of the tender process and are included as part of the Deed between the Department and Apprentice Connect Australia Providers.

7.2 Enquiries and feedback

The DEWR Complaints Factsheet applies to complaints about this grant opportunity. All complaints about a grant process must be provided in writing to complaints@dewr.gov.au.

Any questions you have about grant decisions for this grant opportunity, or about an Australian Apprenticeship should be sent to a Provider. To find the relevant Provider, check the Training Contract or call the Skilling Australia hotline on 1800 020 108.

If you do not agree with the way the Department of Employment and Workplace Relations has handled your complaint, you may complain to the Commonwealth Ombudsman¹³. The Ombudsman will not usually consider a complaint unless the matter has first been raised directly with the Department of Employment and Workplace Relations.

The Commonwealth Ombudsman can be contacted on:

Phone (Toll free): 1300 362 072

Email: ombudsman@ombudsman.gov.au

Website: www.ombudsman.gov.au

¹¹ <https://www.apsc.gov.au/working-aps/integrity/integrity-resources/code-of-conduct>

¹² <https://www.legislation.gov.au/C2004A00538/latest/text>

¹³ <https://www.ombudsman.gov.au/>

8. Privacy

8.1. Overview

The Department manages personal information in accordance with the [Privacy Act 1988](#)¹⁴ and the [Australian Privacy Principles](#)¹⁵. This includes providing information about:

- what personal information we collect
- why we collect your personal information
- who we give your personal information to.

‘Personal information’ means information or an opinion about an identified individual, or an individual who is reasonably identifiable:

- whether the information or opinion is true or not and
- whether the information or opinion is recorded in a material form or not.

Personal information may only be disclosed to someone for the primary purpose for which it was collected unless an exemption under the Australian Privacy Principles applies.

The Australian Government may also use and disclose information about grant applicants and grant recipients under this grant opportunity in any other Australian Government business or function. This includes disclosing grant information on GrantConnect as required for reporting purposes and giving information to the Australian Taxation Office for compliance purposes

Apprentice Connect Australia Providers may collect, disclose, make a record, or otherwise use personal information for the purposes of administering the Incentive System. The *Privacy Act 1988* and the Australian Privacy Principles (APPs) govern how personal information is collected, used, disclosed, and stored. The Department of Employment and Workplace Relations’ Deeds with Apprentice Connect Australia Providers, and the Memorandum of Understanding with Services Australia contain further obligations regarding privacy.

8.2. Use and disclosure of personal information

An individual’s personal information can be collected, disclosed, or otherwise used if the recording, disclosure or use of that information is made for the purposes of the Incentive System or with the express or implied authorisation of the person to whom the personal information relates.

Personal information may be used for research, statistical analysis, and policy development where use of this information is reasonably necessary.

¹⁴ <https://www.legislation.gov.au/C2004A03712/latest/text>

¹⁵ <https://www.oaic.gov.au/privacy/australian-privacy-principles>

Personal information may be disclosed to third parties for the purposes of administering and carrying out the functions of the Incentive System. Third parties include, but are not limited to:

- the Department of Employment and Workplace Relations and other Australian Government departments and agencies, such as the ATO or Services Australia; or
- state or territory government departments and agencies; or
- staff of the minister's office; or
- Apprentice Connect Australia Providers; or
- Registered Training Organisations; or
- the contractors or agents of these organisations, departments, and agencies.

Personal information will not be used or disclosed without consent other than as described in these Guidelines, or unless required or authorised by Australian law.

8.3. Possible interferences with privacy

The Information Commissioner has powers to investigate possible interferences with privacy, either following a complaint by the individual or of the Commissioner's own initiative.

9. Freedom of Information

All documents in the possession of the Australian Government are subject to the *Freedom of Information Act 1982* (FOI Act).

The purpose of the FOI Act is to give members of the public rights of access to information held by the Australian Government and its entities. Under the FOI Act, members of the public can seek access to documents held by the Australian Government. This right of access is limited only by the exceptions and exemptions necessary to protect essential public interests and private and business affairs of persons in respect of whom the information relates.

