



Internal traineeships

Frequently Asked Questions

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Community Solutions apprentice and trainee team recruit and employ apprentices and trainees internally with Endeavour Foundation and Community Solutions Group. We take care of their employment requirements, organise the formal training and support them during their journey with you.

However, there are a few extra steps required that you (the hiring manager) needs to do on your trainee's employment journey. This document will help you understand what is required of you when onboarding your new trainee, and what we are responsible for, as well as highlighting some Frequently Asked Questions (FAQs).

Hiring manager's responsibilities

The hiring manager is the trainees direct manager and supervisor, not the talent acquisition team. As hiring manager, there are a few things that you need to do to successfully onboard your new trainee, including:

- Set up their email address and workstation
- Review and submit your trainee's timesheet
- Support your trainee to complete their training
- Oversee your trainee's day-to-day learning

How do I set up my trainee with their email address and workstation?

You need to arrange the appropriate hardware and software for your new trainee by lodging an IT Support Hub ticket and completing a new Trainee/Contractor Identity form.

1. Go to [#TeamPossible support Hub](#) on the intranet
2. Click on 'I need IT support'
3. Click on 'Requests'
4. Click on 'Accounts & Access'
5. Click on 'New Trainee/Contractor Identity'
6. Complete the form

If the trainee is working directly with Endeavour Foundation, they will have an [@endeavour.com.au](mailto:endeavour.com.au) email domain. If they are a Community Solutions Group employee, they will use [@communitysolutions.org.au](mailto:communitysolutions.org.au) email domain.

Please note: When completing the form, ensure the end date of the ticket is 3 months after the traineeship is due to finish. E.g., if they are doing a 12-month course, make the end date 15 months.

Once ticket is approved, please call IT on 1300 742 212 to action.

No trainees information is required to be entered or set up on PeopleSoft.

What is the process for reviewing and submitting timesheets?

Your trainee needs to submit a weekly timesheet through Anytime Timesheets. Both you and your trainee will receive an email from Anytime Timesheet's within a couple of days of the trainee starting. This login will grant you and your trainee access to the system. Remember to check your junk folder!

Your trainee should complete their timesheet either on a Friday afternoon, or the following Monday morning, so you have time to approve in time for payroll.

The trainee's timesheet will be in Anytime Timesheets for your approval. Please log into the system, check the hours completed by the trainee to ensure they are correct and then submit for approval.

If you are on leave or not available to authorise the timesheet, please email timesheets@communitysolutions.org.au with the details of a backup approver in your absence.

Who oversees the trainee's day-to-day learning?

Just like any other Community Solutions Group or Endeavour Foundation employee, as direct supervisor you will oversee your trainee's day-to-day learning and induction.

Remember, your Field Officer is available to support and guide you and your trainee. Should you have any questions or concerns please reach out to your Field Officer.



Community Solutions' responsibilities

Community Solutions apprentice and trainee team take much of the hassle out of the employment process when hiring an internal trainee including:

- Recruitment and selection
 - Attracting and screening potential candidates
 - Complete screening, reference checks, pre-employment documents and medicals
- Induction, training and ongoing support
 - Comprehensive induction program including Workplace Health and Safety (WHS).
 - Organise all Engage training for your trainee as well as any off the job training and learning
 - Provide a dedicated Field Officer to support you and your trainee through regular onsite visits.
- Administrative paperwork including payroll and insurance
- Completion checks and potential permanent employment after traineeship

What happens once a trainee has been selected?

Community Solutions will advertise and create a shortlist of potential candidates to meet business needs. You, the hiring manager, are then involved in the hiring process, interviewing and selecting the most suitable candidate.

Once you have selected your trainee, the Community Solutions talent acquisition team conducts two professional reference checks, arranges a Fit2Work screening check, books a pre-employment medical and organises any compliance requirements such as obtaining a Blue Card and NDIS check.

As soon as these checks have been verified, you can confirm the successful applicant's preferred start date and the trainee receives an onboarding pack.

Who organises Engage training for the trainee?

Community Solutions apprentice and trainee team work closely with Endeavour Foundation learning team to initiate online learning for trainees.

The trainee will receive access to complete units on paid time in line with standard employee processes. Learning packages are released applicable with both the position requirements (eg. Support Worker) and trainee status and qualification.

Community Solutions Field Officer's receives Engage updates on each trainee and a weekly report from the Business Services Administrator to monitor progress and provide support.

If your trainee is unable to login to Engage or if you have any queries, please contact your nominated Field Officer in the first instance.



More Frequently Asked questions

How does the training contract work?

Registered Training Organisations (RTOs), such as TAFE, deliver nationally recognised training. RTOs support the traineeship process by providing the certified training whilst the trainee continues day to day on the job learning. Your trainee will be signed up with a designated RTO who specialise in their qualification.

The Australian Apprenticeship Support Network (AASN) registers the training contract with Department of Small Business and Training (DESBT) and provides advice to support employers, apprentices and trainees. The trainee is registered with AASN in their first week to sign the training contract.

When does the trainee start their qualification?

It can take anywhere from 4-6 weeks until the trainee receives information about their training plan, schedule, and trainer contact details.

Once your trainee starts to receive contact from the RTO, please ask your field officer to provide guidance about your Employer Resource Assessment (ERA).

What is an Employer Resource Assessment?

Before your trainee receives their training plan and schedule from the RTO, you will receive a form to complete called an Employer Resource Assessment (ERA). An ERA is used to verify that you have the required skills, experience or qualifications to support the units of competency listed in the trainees training plan. Most ERAs require only one paragraph or less. If you have any questions about this, please reach out to your nominated Field Officer.

How much time is allocated to training each week?

Trainees should be allocated approx. 3hours per week in working hours to undertake required training modules.

Is there a specific time the trainee can do their course work?

The time and day for training is negotiated directly with you and your trainee. If you have any questions around the training required, please reach out to your nominated Field Officer.

Does the trainee have a probation period?

Yes. Most traineeships have a 60-day probation period. This will be confirmed depending on the qualification undertaken. This can also be extended by up to 30 days if circumstances require an extension.





More information

If you have any further questions, please email us on GTOrecruitment@communitysolutions.org.au

