



Complete Apprentice Management

Host Employer Handbook

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Contents

Welcome from our General Manager	3
Quick Reference	4
History	5
Benefits of Being a Host Employer with GATES	6
How the System Works	7
Host Employer Responsibilities	8
The Apprentice or Trainee	10
Changes to Training Arrangements.....	12
Competency Based Training and Assessment.....	14
Credit Transfer and Recognised Prior Learning (RPL).....	15
GATES Field Officers	17
Assessment & Skills Record	18
Administration	19
Apprentice and Trainee Supervision.....	22
Apprentice and Trainee Safety	22
Appendix 1 – Statement of Legislation & Regulations	25
Appendix 2 – GATES Customer Service Charter.....	26
Appendix 3 – GATES Customer Service Standards.....	27
Appendix 4 – Performance Management Procedure.....	28
Appendix 5 – Grievance Policy	30
Appendix 6 – Code of Conduct Policy	32
Appendix 7 – Safety Guidelines for Apprentices and Trainees	35
Appendix 8 – Personal Protective Equipment (PPE)	37
Appendix 9 – Equal Opportunity of Employment (EEO) and Anti-Discrimination Policy.....	39
Appendix 10 – Sexual Harassment Policy	40
Appendix 11 – Workplace Harassment & Bullying	42
Appendix 12 – Drugs and Alcohol Policy	44
Appendix 13 – Mobile Phone and Portable Communication Device (PCD) Policy	47
Appendix 14 – Fatigue Management Policy	48

Appendix 15 – Privacy Policy 49
Host Employer Acknowledgement 52

Welcome from our General Manager

As a new Host Employer of Riverina Group Training & Employment Ltd (GTES) we would like to welcome you to our program and the GTES family. We are looking forward to a long and mutually rewarding relationship with you.

We have developed this Employee Handbook to assist you through that journey. Hopefully it will provide answers to many of the questions you have at the start of employing apprentices and trainees and is something you can refer to if you do have an issue at any stage of that process. The policies and procedures are designed with that purpose in mind, so if at any stage you need help then please contact us.

GTES has successfully been providing apprenticeships & traineeships in the Riverina since 1985. We have helped many apprentices and trainees gain not only a qualification, but also supported them in their journey to a future career and employment.

Please keep this handbook on hand so you can use it as a reference guide to annual leave, sick leave and workplace policies and procedures that will become relevant to you over time. Again, if, you have any questions regarding your apprenticeship/traineeship which are not answered here, our team is always willing and available to assist you.

We are happy you have chosen GTES and we are looking forward to working with you as part of our GTES team.

Alison Coe

General Manager

GTES

Quick Reference

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History

Riverina Group Training & Employment Ltd, now trading as GTES, is a not-for-profit, 'community grown' organisation dedicated to providing members of our community with opportunities to undertake apprenticeships and traineeships and supporting host businesses and employers across the Riverina and Murray regions to initiate and provide these opportunities. Ultimately, these partnerships strengthen and ensure the future sustainability of many businesses, communities and regions. GTES's recognises these important partnerships through our core values, namely being commercially compassionate and caring, having honesty and integrity and providing personalised flexible business solutions.

Riverina Group Training & Employment Ltd was formed in 1985 to provide apprenticeship and traineeship opportunities in the Riverina that would not have been available through the general local industry. It is unique in that it was the first local venture of this type between local government and private enterprise and it also receives support from both the State and Federal Governments.

The company aims to boost employment and vocational training for apprentices/trainees while at the same time, provide industry access to apprentices and trainees without the requirement of employers making a four-year commitment to apprentice employment or a one-year commitment to trainee employment.

Our trading name, GTES (pronounced G-Tess), reflects the core business of the company – we are the **Group Training Employment Specialists** that care for the individual and are willing to do what it takes to ensure that the apprentices and trainees we employ as well as our clients (the Host Employers) achieve their goals in the apprenticeship/traineeship arrangement.

Apprentice and trainees are indentured to GTES and may rotate between Host Employers during their apprenticeship or traineeship. This provides them with an opportunity to experience a variety of work in organisations of varying sizes and work experiences.

In 2002, GTES added general recruitment as an added service to clients for the recruitment of general staff. The service allows our Host Employers to elect to retain GTES as the employer even after an apprenticeship/traineeship is completed through our continuing hire system. This service is efficient and provides value by continuing to alleviate the Host Employer of employment issues and paperwork.

GTES continues to be committed to providing our clients with the highest level of professional services at realistic rates.

Benefits of Being a Host Employer with GTES

GTES provides complete apprentice and trainee management services across a diverse industry sectors to generate quality employment and training opportunities and add value to Host Employers. GTES employs professionals to ensure all aspects of apprentice and trainee management are covered and managed professionally.

Utilizing GTES apprentices and trainees allows you to focus on your core business by relieving you of the following employer obligations and administration:

- Recruitment, selection, induction and placement of apprentices and trainees saving you time, money and resources.
- Payment of wages, superannuation, workers' compensation, holiday entitlements and rostered days off (if applicable).
- Apprentices and trainees are 'work ready' equipped with personal protective equipment (PPE), safety boots and safety glasses (where required) and have been through pre-employment and induction programs.
- Allocation of a GTES Field Officer to provide mentoring, support and advice to both Host Employers, apprentices and trainees.
- Organization and mentoring of off the job training and all associated administration obligations.

There are many benefits to engaging apprentices or trainees as part of your business. Taking an apprentice or trainee is a simple solution that will save you time and money.