All Freedom of Information requests must be referred to the Freedom of Information Coordinator in writing to
by mail: Freedom of Information Coordinator
FOI Team
Legal and Assurance Division
Department of Employment and Workplace Relations
GPO Box 9828
Canberra ACT 2601

By email: foi@dewr.gov.au

Part G. Glossary

Accountable Authority

see subsection 12(2) of the [Public Governance, Performance and Accountability Act 2013](#)¹⁶ (PGPA Act).

Accredited Training is training that has been formally recognised by a relevant regulatory as meeting established standards for quality, content, and delivery. It leads to a nationally or industry-recognised qualification or statement of attainment and is delivered and assessed in accordance with an approved training framework by a Registered Training Organisation.

Approver (or decision maker) refers to the person or group of people who decide to approve a grant and could be a minister, ministerial panel, accountable authority, official or third party.

Australian Apprentice

A person who is:

- employed under a Training Contract that has been registered with, and validated by, their State or Territory Training Authority; and
- undertaking paid work and structured training which commonly comprises both on and off-the-job training; and
- undertaking a negotiated training program that involves obtaining a nationally recognised qualification.

In some states and territories, Australian Apprentices may be referred to as apprentices or trainees.

Australian Apprenticeship

The contracted employment and training arrangement between an Australian Apprentice and an employer.

In some states and territories, Australian Apprenticeships may be referred to as apprenticeships or traineeships. In the Apprenticeships Data Management System this may be referred to as a Service Period.

Australian Apprenticeship Journey

An Australian Apprenticeship Journey is the period of time between the commencement and completion of an Australian Apprenticeship occupation. An Australian Apprenticeship Journey can involve multiple Australian Apprenticeships.

Apprenticeships Data Management System (ADMS)

A secure platform supporting the delivery of Australian Apprenticeship programs.

Australian Apprenticeships Priority List (Priority List)

The Australian Apprenticeships Priority List identifies Certificate III, Certificate IV, Diploma and Advanced Diploma qualifications and occupations classified by the Australian Bureau of Statistics on the Occupation Standard Classification for Australia (OSCA) as Technician and Trade Workers (Major Group 3) and Community and Personal Service Workers (Major Group 4) and assessed by Jobs and Skills Australia as being in national skills shortage. The qualification being undertaken must directly map to an occupation, resulting in a valid combination, as listed on the Priority List. See Appendix A: Australian Apprenticeships Priority List.

Australian Apprenticeship Support Services Deed

The Deed between the Department of Employment and Workplace Relations and Apprentice Connect Australia Providers that stipulates the conditions under which Australian Apprenticeship Support Services are delivered.

Apprentice Connect Australia Providers

¹⁶ <https://www.legislation.gov.au/C2013A00123/latest/text>

Organisations engaged through a Deed with the Department of Employment and Workplace Relations to provide Australian Apprenticeship Support Services. The Australian Apprenticeship Support Services Operating Guidelines outline the operating processes for providers.

Australian Qualifications Framework (AQF)

The national policy for regulated qualifications in Australian education and training. It incorporates the qualifications from each education and training sector into a single comprehensive national qualifications framework. Further information can be found on the Australian Qualifications Framework website – www.aqf.edu.au.

Actual wage

The ordinary weekly wage calculated at a weekly or hourly rate before tax, and excluding:

- overtime; and
- allowances; and
- penalty rates; and
- leave loading; and
- superannuation.

This differs from ‘gross wage’

Claimant

The person or entity making the claim, which may include:

- employers
- Australian Apprentices
- Registered Training Organisations

Claim period

The period of time that the approved Australian Apprenticeship must be in place to meet the claim milestone. E.g. six months.

