

NSW Traineeship Supervisor Guide

Supporting your trainee. Understanding your responsibilities. Staying informed.



FOR EMPLOYERS AND WORKPLACE SUPERVISORS

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A great trainee is built on the job, not just in the course.

Australian Work Skill (AWS) delivers the formal training, assessment and ongoing training support. Your workplace gives the trainee the chance to practise, build and prove those skills in real work.

A successful NSW traineeship is a partnership. Everyone has a clear part to play.

The trainee

Takes part in training, applies learning at work and asks for help early.

Employer and supervisor

Provides workplace training, supervision, suitable work and time for formal training.

Australian Work Skill

The RTO. Delivers formal training and assessment and maintains the Training Plan.

Other stakeholders

Training Services NSW and your Apprentice Connect Australia Provider.

AWS is responsible for

- Formal training and assessment
- Developing and maintaining the Training Plan with you and the trainee
- Final competency decisions made by qualified AWS assessors
- Progress reporting and training support

The workplace is responsible for

- Workplace training and appropriate supervision
- A suitable range of work, facilities and equipment
- Releasing the trainee for formal training
- Keeping training release records

02 YOUR ROLE AS A WORKPLACE SUPERVISOR

What we need from you

- Provide appropriate supervision and workplace guidance
- Help the trainee understand workplace processes and expectations
- Give them opportunities to practise relevant skills
- Support them to apply their learning in real situations
- Give constructive, regular feedback
- Keep AWS updated on workplace performance and progress
- Complete Supervisor Reports when requested
- Raise concerns early if the trainee is struggling
- Contribute to Training Plan discussions and confirm workplace competence



You don't replace the AWS trainer or assessor. AWS remains responsible for formal training and assessment decisions. Your job is to connect what the trainee learns in their course with what they do at work.

Supervision should match the trainee, not the roster.

Employers must have the capacity to deliver the work-based component of the traineeship. That means an appropriate range of work, the right facilities and equipment, and supervision from someone suitably experienced or qualified.

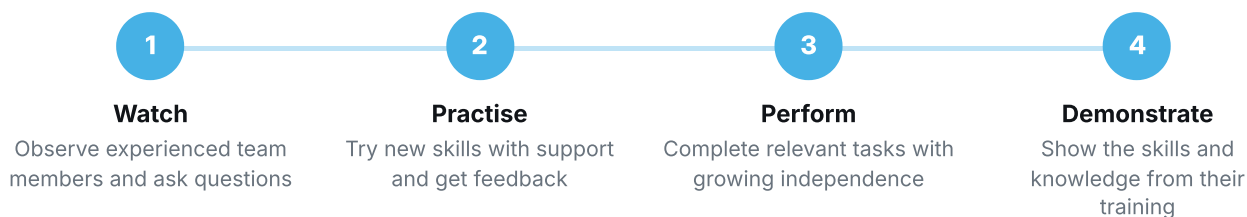
The supervisor should understand the work the trainee is doing and have the experience or qualifications to support them in that vocation.

Scale it to capability. A trainee in their first fortnight on a forklift or a new pick line needs close, hands-on oversight. A trainee who has shown they can do a task safely and consistently can be given more room. Review this as they progress.

04 GIVE YOUR TRAINEE ROOM TO LEARN

How skills build on the job

Where relevant to the trainee's role and qualification, give them the chance to move through these stages.



If you're worried the role isn't giving the trainee enough opportunity to develop the skills their qualification needs, talk to AWS as early as possible. It's much easier to adjust duties or the Training Plan early than to fix a gap near completion.

05 ALLOW TIME FOR FORMAL TRAINING

Online training still needs protected time

Trainees must be released from routine duties to complete formal training and assessment, in line with their Training Plan and NSW traineeship requirements.

Why it matters

Online training doesn't need a campus, but it still needs time. If study is squeezed into breaks or left to the trainee's own time, progress slows and completion is put at risk.

What works

Lock in a regular, rostered training block, give the trainee a quiet space and a device, and record every release as you go. See the next page for what to record.

If you release them for training, record it.

NSW employers have a specific legal record-keeping obligation whenever an apprentice or trainee is released to undertake training delivered by their RTO.

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APPRENTICESHIP
AND TRAINEESHIP
REGULATION 2024
(NSW)

The employer of an apprentice or trainee must keep a record of each occasion on which the apprentice or trainee is released to undertake training delivered by a relevant registered training organisation.

The record must include the **duration** of the release and **whether or not the trainee was paid** for that period. The Commissioner may require an employer to provide these records.

Source: legislation.nsw.gov.au | made under the Apprenticeship and Traineeship Act 2001 (NSW)

Our advice: keep the record as you go, every time. Recreating months of training release from memory is slow, unreliable and hard to defend if records are requested.

What a simple training release record looks like

Trainee name	Date	Training or assessment activity	Start	Finish	Total time	Paid?	Supervisor confirmation
Jordan Smith Example	14/10/26	Online module: WHS procedures	9:00am	11:00am	2.0 hrs	Yes	A. Nguyen

Keep it accessible

Store records in a format you can find and produce quickly, whether that's a shared spreadsheet, your rostering or payroll system, or a printed log kept on site.

