

## Internal FAQs for bushfire disaster response recovery

For Employers - Scenario	Resources	Contact
<p><b>I am an Employer and I have lost my business in the bushfire.</b></p> <p><b>What support is available?</b></p>	<p>Through the CAPS program, TSNSW can work with other employers to take on your apprentice in the short or long term. This includes suspending, transferring or cancelling training contracts.</p> <p>TSNSW can discuss workforce skills development needs for your staff who are temporarily unable to work. (Part Qualifications program).</p> <p><a href="https://www.training.nsw.gov.au/apprenticeships_traineeships/employers/self_help/index.html">https://www.training.nsw.gov.au/apprenticeships_traineeships/employers/self_help/index.html</a></p>	<p>Apprenticeships and Traineeship Unit</p>
<p><b>I am an Employer and do not have any work for my Apprentice/Trainee - Do I still need to pay my Apprentice/Trainee?</b></p>	<p>Fair Work Australia have a guide on a number of workplace rights and entitlements for employers and employees affected by natural disasters. This information includes seeking to access leave, and different places they can seek help.</p> <p><a href="https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/rights-and-obligations/employment-conditions-during-natural-disasters-and-emergencies">https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/rights-and-obligations/employment-conditions-during-natural-disasters-and-emergencies</a></p> <p>Through the CAPS program, TSNSW can work with other employers to take on your apprentice in the short or long term. This includes suspending, transferring or cancelling training contracts.</p> <p><a href="https://www.training.nsw.gov.au/apprenticeships_traineeships/employers/self_help/index.html">https://www.training.nsw.gov.au/apprenticeships_traineeships/employers/self_help/index.html</a></p> <p>TSNSW can also discuss workforce skills development needs for your staff who are temporarily unable to work (Part Qualifications program).</p>	<p>Apprenticeships and Traineeship Unit</p>
For RTOs - Scenario	Information	Contact
<p><b>I am an RTO and have been impacted by the bushfires, will this affect my Financial Cap/s?</b></p>	<p>We will make arrangements with RTOs who have been impacted by the bushfires to ensure there is no adverse impact on your Financial Cap for this or future activity periods. RTOs should contact their SRMs to discuss their circumstances.</p>	<p>Local TSNSW</p> <p>Market Design and Implementation Unit</p>

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<p><b>I am unable to submit my training activity data due to the bushfires, do I still need to submit it within 28 days?</b></p>	<p>No, but RTOs need to contact their SRMs as soon as possible to ensure they are not penalised for non-submission of data.</p>	<p>Training Market Operations Unit</p>
<p><b>I have lost the records I need for QA monitoring. What do I do?</b></p>	<p>If RTOs have lost records which are being requested, they should let QA know as soon as they receive the request. We won't penalise RTOs who have lost records in the bushfires.</p>	<p>QA</p>
<p><b>I am an RTO and have lost my business in the bushfire. What support is available?</b></p>	<p>Please see above – SRMs can work with RTOs to ensure there is no impact to their Financial Cap or data submission.</p> <p>We will work with RTOs who are unable to train their students to find temporary places with other RTOs where possible, or to offer facilities to RTOs who need places to deliver training. Please talk to your SRM about your needs.</p> <p><a href="https://www.training.nsw.gov.au/apprenticeships_traineeships/employers/self_help/index.html">https://www.training.nsw.gov.au/apprenticeships_traineeships/employers/self_help/index.html</a></p>	<p>Apprenticeships and Traineeship Unit</p>
<p><b>I am an RTO and I can help. What do you need?</b></p>	<p>We need RTOs to temporarily take on students from RTOs who are unable to train them as a result of the bushfires. Please talk to your SRM to let us know what capacity you have, or what facilities you may be able to offer.</p>	<p>Local TSNSW</p>
<p><b>For Apprentices and Trainees - Scenario</b></p>	<p><b>Information</b></p>	<p><b>Contact</b></p>
<p><b>I am an Apprentice/Trainee who:</b></p> <ul style="list-style-type: none"> <li>• has affected by the bushfires,</li> <li>• lost my employment due to the bushfires</li> <li>• is only x months away from completing my Apprenticeship/Traineeship and I have lost my employment due to the fires</li> </ul> <p><b>What are my options?</b></p>	<p>Apprentices and trainees can use the CAPS program to find short or long term reassignment with a new employer.</p> <p><a href="https://www.training.nsw.gov.au/apprenticeships_traineeships/caps/index.html#register">https://www.training.nsw.gov.au/apprenticeships_traineeships/caps/index.html#register</a></p>	<p>Apprenticeships and Traineeship Unit</p> <p>Local TSNSW office</p>

