

# 2025

# Employer Handbook



Master Plumbers 9/9/2025

Version 3.0





#### **Contents**

What do we need you to do during the apprenticeship?	1
Introduction to our Portals	2
Employer Progress Portal – VETtrak	2
How can I log into my Employer Progress Portal?	2
Ready Skills	3
Accessing ReadySkills via the Employer Progress Portal	3
Training Plans	4
Signing Training Plans	4
Revisiting Training Plans	6
Competency Based Completions (CBCs)	8
Employer Support Requests	8
Responding to an Email	8
Accessing direct from a browser	9
Monitoring Progression	12
Can I get a progress report for my apprentice?	13
Employer Profile	14
Reporting any changes	14
Internal communication considerations	14
Monitoring Apprentices	15
Apprentice Class Schedule	15
Attendances	16
Why can't I get the attendance of my new apprentice?	16
Why has my apprentice been told they can't attend the block because they were	
absent on the Monday?	16
FAQ	
Fit for work	17
My apprentice is injured; how do I pause their training?	17

#### • Click on the table of contents to access the article



When can my injured apprentice return to trade school?	17
tudent progress	17
Can I speak to my apprentice's trainer?	17
How do I reschedule my apprentice's training?	17
How can I extend my apprentice's training contract?	17
Can I sign my apprentice out of their contract early if they have finished all their school?	
voices and reimbursements	18
How can I get the invoice for course fees issued to my business?	18
Why am I getting an invoice for registration exam fees?	18
My apprentice changed employer. How do I get a breakdown of the units and do can check I'm reimbursing my apprentice for the right units?	
How does the reimbursement process work?	18
Am I responsible for reimbursing my apprentice's trade school fees?	18



## What do we need you to do during the apprenticeship?

Throughout the lifecycle of your employee's apprenticeship there are several obligations required.

It is important to keep us up to date with any changes that may occur during your employee's apprenticeship, including and not limited to; changes in employer contact details, availability of apprentices, cancellation/termination of contracts/employment.

Two of the main responsibilities as an employer to an apprentice are as follows:

#### Sign your apprentice's Training Plan

When we are ready to send the training plans for signatures, we will email you a link to ReadySkills, the application we use to manage training plans. This needs to be done by you and your apprentice before your apprentice has an induction at our training facility.

Please click <u>here</u> to see how to sign a training plan.

#### **Confirm Competency Based Completions (CBCs)**

We use ReadySkills to manage Competency Based Completions (CBCs), which gives your approval that the apprentice has demonstrated skills in the workplace related to each unit of study.

You will receive an email with a request to agree to CBCs according to the following block schedule, which requires your response as soon as possible:

- O Stage 1: Block 4, Block 6, Block 9
- Stage 2: Block 12, Block 15, Block 17, Block 19
- o Stage 3: Block 22, Block 25
- Stage 4: Block 28, Block 31

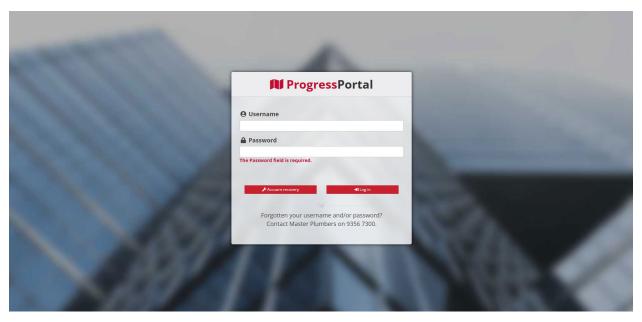
For more information on Ready Skills click <u>here</u>. To find out how to confirm CBCs click <u>here</u>.

As an employer, you've also got a range of other requirements according to your contract with the Victorian Registration and Qualifications Authority (VRQA). You can find their checklist here: Managing your apprentice or trainee (vrqa.vic.gov.au)



#### Introduction to our Portals

## Employer Progress Portal – VETtrak



The VETtrak Progress Portal is a web product that allows you to view the schedule and attendance of your apprentice(s) while they are enrolled with Master Plumbers.

