



Support your future workforce through traineeships

Community Solutions apprentice and trainee team recruit and employ apprentices and trainees and place them into your business as the 'host employer'. We take the hassle out of employing an apprentice or trainee by taking care of all of their employment requirements, such as recruitment, pre-employment checks, payroll and WorkCover. In addition, we organise the formal training and support for them during their journey with you.

What are the benefits of hosting a trainee through Community Solutions?

- Lowered employment risk - you'll have a dedicated trainee committed to completing the traineeship, with the view to securing permanent work placement.
- Reduced turnover.
- An easier recruitment process.
- Potential opportunity to share or rotate trainees throughout the business depending on needs.
- We take out all the administrative burden. Cost is simplified with an hourly charge rate inclusive of the trainee's wage, all on-the-job costs (including leave entitlements), and a small administration fee.



Chloe finds full-time fulfillment

In 2019, Chloe completed a 12-month traineeship with Community Solutions, while completing a Certificate III in Business Administration. Soon enough, Chloe was offered a full-time job in the Customer Solutions team, and less than two years later, Chloe was promoted to Customer Care Team Leader, where she looks after a team of six Customer Care Consultants.

Chloe wanted to help people and realised the mutual benefit of completing an on-the-job traineeship with Community Solutions.

"In my role of helping people reach their goals, I realised Community Solutions was helping me reach my own goals along the way. There are so many great opportunities and avenues that a person can go down. I would recommend the program for anyone looking for a traineeship." Chloe said.

Chloe feels lucky for the opportunities and support she has received through her trainee journey.

"Community Solutions has provided me the opportunity to grow into the person I am today. The encouragement from management and colleagues has been incredible, and I would not be where I am without the people mentoring and guiding me."

Chloe now has a rewarding role where she gets excited seeing her clients gain employment and make positive changes in their lives, aligning perfectly with Community Solutions' values, purpose and mission.

Chloe's manager, Monica sees the value in hiring a trainee for her team.

"It is very rewarding to be involved, and observe a person's growth and development, help them build relationships and become a valued member of the team. It can seem time consuming, but when done effectively and with full commitment, the rewards for everyone involved are well worth the time and effort."

How we can support your future workforce

Recruitment and selection	Induction, training, and ongoing support	Full compliance and removal of all administration constraints	Completion and supporting your future workforce
<ul style="list-style-type: none"> • Save you time by doing the work up front in attracting and screening potential candidates. • Find the right candidate in this difficult market to meet your business needs. • Source applicants through various methods, job boards, engaging with schools, employment service providers and careers events. • Thorough recruitment process including pre-screening, interview, reference checking, pre-employment and medicals. 	<ul style="list-style-type: none"> • We have a comprehensive induction program including Workplace Health and Safety (WHS). • You will have a dedicated Field Officer to support trainees through their employment journey including regular on-site visits. • We assist trainees to complete off and on the job training and learning. • By helping host employers with strategies to meet the minimum hours of employment which can include sharing and rotating trainees throughout the various business and departments. • Provides the trainee with a wider range of work and skills development. 	<ul style="list-style-type: none"> • As the trainee is employed by Community Solutions Group Training directly, we take care of all of the paperwork and administration you would normally be required to do for a directly employed trainee (such as payroll, insurance etc.) • All Registered Training Organisation (RTO) compliance is taken care of so you can have peace of mind knowing we follow and comply to compliance requirements. • By ensuring the right qualification is completed and delivered. 	<ul style="list-style-type: none"> • Upon completion you will have a qualified trainee who can transition directly into a permanent position in your business. • By meeting future workforce planning requirements in this difficult recruitment market. • Increased loyalty and reduced turnover as trainees will have a sense of loyalty to your business after you have invested in their training.

Frequently Asked Questions

Does the Endeavour Foundation Executive Team support the hire of trainees in our business?

Aligned with the Endeavour Foundation Group People First Strategy, a decision from our executive team is to grow and invest in implementing traineeships across our wider business as we look at new ways to expand our talent pipelines in this current market.

How long does a traineeship generally go for?

The traineeship will generally go for 12 to 24 months while the appropriate related qualification is completed.

Who provides support and learning to the trainee?

The direct workplace supervisor will oversee the trainee's day-to-day learning and supervision. Our dedicated Field Officer will then work alongside the trainee and the supervisor regarding additional support and guidance with regular 'check-ins' with both parties.

How can I guarantee a trainee the minimum hours of employment?

Strategies for host employers to meet the minimum hours of employment can include sharing and rotating trainees throughout the various business and departments. This provides the trainee with a broader range of work and skills development

What if I don't have the capacity to train and mentor a trainee?

Think about the long term and loyalty when it comes to a trainee. Whilst trainees might be perceived as inexperienced, they are eager to learn and are often more committed to staying longer than employees. The time you invest creates a dedicated trainee and is a perfect pipeline for your workforce planning and "growing your own".

What part do Registered Training Organisations (RTO) and the Australian Apprenticeship Support Network (AASN) play?

Registered Training Organisations (RTOs) support the traineeship process by providing certified and nationally recognised training, while the trainee continues day-to-day on-the-job learning. The AASN registers the training contract with the Department of Small Business and Training (DESBT) and provides advice to support employers, apprentices and trainees.

Main types of traineeships on offer:

- Certificate III in Individual Support (Duration 12 Months)
- Certificate III in Community Services (Duration 18 Months)
- Cert III in Business (Duration 12 Months)
- Cert III in Information Technology (Duration 24 months)
- Cert III in Information, Digital Media and Technology (Duration 24 months)
- Certificate IV Human Resources (Duration 24 Months)
- Certificate IV in Disability (Duration 24 Months)

Tell us if you have something else in mind, and we will work to tailor this for your department.



Sean's life changing opportunity

Sean Windsor completed a two-year traineeship with ICT at Endeavour Foundation between 2017 and 2020, achieving a Certificate III in Digital Media and Technology.

After completing his certificate, Sean was offered a full-time position as a Service Desk Technician. He worked his way up to Field Service Technician, and then in 2022, he is now the Team Leader for the Service Desk, where he manages ten people.

After being out of the workforce for ten years, this opportunity was invaluable for Sean, both personally and professionally.

"This particular opportunity to get into the workforce felt right, so I pursued it. The traineeship and subsequent career opportunities have helped me in a massive way, not only professionally but in terms of personal growth and health." Sean said.

Sean now finds fulfilment and contentment at this stage of his career.

"I love the challenge and the people, and it makes me feel valued as a person."

Sean's manager, Matt Bianco, sees the worth in hiring a trainee (or a few!) for personal growth and development and meeting business needs.

"It has been fantastic to have trainees on board in my team! They are always excited, willing to learn new things, and ready to take on new tasks and responsibilities. They have been a great addition to the team to help with many time-consuming tasks and duties required by the Service Desk Team." Matt said.

As Matt reflects on the process, he especially likes the way Community Solutions present and shortlist candidates to give you the best chance to find the perfect fit for his team.

"The process has been extremely simple, and Community Solutions Field Representatives have been amazing in helping us through the whole process. There are also small YouTube video clips of the trainees that applied so you can have a quick view of the candidates before scheduling them for an interview which was extremely helpful in shortlisting candidates."

Trainee hiring process



How easy is it to get started and employ a trainee?

The process is very easy – let's chat about your requirements. We will source and shortlist appropriate candidates for your team and the business needs. You will choose who you select, and Community Solutions will work with you to support the recruitment and onboarding process.



More information

For more information about how we can support your future workforce, email our Group Training team on GTOrecruitment@communitysolutions.org.au

