

# Supervising your apprentice or trainee

A guide for  
workplace supervisors

April 2018

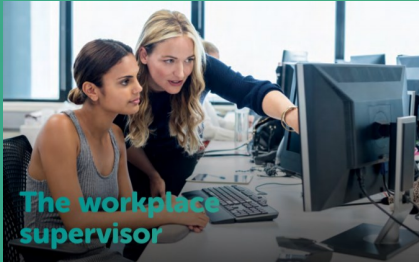


**Phone: 02 9242 1700**

**How well equipped are you to train and supervise an apprentice/trainee?**

**Are you confident that you know how to get the most from your apprentice/trainee?**

**Have you had problems with workplace training in the past?**



The workplace supervisor

The Workshop program has been designed to assist workplace supervisors in their role of supporting NSW apprentices and trainees to successfully complete their training and gain a nationally recognised qualification.

### The role of supervision in the workplace:

Outcomes from the workshops consist of:

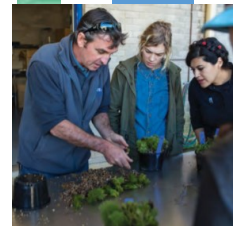
- how to effectively supervise and “coach” apprentices & trainees
- the importance of effective communication in the workplace
- enhance skills and knowledge of workplace supervisors and/or employers
- what to expect from the training provider - arranging training that works for you and your business
- practical ideas to help address workplace bullying and harassment issues
- ensure safe work practices for apprentices or trainees
- achieve higher completion rates for apprentices and trainees



Leading the way

Recent studies show that the main reasons given by learners in their decision to leave or stay with training arrangements are to do with:

- the extent to which their choice of apprenticeship or traineeship meets their expectations
- the extent to which the quality of the training received compensates for lower training wages
- general workplace conditions and relationships
- the extent to which they feel supported as learners in the workplace



Effective supervision of apprentices and trainees leads to:

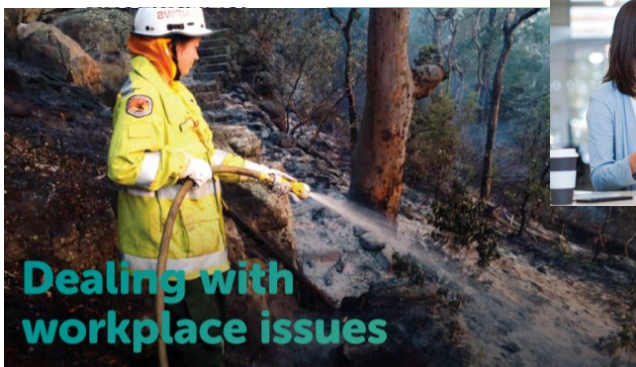
- more productive workplaces
- higher quality output and services
- more employees who can work unsupervised
- employees who can undertake a wider range of tasks.



What if I have a problem?

\* Recommended for all Employers of Apprentices and Trainees but especially those that are:

- **New** to Apprenticeships
- Employers of **Under 18** or **SBAT** Apprentices and Trainees
- Have **higher than average cancellation** and withdrawal rates
- Involved in **A+T monitoring** and found to be lacking in knowledge re: **to obligations or training plans**
- Involved in a **complaint or mediation process**



Dealing with workplace issues