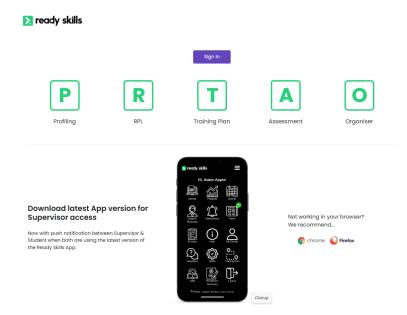
#### How can I log into my Employer Progress Portal?

Go to <a href="https://plumber.vtportal.com.au/ProgressPortal/">https://plumber.vtportal.com.au/ProgressPortal/</a>, enter your username and password and click "Log in".

If you have forgotten your log in details, click the "Account recovery" button and enter your email address to identify your username and/or reset your password.



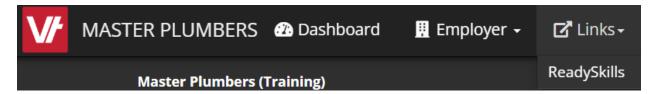
#### Ready Skills



ReadySkills is an application we use to coordinate the signing of training plans and Competency Based Completions (CBCs) online. It can be accessed via your Employer Progress Portal or direct via either your browser of choice (ReadySkills recommends Chrome or Firefox) or the app.

### Accessing ReadySkills via the Employer Progress Portal

You can access ReadySkills directly from the Employer Progress Portal by clicking the link as seen in the image below.





## **Training Plans**

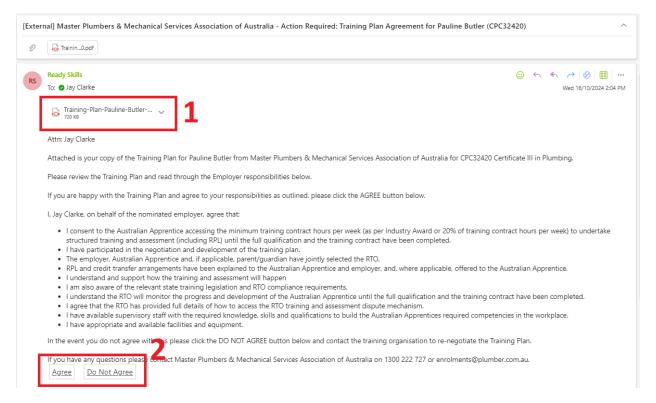
### Signing Training Plans

You will receive an email from "donotreply@readyskills.io" with a PDF of your apprentice's training plan attached (1).

Note: make sure to check your junk/spam folder if you can't find the email!

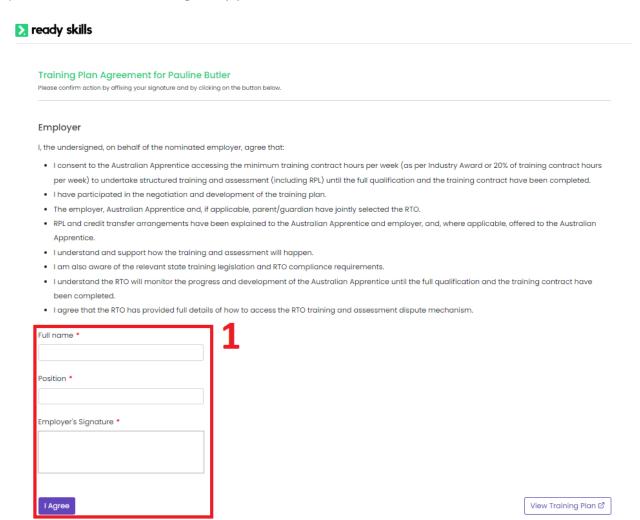
Open the attachment and review the training plan information. Depending on your preference, click the "Agree" or "Do Not Agree" button at the bottom of the email (2).

If you click on the "Do Not Agree" button, you will be taken to a window in your browser to confirm your decision.





Clicking on the "Agree" button will take you to a window in your browser where you can enter your details add a digital signature using either your mouse on a computer or finger on your phone or tablet. Click "I Agree" (1).



Once you receive a confirmation message, you can close your browser window.



#### **Revisiting Training Plans**

Click on the link sent to you by email or log on to your ReadySkills portal.