Clean Energy Sector

- Clean energy sector includes activities involved in designing, developing, constructing, and operating the infrastructure for generating, storing, transmitting, and distributing energy from renewable, zero or low emissions energy sources. In addition to renewable electricity, zero and low-emission energy sources including low carbon liquid fuels such as hydrogen and biomethane.
 - For example: hydroelectricity, rooftop solar, large-scale solar, wind turbines, home, and grid scale batteries as well as transmission and distribution infrastructure.
- reducing or managing energy use. This may include increasing residential, commercial, and industrial energy efficiency. Energy-efficient homes and buildings use less energy to heat, cool, and run appliances and electronics. Energy-efficient manufacturing facilities use less energy to produce goods.
 - For example: installing insulation, glazing and more efficient appliances and machinery including heating and cooling as well as measuring and assessing energy efficiency.
- installing and maintaining the technology that uses clean energy rather than fossil fuels. This may include the electrification of machines, equipment, processes, and vehicles.
- For example: Replacing or altering heavy machinery and equipment (such as an industrial furnace) to use electricity rather than coal/gas. Replacing gas heating and cooking equipment in homes and businesses. Deploying and maintaining zero or low emissions vehicles and supporting infrastructure, including chargers.

Commonwealth entity

A Department of State, or a Parliamentary Department, or a listed entity or body corporate established by a law of the Commonwealth. See subsections 10(1) and (2) of the PGPA Act.

Commonwealth Grants Rules and Principles

The *Commonwealth Grants Rules and Principles 2024* (CGRPs) establish the overarching Commonwealth grants policy framework and articulate the expectations for all non-corporate Commonwealth entities in relation to grants administration. Under this framework, non-corporate Commonwealth entities undertake grants administration based on the mandatory requirements and key principles of grants administration.

Completion payment

A completion payment is dependent on the Australian Apprentice successfully completing their Australian Apprenticeship journey.

Custodial Australian Apprentice

Is an Australian Apprentice who is in custody at the time of commencement and is released from custody on day release or similar arrangements in order to participate in an Australian Apprenticeship.

An Australian Apprentice who is required to attend periodic detention that does not coincide with their employment under their Australian Apprenticeship is not considered to be a Custodial Australian Apprentice for the purposes of the Incentive System.

Department

Refers to the Australian Government Department of Employment and Workplace Relations, or any of its successor departments.

Effect date

The date that a claim becomes payable following the claim period end date subject to the completion of the waiting period, where applicable.

An Effect date is dependent on the commencement date of the Australian Apprenticeship Journey, and the time spent in the Australian Apprenticeship, thereafter, excluding periods of suspension.

Experience

Access to education, instruction, training or industry knowledge of the clean energy or housing and construction sectors, combined with a VET qualification specified on the Australian Apprenticeship Priority List. By the final year, an apprentice will be able to show they have gained specific skills and knowledge in the clean energy or housing and construction industry.

Eligibility requirements

Mandatory requirements which must be met to qualify for payment. Assessment requirements may apply in addition to eligibility requirements.

Existing Worker

An Existing Worker is a person who has had an employment relationship with their employer for more than three full-time equivalent months, including approved leave, on the date of commencement of the Australian Apprenticeship.

Exposure

Access to a range of relevant clean energy or housing and construction sector tools, technology, methods and worksites, including demonstration by skilled tradespeople.

Formally Approved

Where the relevant State or Territory Training Authority has approved the Training Contract. For Australian Apprentices in New South Wales, this is the date of approval of the Training Contract, not its date of registration.

Full-time equivalent

The calculated full-time equivalent duration of employment or training that was completed on a non-full-time basis, or a combination of full-time and non-full-time employment.

Grant

For the purposes of the CGRPs, a 'grant' is an arrangement for the provision of financial assistance by the Commonwealth or on behalf of the Commonwealth:

- under which relevant money or other Consolidated Revenue Fund money is to be paid to a grantee other than the Commonwealth; and
- which is intended to help address one or more of the Australian Government's policy outcomes while assisting the grantee achieve its objectives.

GrantConnect

GrantConnect is the Australian Government's whole-of-government grants information system, which centralised the publication and reporting of Commonwealth grants in accordance with the CGRPs.

Group Training National Register

Identifies all Group Training Organisations which have complied with national standard set by State and Territory Vocational Education and Training Ministers and are eligible to use the Group Training National logo.

All Group Training Organisations listed on this National Register have been recognised as compliant against the National Standards for Group Training Organisations, by State or Territory Training Authorities.