Make it a habit

Ask the supervisor to sign off each entry on the day. A full AWS Employer Training Release Record template is available from AWS on request.

The Training Plan is the game plan. Keep it current.

AWS develops and maintains the Training Plan with you and your trainee. It sets out how the qualification will be delivered and how formal training and workplace learning fit together. In NSW, Training Plans are reviewed and updated regularly, at least every six months, to reflect changes to formal and workplace training.

Employers and supervisors should take part in Training Plan discussions and let AWS know about significant changes that may affect training, including:

- Changes to the trainee's duties
- A change of supervisor
- Changes to the workplace or site
- Extended absences
- Concerns about progress
- Not enough opportunity to perform relevant tasks
- Anything else that may affect successful completion

08 AWS SUPERVISOR REPORTS

Your observations are workplace evidence

AWS may ask you to complete a Supervisor Report for particular units of competency. It gives the AWS assessor a clear picture of:

- the tasks the trainee performs in the workplace
- how they apply relevant skills and knowledge on the job
- what you have personally observed of their workplace performance.

What the report is

- Honest workplace evidence based on what you've seen
- One input into the AWS assessment process
- Your chance to flag strengths and gaps

What the report isn't

- A formal competency assessment
- A pass or fail decision by the supervisor
- Something to sign off on tasks you haven't observed



The final assessment decision always rests with an appropriately qualified AWS assessor. Separately, before a traineeship can be completed, AWS will confirm with you as the employer that the trainee is competent in the workplace.

You shouldn't have to wonder how your trainee is going.

AWS gives employers regular visibility of every trainee's training progress, including **monthly progress reporting** so you can see where each trainee is up to in their qualification.

Where workplace input is needed, AWS will contact supervisors directly about Supervisor Reports and other training requirements.

Early beats urgent. If a trainee starts falling behind, is having difficulties or needs extra support, an early conversation between the trainee, employer and AWS gives everyone the best chance of getting things back on track.



10 YOUR DEDICATED AWS POINT OF CONTACT

One contact. Every trainee. One clear view.

Managing multiple trainees shouldn't mean managing multiple disconnected conversations. AWS gives employers a dedicated point of contact who coordinates your whole training relationship with us.

- Explain training and assessment requirements
- Monitor trainee progress
- Coordinate Supervisor Reports
- Discuss Training Plan requirements
- Identify trainees who need extra support
- Answer questions about AWS training delivery
- Coordinate communication across all employees training with AWS

Running a larger workforce? For employers with multiple trainees across sites or shifts, your AWS contact gives you a central view of training progress across your workforce, so nothing slips between supervisors.

More from the AWS Employer Resource Hub

Practical tools to support every stage of the traineeship. Ask your AWS contact for copies.

Employer Training
Release Record

How to Complete an
AWS Supervisor Report

Training Plan Explainer

Monthly Progress
Report Explainer

What to Do if Your
Trainee Is Falling Behind

Employer Onboarding
Checklist

Employer FAQ

NSW Traineeship
Supervisor Guide

Run through this every month.

- ☐ Does my trainee have appropriate supervision for their current level of capability?
- ☐ Are they getting opportunities to practise the skills relevant to their traineeship?
- ☐ Are we providing appropriate time for formal training and assessment?
- ☐ Are we recording every release for RTO-delivered training?
- ☐ Do our records capture the duration and whether the trainee was paid?
- ☐ Am I giving AWS workplace feedback when requested?
- ☐ Have I completed any outstanding Supervisor Reports?
- ☐ Have there been changes to the trainee's role, duties or supervision that AWS should know about?
- ☐ Do I have any concerns about the trainee's progress?
- ☐ Have I contacted AWS early where extra support may be needed?

Need support? You're not doing this alone.

Questions about progress, the Training Plan, workplace evidence, Supervisor Reports or AWS training requirements? Contact your dedicated Australian Work Skill representative.

Australian Work Skill Pty Ltd

RTO ID 45925

1800 719 743

student@australianworkskill.com.au

Useful NSW Government resources

Smart and Skilled contracts and policies

nsw.gov.au/education-and-training/vocational/funding/policies-smart-skilled

Supervising your apprentice or trainee: support services

nsw.gov.au/education-and-training/resources/supervising-your-apprentice-or-trainee-support-services

Apprentices and trainees in NSW

nsw.gov.au/education-and-training/apprentices-and-trainees

Apprenticeship and Traineeship Regulation 2024

legislation.nsw.gov.au

Training Services NSW: **13 28 11**

This resource provides general information for employers and supervisors participating in NSW traineeships with Australian Work Skill (RTO ID 45925). It does not replace the Apprenticeship and Traineeship Act 2001 (NSW), the Apprenticeship and Traineeship Regulation 2024, Smart and Skilled requirements or your Training Plan. Requirements may vary depending on the traineeship, Training Plan, industrial arrangements and individual circumstances. Employers should refer to current NSW Government requirements and seek appropriate advice where required. Information current as at October 2026.