



**National Australian
Apprenticeship Association**

New model of Apprenticeship Support Services

Press Release

The National Australian Apprenticeships Association represents the organisations that deliver support services to all apprentices and trainees in Australia. The Australian Government have just announced the providers to deliver the new model of support services that will commence from July 1st 2024.

Nine organisations have been chosen to deliver the services across Australia with a separate procurement for the Northern Territory still underway.

The new model includes enhanced assessment at the beginning of the apprenticeship, strengthened mentoring support, enhanced support for key client groups, the introduction of specialist service providers for First Nations apprentices, women in male-dominated trades and clean energy apprentices. The new Apprenticeship Data Management System (ADMS) will also play a more prominent role in targeted communication and administration.

The Association is strongly supportive of the new model which aims to place the apprentice at the centre of service provision. The new model is the result of an exhaustive review process that seeks to drive up completion rates and improve the level of support available – particularly for key client groups.

The Association welcomes five new providers to the network:

- APM
- Bamara
- Holmsglen Institute
- ITEC Group
- SYC

APM and SYC will hold both generalist and specialist contracts, Bamara and ITEC will support First Nations Apprentices and Holmsglen will specialise in apprentices in clean energy occupations. All providers will deliver the full suite of support services to their respective clients.

The Association congratulates the four existing providers that will continue to deliver a large majority of the support services.

- Chambers Apprenticeship Support Australia
- The Busy Group
- MEGT
- MAS National

Between them the existing providers have been allocated 41 of the 50 available contracts procured through this process. All have deep expertise in the delivery of these services stretching back for over 25 years. Since the inception of commonwealth funded support services in 1998 over 5.5 million apprentices and trainees have undertaken an apprenticeship Training Contract.

Two existing providers of support services have not been recontracted. The Association wishes the staff of Verto and Sarina Russo well as they seek new roles. We thank them for their expertise, commitment and dedicated service – particularly through the pandemic.

This is the 8th iteration of apprenticeship support services, demonstrating that it is a vital service, delivered in every community throughout Australia. It adapts to government priorities, economic conditions and pandemics. The Association thanks the Commonwealth Government for its continued support of the service. We know our members will work tirelessly to make the new model a success.

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