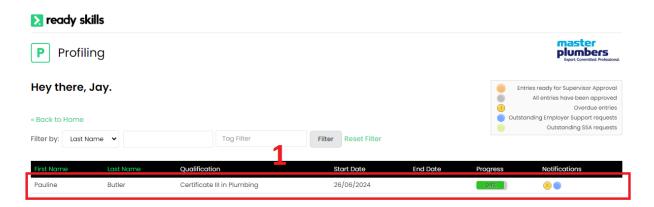
Click on the "Sign In" button and enter your log in details.

If you have forgotten your password, use the "Forgotten Password?" button to reset it.

When you get to your dashboard, click on the "My students" logo (1).



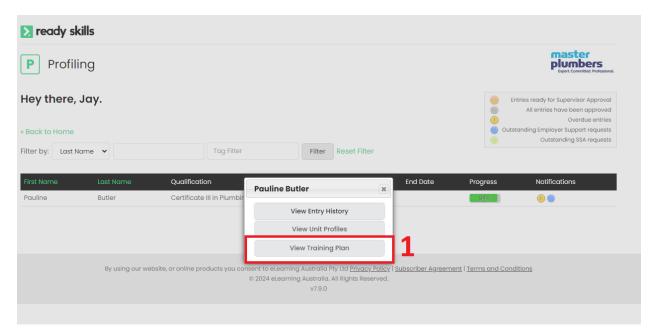
Click on the apprentice related to the training plan (1).



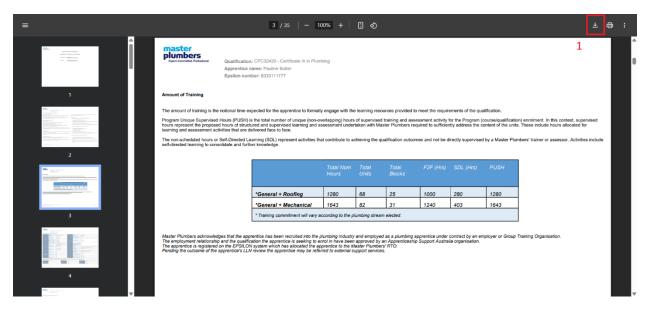


In the pop-up window, click on "View Training Plan". A pdf of the training plan will open in a new browser tab.

Note: It may take up to 10 seconds to load.



Depending on the version of your browser, you should be able to download the pdf (1). The screenshot below is an example of Google Chrome.





## Competency Based Completions (CBCs)

## **Employer Support Requests**

#### Responding to an Email

Click on the link sent to you by email, as seen below.

Subject: [External] Master Plumbers & Mechanical Services Association of Australia - Employer Support Request Notification

Attn: Estelle Timmermans.

#### **Employer Support Requests:**

Student Name	Unit	Requested by
Pauline Butler	CPCPSN3022 - Install discharge pipes	Estelle Timmermans
Pauline Butler	CPCPWT3021 - Set out and install water services	Sammi Martin

All off-the-job components for this unit have been completed. Please review the graphs and the Unit Description and respond to the Employer Support request appropriately.

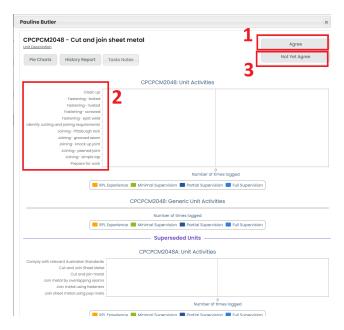
Click here to log in and respond to Employer Support requests

If you have any questions please contact Master Plumbers & Mechanical Services Association of Australia on 1300 222 727 or enrolments@plumber.com.au.



This email has been scanned for spam and viruses by Proofpoint Essentials. Click <u>here</u> to report this email as spam.

In the pop-up window, click on "Agree" (1) if you think the student has displayed competence for the unit. You can see a list of the activities (2) that the student needs to have demonstrated. Click "Not Yet Agree" (3) and leave a note if your apprentice still needs to demonstrate competence in all the activities.





