

The AWS Mentoring Program

An employer's guide to how every AWS trainee is supported, start to finish, and what it means for your business.



FOR EMPLOYERS, MANAGERS AND WORKPLACE SUPERVISORS

1

What your trainee gets

A dedicated Study Mentor and real one-on-one time

2

How it works

The mentoring journey from enrolment to completion

3

Where you fit in

Your role, what we'll tell you and when we'll call

Online training doesn't fail on content. It fails on momentum.

Most trainees don't stall because the course is too hard. They stall because a busy roster, a confusing assessment or a bad week knocks them off track, and nobody notices until they're months behind.

That's the gap the AWS Mentoring Program is built to close. Every AWS student is matched with a dedicated Study Mentor whose job is to keep them moving, keep them confident and flag problems early, before they turn into a stalled traineeship, a frustrated supervisor or a lost team member.

60 min

Minimum one-on-one mentoring time for every unit of competency

3 days

Your trainee hears from their Study Mentor within three business days of enrolment being confirmed

1 mentor

The same named Study Mentor, allocated at induction, supporting them through the course

Real time, not a tick-box. 60 minutes per unit is a minimum, and it's dedicated time, not a check-in squeezed between other calls. For a 12-unit qualification, that's at least 12 hours of one-on-one support for your trainee.

What it delivers for you

- **Steadier progress.** Short-term goals and a clear study plan keep units moving at a realistic pace.
- **Less chasing.** Your supervisors aren't left trying to work out where a trainee is up to or why they've gone quiet.
- **Early warning.** If progress drops, contact goes up and you hear about it while there's still time to fix it.
- **A more engaged employee.** Trainees who feel backed are more likely to finish, and more likely to stay.

Three jobs. One goal: a trainee who finishes.

Study Mentors get to know each trainee's needs and goals through one-on-one sessions, then tailor their support to the challenges in front of them. Here's what that support looks like in practice.

JOB 1

Making assessments make sense

- Instructions and feedback explained simply, without the jargon
- A heads-up on upcoming assessments, role plays and checkpoints before they land
- Open conversations about whatever's making an assessment hard

Why it matters: fewer resubmissions and less time stuck on a single task.

JOB 2

Keeping them moving

- Help building a study plan and organising resources
- Short-term, achievable goals rather than one big overwhelming target
- A second set of eyes on their study environment if distractions are getting in the way

Why it matters: steady unit completions in line with the Training Plan.

JOB 3

Encouragement that's real

- Acknowledging what the trainee is doing well, not just flagging what needs work
- Building confidence ahead of workplace tasks and observations
- Pointing trainees to wellbeing and other support services when life gets in the way

Why it matters: confident trainees engage more, at work and in their course.



What a Study Mentor doesn't do. Mentors support learning and progress. They don't complete work for the trainee, and they don't make assessment decisions. Formal training and assessment are delivered by qualified AWS trainers and assessors, and every competency decision is made by an AWS assessor.

Support beyond the sessions

Language, literacy and numeracy

Every applicant completes an LLN check at enrolment. Where extra support is needed, AWS adjusts how materials are explained and can refer the trainee to specialist LLN services.

Extensions done properly

Trainees email their mentor at least three business days before an assessment is due to request an extension. No last-minute surprises for you or for them.

From day one to done. Here's what happens and when.

Contact is matched to progress. Trainees who are on track get room to work. Trainees who are slipping get more support, faster.

- 1 Enrolment and induction**
 AWS confirms enrolment, runs a course induction and provides the Training Plan. A trainer and assessor and a dedicated Study Mentor are allocated.
- 2 Onboarding call** *within 3 business days*
 The Study Mentor makes contact, walks the trainee through their Training Plan, shows them how to use the learning portal and explains their course requirements.
- 3 Onboarding period** *first 6 weeks | fortnightly*
 Regular calls every two weeks to build good study habits early and make sure the trainee is set up properly.
- 4 Every unit** *minimum 60 minutes one-on-one*
 Dedicated mentoring time for each unit of competency, covering what's coming up, what's tricky and what's next.
- ✓ On track** *monthly or six-weekly*
 Progress check-ins continue. Trainees who are ahead of schedule can ask for less frequent contact.
- ! Some concerns** *contact increases to fortnightly*
 The mentor steps in early to reset goals and work through whatever is getting in the way.
- !! At risk of not finishing on time** *weekly or more*
 Intensive support to get back on track. Where there are concerns, AWS may also contact the trainee's supervisor.
- ★ Completion**
 Once all units are assessed as competent and workplace competence is confirmed with you, the trainee completes their qualification.

What steady progress looks like

QUALIFICATION LEVEL	TARGET PACE
Certificate III	1 unit completed and submitted every 3 to 4 weeks
Certificate IV	1 unit completed and submitted every 4 to 6 weeks

Average targets from the AWS Student Handbook. Your trainee's Training Plan sets their specific timeframes.

Three roles. One trainee. No gaps.

Mentoring works best when everyone knows their lane. Here's how the Study Mentor, the AWS trainer and assessor and your workplace supervisor work together.

