

## EDUCATION, SCIENCE AND TRAINING

### SENATE LEGISLATION COMMITTEE - QUESTIONS ON NOTICE 2004-2005 BUDGET ESTIMATES HEARING

**Outcome:** 2  
**Output Group:** 2.2 – New Apprenticeships

#### **DEST Question No. E064\_05**

Senator Carr provided in writing.

#### **Question:**

What has been the success rate of New Apprenticeships Centres encouraging employers to employ New Apprentices? Can we get this broken down by each New Apprenticeships Centre and their local area?

#### **Answer:**

##### *Success Rate of New Apprenticeships Centres (NACs)*

Under the New Apprenticeships Support Services (NASS) contract 2003 – 2006, there are five Key Performance Indicators (KPI) incorporating 11 measures that will be used to monitor and assess New Apprenticeships Centres' performance over the life of the third contract period. These are:

- 1 New Apprenticeships Support Services and the New Apprenticeships Incentives Programme are administered in an accurate and timely manner.
- 2 Eighty percent of employers and New Apprentices satisfaction level with the provision of New Apprenticeships Support Services.
- 3 Increase in the retention rate of New Apprenticeships at the 6 month point of the New apprenticeship. Increase in the completion rates of New Apprenticeships.
- 4 Improvements in the number of Indigenous Australians and people with a disability undertaking New Apprenticeships. Commencements in accordance with contracted profiles for industry, Australian Qualifications Framework levels and age of New Apprentices.
- 5 Contracted minimum commencement numbers are achieved against the Milestones.

Following the tabulation of results from the monitoring round currently being conducted, the Department will provide a breakdown on the public New Apprenticeships website ([www.newapprenticeships.gov.au](http://www.newapprenticeships.gov.au)) later this year of how each New Apprenticeships Centre is performing against KPI 1.

This information to be provided will relate to the accuracy in which New Apprenticeships Centres determined employer eligibility for incentive payments and the timeliness in which claims for incentive payments were processed. The Australian Government has an expectation that New Apprenticeships Centres achieve a minimum standard of 90% accuracy in determining eligibility for incentives and that 90% of incentive claims are processed within 10 days of receipt.

Surveys to determine the level of satisfaction employers and New Apprentices have with the provision of New Apprenticeships Support Services by New Apprenticeships Centres are currently being conducted and results will also be provided on the New Apprenticeships website later this year. The Australian Government has an expectation of a minimum standard of 80% satisfaction being expressed by employers and New Apprentices with the services provided by a New Apprenticeships Centre.