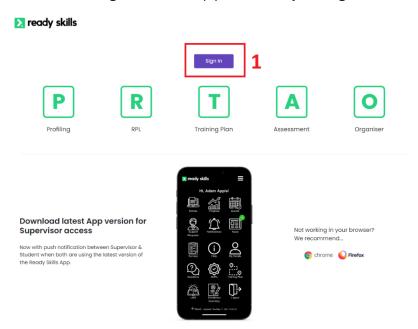
Once you have completed this you will be able to see all the remaining requests – please repeat the process by clicking "Review" and "Agree" or "Not Yet Agree" as applicable.

Note: If you have been asked to agree to a unit that is not an aspect of plumbing covered in your workplace, please get in touch with our <u>RTO Support staff</u>.

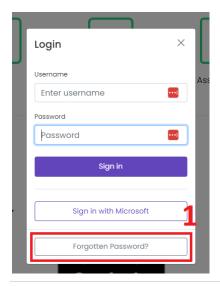
#### Accessing direct from a browser

Visit your ReadySkills portal by clicking this link.

Click on the "Sign In" button (1) and enter your log in details.

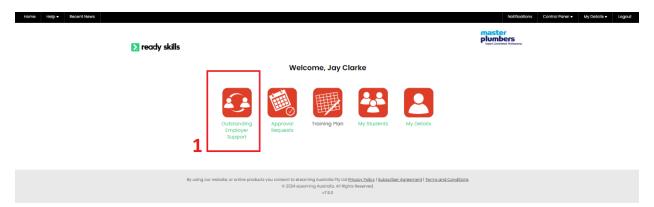


If you have forgotten your password, use the button (1) to reset it.

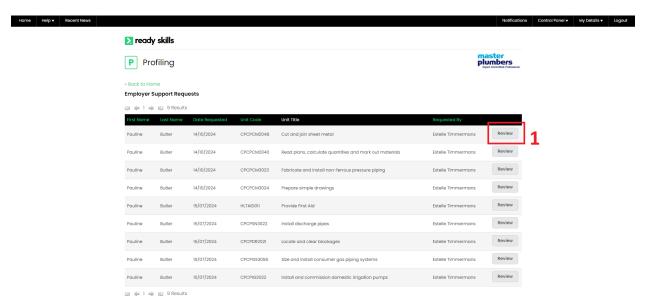




On the dashboard/home screen, select "Outstanding Employer Support" (1)

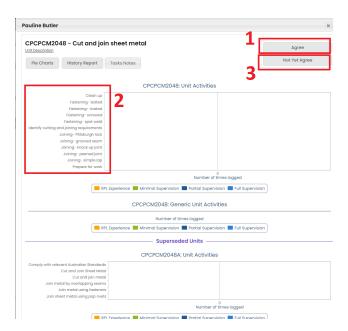


On the Employer Support Requests page, select "Review" (1) for the unit where sign off has been requested.



In the pop-up window, click on "Agree" (1) if you think the student has displayed competence for the unit. You can see a list of the activities (2) that the student needs to have demonstrated. Click "Not Yet Agree" (3) and leave a note if your apprentice still needs to demonstrate competence in all the activities.





In the confirmation pop up window, leave a comment (optional) and select the trainer to be notified of your decision (1) and select "Yes" (2).

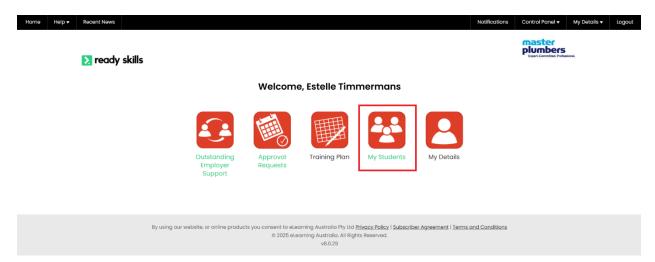


The pop-up window will close and return you to the Employer Support Request list. Repeat the process for all remaining support requests.

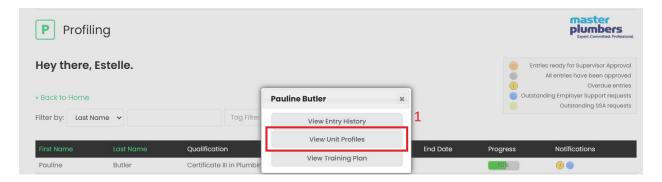


## **Monitoring Progression**

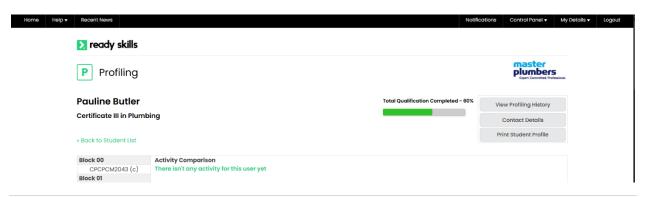
You can monitor your apprentice(s) progression by visiting your Ready Skills portal and clicking "My Students".