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<p><b>I am an Apprentice/Trainee who has lost my employment, can I still continue with my RTO?</b></p>	<p>Yes, please continue training with your RTO. Apprentices and trainees can use the CAPS program to find short or long term reassignment with a new employer.</p> <p><a href="https://www.training.nsw.gov.au/apprenticeships_traineeships/caps/index.html#register">https://www.training.nsw.gov.au/apprenticeships_traineeships/caps/index.html#register</a></p>	<p>Apprenticeships and Traineeship Unit</p>
<p><b>I am an Apprentice/Trainee who has lost their VTAS application in the fire, how do I claim my travel?</b></p>	<p>TSNSW staff can print and mail a new form to the learner (or if in person, print and provide).</p> <p><a href="https://www.training.nsw.gov.au/forms_documents/apprenticeships_traineeships/vtas_guidelines.pdf">https://www.training.nsw.gov.au/forms_documents/apprenticeships_traineeships/vtas_guidelines.pdf</a></p>	<p>Local TSNSW office</p>
<p><b>I am an Apprentice/Trainee and I have lost my transport concession card, how can I replace it?</b></p>	<p>Applications are online via the Transport for NSW website. TSNSW staff may assist learners to complete and submit their forms in-office. Head Office will liaise with Transport for NSW to see whether other arrangements are in place.</p> <p><a href="https://www.training.nsw.gov.au/apprenticeships_traineeships/students/self_help/travel_concession_card.html">https://www.training.nsw.gov.au/apprenticeships_traineeships/students/self_help/travel_concession_card.html</a></p>	<p>Local TSNSW office</p>
<p><b>I am an out of trade Apprentice and will be relocating to continue my apprenticeship with a new employer, what assistance is available?</b></p>	<p><a href="https://www.training.nsw.gov.au/forms_documents/apprenticeships_traineeships/vtas_guidelines.pdf">https://www.training.nsw.gov.au/forms_documents/apprenticeships_traineeships/vtas_guidelines.pdf</a></p> <p><a href="https://www.training.nsw.gov.au/apprenticeships_traineeships/caps/index.html#register">https://www.training.nsw.gov.au/apprenticeships_traineeships/caps/index.html#register</a></p>	<p>Local TSNSW office</p>
<p><b>I am a Bert Evans Scholarship recipient and have lost my employment as an apprentice, does this affect my scholarship payments?</b></p>	<p>We want to ensure no one is disadvantaged by the bushfires. Apprentices can use the CAPS program to find short or long term reassignment with a new employer.</p> <p><a href="https://www.training.nsw.gov.au/apprenticeships_traineeships/students/bert_evans_scholarships.html">https://www.training.nsw.gov.au/apprenticeships_traineeships/students/bert_evans_scholarships.html</a></p>	<p>Apprenticeships and Traineeship Unit (Cherrie Chen)</p>
<p><b>I am in recipient of a trade support loan and I have lost my employment. Will my payments be continued or put on hold</b></p>	<p>We want to ensure no one is disadvantaged by the bushfires. Apprentices and trainees can use the CAPS program to find short or long term reassignment with a new employer.</p> <p><a href="https://www.australianapprenticeships.gov.au/aus-apprenticeships-incentives">https://www.australianapprenticeships.gov.au/aus-apprenticeships-incentives</a></p>	<p>Their assigned apprenticeship network provider: <a href="https://www.australianapprenticeships.gov.au/">https://www.australianapprenticeships.gov.au/</a></p> <p>Their local TSNSW office can assist if this information is not known.</p>
<p><b>I am an Apprentice/Trainee who is unable to continue</b></p>	<p>Apprentices and trainees can use the CAPS program to find short or long term reassignment with a new employer.</p>	<p>Local TSNSW office</p>

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<p><b>training under the current delivery arrangement, what are my options?</b></p>	<p><a href="https://www.training.nsw.gov.au/apprenticeships_traineeships/policy/policy_procedures/variation_training_contract.html">https://www.training.nsw.gov.au/apprenticeships_traineeships/policy/policy_procedures/variation_training_contract.html</a></p>	<p>Apprenticeships and Traineeship Unit</p>
<p><b>I am an Apprentice/Trainee and am unable to find a job in the same trade in my area, what can I do?</b></p>	<p>Apprentices and trainees can use the CAPS program to find short or long term reassignment with a new employer.</p> <p><a href="https://www.training.nsw.gov.au/apprenticeships_traineeships/caps/index.html#register">https://www.training.nsw.gov.au/apprenticeships_traineeships/caps/index.html#register</a></p>	<p>Local TSNSW office</p> <p>Apprenticeships and Traineeship Unit</p>
<p><b>I am a school based Trainee/Apprentice and have lost my employment, what should I do?</b></p>	<p>Apprentices and trainees can use the CAPS program to find short or long term reassignment with a new employer.</p>	<p>Local TSNSW office</p>
<p style="text-align: center;"><b>Miscellaneous Scenarios</b></p>	<p style="text-align: center;"><b>Information</b></p>	<p style="text-align: center;"><b>Contact</b></p>
<p><b>I need to replace my trade certificate, how can I obtain this and how much will it cost?</b></p>	<p>TSNSW can reprint trade certificates. We will waive the fee where certificates have been lost in the bushfires.</p> <p><a href="https://www.training.nsw.gov.au/apprenticeships_traineeships/employers/self_help/proficiency_cert.html">https://www.training.nsw.gov.au/apprenticeships_traineeships/employers/self_help/proficiency_cert.html</a></p>	<p>Local TSNSW office</p>
<p><b>I am volunteering with the RFS/SES/Army Reserve. What will happen to my training contract?</b></p>	<p>Through Fair Work Australia, the Employer/Apprentice/Trainees may be entitled to unpaid community service leave</p> <p><a href="https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/rights-and-obligations/employment-conditions-during-natural-disasters-and-emergencies#disaster-relief">https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/rights-and-obligations/employment-conditions-during-natural-disasters-and-emergencies#disaster-relief</a></p> <p>Depending on your circumstances, TSNSW can assist with suspending, transferring or cancelling training contracts if required.</p> <p><a href="https://www.training.nsw.gov.au/apprenticeships_traineeships/employers/self_help/suspend_contract.html">https://www.training.nsw.gov.au/apprenticeships_traineeships/employers/self_help/suspend_contract.html</a></p>	<p>Local TSNSW office</p> <p>Apprenticeships and Traineeship Unit</p>
<p><b>My circumstances are not covered in this guide, where else can I seek help?</b></p>	<p>Service NSW is working in collaboration with federal, state and local government to bring people impacted by the bushfires and needing immediate help all the support and services available.</p> <p><a href="https://www.service.nsw.gov.au/assistance-bushfire-affected-communities">https://www.service.nsw.gov.au/assistance-bushfire-affected-communities</a></p>	