The Register can be accessed from the Australian Apprenticeships website.

Group Training Organisation (GTO)

An organisation that employs Australian Apprentices under a Training Contract and places them with host employers. The Group Training Organisation undertakes the employer responsibilities for the quality and continuation of the Australian Apprentices' employment and training, including payment of Australian Apprentices' wages. The Group Training Organisation also manages the additional care and supports necessary to achieve the successful completion of the Training Contract.

A Group Training Organisation is different from a labour hire company.

Guidelines

The Australian Apprenticeships Incentive System Guidelines.

Gross wage

The total amount an employer pays an Australian Apprentice before deductions are made, including:

- allowances; and
- overtime; and
- penalty rates; and
- any other amount.

This differs from 'actual wage'.

Housing Construction sector

The Housing construction sector involves building, repairing and remodelling structures that are intended to operate as a fixed dwelling. Fixed dwellings may include, but are not limited to, houses, apartments and nursing homes.

Meaningful

Useful and relevant engagement that must develop the skills required to work in the clean energy or housing and construction sector at the completion of their apprenticeship and/or in the future.

Medical Practitioner

A person registered or licensed as a medical practitioner under a law of a state or territory that provides for the registration or licensing of medical practitioners but does not include a person so registered or licensed:

- a. whose registration, or license to practise, as a medical practitioner in any state or territory has been suspended, or cancelled, following an inquiry relating to his or her conduct; and
- b. who has not, after that suspension or cancellation, again been authorised to register or practise as a medical practitioner in that state or territory.

National Redress Scheme

The Australian Government set up the National Redress Scheme to provide redress to people who experienced institutional child sexual abuse. The offer of redress can include access to counselling, a redress payment and a direct personal response.

Occupation Standard Classification for Australia (OSCA)

List of standard classifications for occupations developed for use in Australia. Further information is on the Australian Bureau of Statistics website – www.abs.gov.au/statistics/classifications.

Occupational outcome

The occupation (as defined by the Australian Bureau of Statistics on the OSCA) which the Australian Apprentice is working towards and will achieve upon the successful completion of their Australian Apprenticeship Journey.

Further information can be found on the Australian Bureau of Statistics website – www.abs.gov.au.

Part-time

Part-time provisions vary across Australia and across occupations. For the purposes of the Guidelines, the relevant State or Territory Training Authority's definition should be used. All Australian School-based Apprenticeships are undertaken on a part-time basis.

Registered Training Organisation (RTO)

An organisation that is registered by the appropriate registering body to deliver training, conduct assessments and issue nationally recognised qualifications in accordance with the vocational education and training (VET) Quality Framework.

Secondary School

For the purposes of the Incentive System, 'secondary school' generally encompasses years 7-12. In general, the completion of 'secondary school' refers to the student attaining a year 12 certificate or equivalent. In some States and Territories, students can complete secondary school (or year 12) in more than 12 years.

State Deed Manager

The employee of the Department's state offices responsible for the day-to-day administration of the Australian Apprenticeship Support Services Deeds.

State or Territory Training Authority

The State or Territory Government body responsible for the operation of the vocational education and training system, including Australian Apprenticeships, within that state or territory.

Successful completion

Successful completion occurs when the State Training Authority recognises that the Australian Apprentice has successfully completed both the on-the-job and off-the-job training and acquired the competencies required for the Australian Apprenticeship Journey.

Training Contract

A formal contract approved by the relevant State or Territory Training Authority that established the terms and conditions of the Australian Apprenticeship. Each Australian Apprentice and employer must enter a Training Contract to be eligible for payments under the Incentive System. The Training Contract is a state or territory requirement.

Training Plan

A plan entered into between an Australian Apprentice, their employer and the Registered Training Organisation delivering the off-the-job training component of the Australian Apprenticeship. The Training Plan outlines how, when, where and by whom training will be delivered and how assessments will occur.

Work

Undertake paid activities in the relevant new energy or housing construction occupation, as identified under the Key Apprenticeship Program Employer Incentive and Key Apprenticeship Program Apprentice Incentive.