

## CODE OF PRACTICE

1. This Code of Practice has been developed to assist all parties entering into a Training Contract with a clear understanding of each other's obligations and expectations. Copies of the COD should be provided and retained by the Employer, Host Employer and Employee (apprentice or trainee).
2. GTES will implement quality-based management practices and adopt operational policies that offer many benefits to employers and employees which:
  - ✓ Are aligned to the National Code of Good Practice for Australian Apprenticeships and traineeships;
  - ✓ Deliver a high professional standard of education and training for its apprentices and trainees to give them a chance to experience valuable work experience, develop skills and acquire a nationally recognised qualification; and
  - ✓ Provide professional, economical recruitment services to businesses who take on apprentices or trainees who is trained to understand the specific requirements of their workplace and has skills that match their business objectives.

### 3. Mutual Obligations:

#### Both Parties:

- ✓ Understand There is a Formal Agreement to Train the Australian Apprentice
  - ✓ The Formal Agreement is called a "Training Contract"
  - ✓ The Training Contract Sets out the legal obligation binding the Employer and the Australian Apprentice
  - ✓ Enter into the employment and training arrangements with a commitment to mutual respect, honesty and fairness
  - ✓ Agree to determine the qualification and competencies the Australian Apprentice is working to retain
  - ✓ Have a clear understanding of their contractual obligation including the duration of the Training Contract
  - ✓ Are clear about available dispute resolution avenues and understand that is required to terminate the Training Contract
4. **The Employer will:**
    - ✓ **GTES will ensure all business conducted by the company complies with any relevant State or Federal legislation, in particular with regard to employment practices and meet Legal Obligations involving:**

- Conforming with relevant Australian Government and State/Territory legislation, relation to Australian Apprentices
- Marketing their employment services with accuracy and integrity. Regard to the reputation of GTES as a legitimate principled employer of apprentices and trainees will be a priority. GTES staff will not knowingly make false or misleading statements to clients, apprentices and trainees or any member of the public.
- ✓ **GTES will at all times employ qualified staff in order to ensure that:**
  - All apprentices and trainees are provided with every opportunity to work in a safe, healthy workplace and attend structured off the job training in accordance with their vocational requirements. The company will provide training to such staff as appropriate;
  - Recruitment services are undertaken in a professional manner with due consideration of legislative requirements and the needs of jobseekers and clients alike.
- ✓ **Compliance with the Work Health & Safety Act are held as one of the highest priorities in all business decisions. GTES will ensure the safety of their employees (as far as reasonably practicable) and Provide a Safe Working Environment involving:**
  - Providing a safe workplace, free from bullying and verbal, physical racial and sexual abuse;
  - Ensuring that all occupation health and safety requirements are addressed; and
  - Providing an appropriate introduction to the workplace, stressing those core occupational health and safety requirements essential to workplace safety.
- ✓ **Support Structured Training involving:**
  - Providing opportunity to develop knowledge and skills;
  - Lodging Training Contract documentation with the relevant authorities selecting a Registered Training Organisation and enrolling the Australian Apprentice within the timeframe determined by your State/Territory Training Authority;
  - Properly document the contractual and financial relationship with its clients and will make available to the client a copy of these documents.
  - Participating in the development of the training plan and providing facilities and expertise to assist in the training of the Australian Apprentice in the agreed qualification (this may include on-the-job training, supervision from competent people, mentoring, or time to undertake off-the-job training);
  - Ensuring that a record of training is maintained; and
  - Ensuring that the relevant authorities are notified on the completion of the Training Contract or advising them in instances where the Training Contract is in danger of not being completed.
- ✓ **Provide Supervision and Support involving:**
  - Providing the Australian Apprentice with a nominated workplace supervisor and could involve a coaching or mentoring arrangement, especially for Australian Apprentices with little experience of work; and

- Being mindful that Australian Apprentices under the age of 18 are minors and that their parents or guardians have legal responsibility for them.
- ✓ **GTES will ensure that their services are made available equally to all job seekers with consideration at all times being given to the Company's Anti-Discrimination and Access & Equity policies and will also advise Australian Apprentices or Trainees of Their Rights and Responsibilities involving:**
  - Ensuring that Australian Apprentices are encouraged to raise issues and problems both in the workplace and with the Registered Training Organisation;
  - Ensuring that the recruitment and placement of apprentices and trainees complies with equal opportunity and anti-discrimination legislation, and that employees have access to a fair and equitable process for dealing with grievances.
  - Providing accurate and up to date information to its employees in regard to rates of pay, Award conditions, and work health and safety requirements;
  - Ensuring that the Australian Apprentice is aware that help and assistance are also available from the relevant State/Territory Training Authority; and
  - Providing comprehensive induction processes for commencing Australian Apprentices to ensure that they are aware from the time of commencement of the proposed training program, workplace safety requirements and their rights and responsibilities.
  - Maintaining working relationships with other group training service providers. Where appropriate and where it is of benefit to apprentices and trainees, we will enter into co-operative working arrangements which benefit all stakeholders in the arrangement. GTES will maintain membership in GTA NSW as well as GTA National and actively participate in their programs and forums to the industry's benefit.
- ✓ **GTES will communicate all relevant policies and procedures and any changes in policy or procedure to all staff. All Policies and Procedures will be reviewed on an annual basis as a minimum. The review of these documents will include a process of consultation with internal staff and Board members. Updated documents will be available from the company's Intranet site.**

## 5. The Apprentice/Trainee will:

- ✓ **Be Aware of, and Make, a Commitment to Fulfil Work Responsibilities involving:**
  - Attending and performing work in a professional and courteous manner in accordance with the employer's requirements;
  - Taking care of workplace property and resources;
  - Respecting the right of other Australian Apprentices and employees in the workplace;
  - Remembering that information obtained from the employer must be kept confidential and not disclosed without approval from the employer; and
  - Obtaining consent from a parent or guardian if you are less than 18 years of age.

✓ **Be Aware of, and Make a Commitment to Fulfil Training Responsibilities involving:**

- Making all reasonable efforts to achieve the competencies specified in the training plan and undertaking any training and assessment required;
- Participating in the development of the training plan
- Attending training session or supervise workplace activities and taking advantage of learning opportunities; and
- Maintain a record of training such as a training record book.

**For further information and assistance:**

**1. Apprentice Network Providers:**

<https://www.australianapprenticeships.gov.au/>

**2. Group Training Organisations:**

<https://www.australianapprenticeships.gov.au/about-gto>

**3. State and Territory Training Authorities:**

<https://www.australianapprenticeships.gov.au/contact>