From here you can get a simple representation of your students' progression by the percentage indicated on the right. For more details you can select the student you are reviewing and click "View Unit Profiles" (1).



On the Unit Profiles page, you can see a breakdown of each Blocks progression.





There is a key at the bottom of the page to help you understand what the different coloured text and ticks means next to each unit.



#### Can I get a progress report for my apprentice?

We send employers a PDF Progress Report twice a calendar year. If you require a Progress Report additional to this, please get in touch. We ask that you allow three business days to process the request.



## **Employer Profile**

We understand that not all businesses will be actively involved in all aspects of the plumbing industry and if you would like to discuss training delivery of your apprentices, please contact us:

rtosupport@plumber.com.au

Alternatively, please submit your request via this application form

**RTO Support Request** 

#### Reporting any changes

It is important to keep us up to date with any changes that may occur during your employee's apprenticeship, including and not limited to; changes in employer contact details, availability of apprentices, cancellation/termination of contracts/employment.

Please reach out via the above email address to inform us of any changes. Alternatively, you can request a site-visit by our RTO support staff by completing the RTO Support Request form above.

#### Internal communication considerations

Throughout your apprentice's journey with us there will be regular communication by email and SMS. To ensure our messaging gets to the right person please contact us should the details originally supplied to the Apprentice Connect Australia Provider (ACAP) representative be incorrect or missing.

We would recommend where possible a dedicated workplace email inbox address that can be monitored by others is best. Alternatively, the immediate supervisor or HR manager is worth considering.

We also send out SMS notifications regarding attendance so having a mobile contact also helps make sure information is sent to you as soon as possible.



## **Monitoring Apprentices**

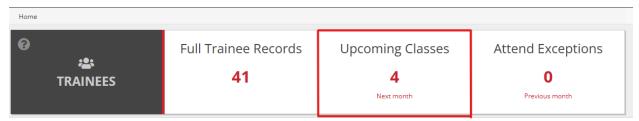
#### Apprentice Class Schedule

Go to <a href="https://plumber.vtportal.com.au/ProgressPortal/">https://plumber.vtportal.com.au/ProgressPortal/</a>, enter your username and password and click "Login".

If you have forgotten your login details, click the "Account recovery" button and enter your email address to identify your username and/or reset your password.

Once you log in, you will see your dashboard.

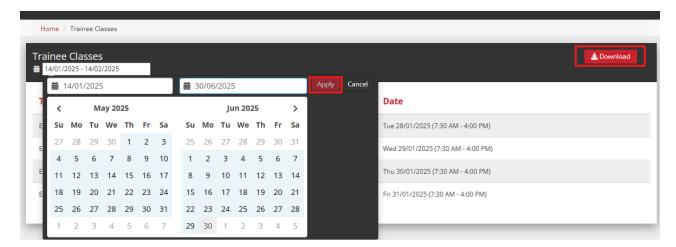
You can see all the future timetabled dates for the blocks via "Upcoming Classes".



The date calendar defaults to the next month.

Search for the desired date range and click the "Apply" button.

Training dates will populate for each day within the relevant block and are available to download as an excel export.





#### Attendances

You can view and download your apprentice attendances via your Progress Portal. Here are step by step instructions.

This will help you identify days when your apprentice was scheduled to be at trade school, but did not attend, so you can follow up with them.

Should your apprentice fail to attend class, arrive late or leave early you will receive an SMS notification on the day.

#### Why can't I get the attendance of my new apprentice?

If there has been a change of employer, we need to wait for the contract to change with the VRQA to your company before we can register your apprentice on our system. This can take up to 6 weeks after the previous employer has registered the change of details.