AWS Study Mentor Keeps the trainee on track	AWS Trainer and Assessor Delivers and assesses the course	Your workplace supervisor Builds skills on the job
Onboarding, study planning and goal setting	Formal training and learning resources	Day-to-day supervision and workplace training
Explains instructions and feedback in plain English	Marks assessments and gives formal feedback	Gives the trainee real tasks to practise
Tracks progress and increases contact when it drops	Makes every competency decision	Releases the trainee for training time
Manages extension requests and action plans	Reviews workplace evidence, including Supervisor Reports	Signs workplace evidence and completes Supervisor Reports when asked
Links trainees to wellbeing and LLN support	Provides further training if a task isn't yet satisfactory	Tells AWS about changes to role, roster or supervision

How you can get the most out of mentoring

- **Protect the time.** Make room in the roster for mentoring sessions and study, not just in breaks.
- **Record it.** NSW employers must record each release for RTO-delivered training. If mentoring sessions happen in work time, we recommend including them on your training release record.
- **Turn around signatures.** Traineeship assessments include pages that need a supervisor signature. Quick sign-off keeps units moving.
- **Pick up the phone.** If you notice a trainee struggling, or doing something great, let us know.
- **Tell us about change.** New duties, a new supervisor, a site move or extended leave can all affect the Training Plan.
- **Back the message.** A quick "how's the course going?" from a manager goes a long way.

We'll call you too. For traineeships and employer-sponsored courses, AWS may contact the trainee's supervisor by phone or email if we have concerns about progress, or when we see exceptional work worth celebrating.

We don't wait for a missed deadline to act.

Government-funded training, including NSW traineeships under Smart and Skilled, requires regular unit submissions and completion within the course timeframe. Our mentoring model is designed to pick up slipping progress early and respond in proportion.

STAGE 1	STAGE 2	STAGE 3	STAGE 4
Early flag Mentor notices slower progress or missed contact and resets short-term goals with the trainee.	More support Contact moves to fortnightly, then weekly or more if needed. Email and SMS are used if calls go unanswered.	Employer in the loop AWS contacts the supervisor to understand what's happening at work and agree next steps together.	Formal action Where progress stays limited, AWS must notify the employer and the NSW Department of Education, who may decline extension requests.

Course extensions

Extensions are for circumstances beyond the trainee's control, such as illness or significant life events, and need supporting evidence. Requests must be made within one month of the current completion date and can't be granted after the deadline has passed.

Every approved extension comes with a mandatory **action plan**, including required support sessions and unit completion deadlines.

Wellbeing comes first

Sometimes slow progress isn't about study at all. Study Mentors listen, point trainees to appropriate wellbeing support services and help adjust the plan where they can.

Personal matters a trainee raises are handled in line with the AWS Privacy Policy. Mentors aren't counsellors, but they make sure trainees know where to go.



Your best move as an employer: call us the moment something changes. A shift change, a family issue or a new role is far easier to plan around in week two than in month eight.

Real people. Real industry experience.

AWS Study Mentors are industry-experienced professionals who build genuine working relationships with every trainee they support.



Garry Brook

Senior Mentor, Trainer &
Assessor



Melissa Buda

Senior Mentor



Steve Almelor

Business Mentor

The admin team behind it



Lina Zendehdel

RTO Admin Manager

Leads the RTO admin team that keeps enrolments, records and communication running smoothly.



Erika Lahijani

Administration Assistant

Supports the mentoring team behind the scenes, so trainees and employers get timely, accurate answers.

AWS Learning Champion of the Month

Effort deserves recognition. Each month, mentors and trainers nominate students who are completing units consistently and showing up to their mentoring sessions. One Learning Champion is selected from those nominations.

ANNOUNCED IN WEEK ONE

The Learning Champion is announced in the first week of the month

REWARDED

The winner receives a \$100 gift voucher

A great way to celebrate a member of your team. If your trainee is selected, we'll let you know so you can share the win.

Built on the standards, not just good intentions.

The AWS Mentoring Program is part of how we meet our obligations as a Registered Training Organisation and a NSW Smart and Skilled provider.

Standards for RTOs 2025 | 1.1

Structured and paced training. Training must be structured and paced to support students to progress, with sufficient time for instruction, practice, feedback and assessment. Mentoring keeps that pace realistic for each trainee.

Standards for RTOs 2025 | 2.3

Support and progression. Students must have access to the support services, trainers, assessors and staff they need to progress, and their queries must be answered in a timely manner.

Standards for RTOs 2025 | 2.6

Wellbeing. Wellbeing needs are identified and students are told about the support services available to them.

NSW Smart and Skilled

Participation and progress. Funded training requires regular submission of units and completion within the course timeframe. AWS must notify the employer and the Department of Education where progress is limited.

NSW Regulation 2024 | cl. 7

Training release records. NSW employers must record each release for RTO-delivered training, including duration and whether the trainee was paid.

Employer FAQ

How will I know how my trainee is going?

AWS provides employers with regular progress reporting, and we'll contact you directly if there are concerns or something worth celebrating.

Can I sit in on a mentoring session?

Sessions are one-on-one so trainees can speak openly. If you'd like an update or a three-way conversation, ask your AWS contact and we'll set it up.

Will the mentor tell me everything my trainee says?

We share progress and any concerns that affect the traineeship. Personal information is handled in line with the AWS Privacy Policy.

Questions about mentoring?

Talk to your dedicated AWS contact about your trainee's mentor, progress or support needs.

Australian Work Skill Pty Ltd

RTO ID 45925

1800 719 743

student@australianworkskill.com.au

This resource provides general information for employers participating in traineeships and employer-sponsored training with Australian Work Skill (RTO ID 45925). It should be read alongside the AWS Student Handbook, the trainee's Training Plan and current NSW Government requirements. Contact frequencies and pacing targets are typical and may be tailored to individual needs. Information current as at October 2026.