## Why has my apprentice been told they can't attend the block because they were absent on the Monday?

Each training block has been designed so that the theory that underpins the practical training and assessment that follows is covered on the first day of each block. In most cases this will be a Monday.

Our policy is that should the apprentice not attend the theory component they will be cancelled from the classes and rescheduled to attend the same block but at a future date. Should they attend on the following day the trainer will direct them back to work.

The basis behind this is from ongoing experience that shows without an understanding behind the training for that week what the connection between theoretical knowledge and its practical application is lost.

Trainers are also diverting more attention to catching up an individual which ultimately disadvantages other apprentices in their group.

All apprentices are made aware of this policy at induction. Apprentices are expected to communicate with their immediate workplace supervisor should they miss the first class to minimise disruption to your scheduling.



## **FAQ**

#### Fit for work

#### My apprentice is injured; how do I pause their training?

If your apprentice is likely to be off work for over 3 months, you will need to contact your Apprentice Connect Australia Provider (ACAP) (e.g. MEGT) to request a contract suspension. The ACAP will send you paperwork and outline the next steps.

#### When can my injured apprentice return to trade school?

Apprentices will need medical clearance to return to training. If the apprentice has an active WorkCover claim, they will not be able to continue training. Master Plumbers does not provide theory only programs or 'light duties' sessions for injured apprentices.

#### Student progress

#### Can I speak to my apprentice's trainer?

Yes, you will need to contact administration via <a href="RTOSupport@plumber.com.au">RTOSupport@plumber.com.au</a> and provide the name of your apprentice and your details. We will be happy to help connect you with your apprentice's trainer.

#### How do I reschedule my apprentice's training?

If you want your apprentice to attend trade school on different dates, get them to contact their trainer. The trainer will help the student identify alternative dates and make any administrative changes. Be aware that any changes to the schedule may impact on progression or scheduled completion date.

#### How can I extend my apprentice's training contract?

You will need to contact your Apprentice Connect Australia Provider (ACAP)(e.g. MEGT) to request a contract extension. The ACP will send you paperwork and outline the next steps.

## Can I sign my apprentice out of their contract early if they have finished all their trade school?

Yes, if you are happy that the apprentice has demonstrated competency on-the-job and they have completed all their units of study, you can contact us at <a href="mailto:RTOSupport@plumber.com.au">RTOSupport@plumber.com.au</a> to request an early sign off.



#### Invoices and reimbursements

#### How can I get the invoice for course fees issued to my business?

The invoice is made out in the name of the apprentice as we have a training contract with the apprentice. The employer should encourage the apprentice to check whether they are entitled to a Concession card (issued by Centrelink). This will reduce their tuition fees across the duration of the qualification. If you want to pay on their behalf, contact Tracey Lock at Finance via <a href="mailto:tracey.lock@plumber.com.au">tracey.lock@plumber.com.au</a> and she can reissue the invoice with your business details.

#### Why am I getting an invoice for registration exam fees?

The exam sits outside of the qualification, so the exam fee is the responsibility of the apprentice. There is no obligation for the employer to reimburse the apprentice under the Plumbing and Fire Sprinklers Award 2010 (MA000036) award provisions.

My apprentice changed employer. How do I get a breakdown of the units and dates so I can check I'm reimbursing my apprentice for the right units?

Attached to all apprentice invoices is a fee schedule that breaks down the tuition fees for each unit the apprentice may be entitled to be reimbursed. We can also send dates when we send out invoices. You can use this to calculate which units of study the invoice relates to.

#### How does the reimbursement process work?

There are 2 options.

- 1. The employer pays up front for the apprentice as they complete and pass their units,
- 2. The apprentice pays and the employer reimburses them.

The Plumbing and Fire Sprinklers Award 2010 (MA000036) award states that employers have up to 6 months to reimburse an apprentice. If opting for option 2, you should request a tax receipt from the apprentice showing that they have already made payment.

For either option, check on your Progress Report to see if the student has been deemed competent and passed the units that they are seeking reimbursement for.

#### Am I responsible for reimbursing my apprentice's trade school fees?

Yes, this is a legal obligation of the apprenticeship. For more information about this, you can refer to the Master Plumbers fact sheets for <u>Commercial Plumbers Union</u> and <u>DFS Domestic</u> award guidelines.