How the System Works

To become a Host Employer GTES will require the following:

- Signed Terms and Conditions from the Host Employer
- Proof of current Public Liability Insurance from the Host Employer
- GTES will completed Worksite Assessment to ensure a safe workplace
- GTES will conduct an online credit application, which must be a satisfactory level

Recruitment Process:

- Source suitable candidates for your perusal – this may involve advertising for the position, or it may be directly from our pool of candidates that GTES has identified
- You will be involved in the final selection and interview process to source the right candidate
- Once the suitable apprentice/trainee is sourced GTES will arrange for the apprentice/trainee to commence with you, the Host Employer
- The suitable apprentice/trainee will undergo pre-employment and induction programs prior to their commencement with you, the Host Employer

Off the Job Training:

GTES Field Officers will:

- Organise all compulsory training with a Registered Training Organisation (RTO)
- Review each apprentice's/trainees training progress and skill development

On the Job Training

The Host Employer will:

- Provide hands-on method of teaching the skills, knowledge and competencies required for the apprentice/trainee to perform specific tasks in the workplace.
- Supervise the apprentice/trainee

GTES Field Officers will:

- Visit all apprentices and trainees on a regular basis to monitor training and skill development
- Provide mentoring services
- Assess the workplace environment, apprentice/trainee performance and achievement of key competencies

Insurance Requirements

Department: Recruitment & Training | **Category:** GTO

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Version: V1 – June 2019 | Page 7 of 51

Once printed, this document is uncontrolled.

Public Liability insurance must be maintained with a minimum limit on each and every claim of no less than ten million (\$10,000,00). Evidence of the currency and details are required to be submitted along with the signed Terms and Conditions as part of the sign-up process to become Host Employer with GTES.

GTES carries Workers Compensation insurance coverage and is responsible for the administration of any claim involving GTES apprentices and trainees.

All incidents must be reported to GTES *immediately*.

Host Employer Workplace Safety Assessments

Prior to the placement of a GTES apprentice or trainee, a GTES field Officer is required to undertake a Host Workplace Assessment. It is provided free of charge to Host Employers. This process ensure GTES apprentices and trainees are places with Host Employers that meet and maintain acceptable levels of safety.

As part of GTES' commitment to the Host Employer, a GTES Field Officer will visit each Host Employer on a regular basis to ensure a continuous safe working environment and that GTES requirements are being met.

Host Employers must meet the following:

- Have a WHS policy signed off by the proprietor and readily available to all staff
- Make copies of the NSW WHS Act 2011 and Regulations readily available in the workplace
- Induct all new staff
- Have an appropriate safety training program in place
- Hold regular safety meetings to discuss WHS issues
- Involve all staff in hazard identification
- Have an effective reporting process in place
- Have an effective accident/incident investigation process in place
- Carry out appropriate apprentice or training supervision
- Have trained first aiders in the workplace
- Make adequate Personal Protective equipment available to all staff
- Not allow staff to use or be under the influence of alcohol or drugs in the workplace
- Ensure all staff are aware of their supervision obligations to apprentices

As a Host Employer you have the option of taking on one or more apprentices or trainees to suit your needs.

Host Employers can hand the apprentice or trainee back to GTES, giving 2 weeks' notice of their intention. If an apprentice or trainee is handed back, then GTES will work with the Host Employer to source a replacement.

Rates and Charges

All charge rates are based on a standard 38 hour working week. If an apprentice or trainee works less than 38 hours on the Host Employers instruction, then the Host Employer will still be charged for 38 hours (the

apprentice or trainee will also be paid for 38 hours). Host Employers are not charged when an apprentice or trainee is absent due to leave (annual or personal) and Public Holidays.

Host Employers will be provided with a charge rate for taking on GTES apprentices or trainees. These charge rates are based on the most appropriate Award relevant to the apprentice or trainees' position. In the event that a Host Employer directs GTES to pay an apprentice or trainee in excess of the relevant Award, then GTES will provide charge rates on that basis.

The hourly charge rate covers the apprentice or trainee wages and on costs involved in managing all associated administration.

GTES Terms and Conditions

The purpose of the GTES Terms and Conditions is to define the terms and conditions.

The Terms and Conditions combined with the individual Letter of Agreement represent the contractual agreement between the Host employer and GTES for each apprentice or trainee placement.

Please ensure that you have read the Host Employer Terms and Conditions as well as the Letter Agreement prior to signing. Once the Letter of Agreement is signed and returned to GTES, apprentices and trainees are able to be placed with the Host Employer.

Host Employer Responsibilities

The responsibilities of the Host Employer are to:

- Provide a safe, hazard free working environment in accordance with Workplace Health and Safety (WH&S) regulations, ensuring apprentices and trainees comply with workplace rules, regulations and permit requirements
- Provide supervision of GATES apprentices and trainees by an appropriately authorised person who is licenced to carry out the work upon the apprentice or trainee is engaged
- Maintain day to day discipline and assist GATES in meeting its duty of care obligations under WH&S regulations
- Immediately notify GATES of any injury, harm or disease suffered by apprentice or trainee during their placement or any circumstances that may give rise to any claim by or against the apprentice or trainee.
- Provide an induction relevant to the business and the workplace/site
- Provide on the job training and instruction on the use of equipment appropriate for tasks
- Communicate supervision and duty of care requirements to all tradespeople working with the GATES apprentice or trainee
- Advise GATES of trainee site details and supervisor details
- Approve timesheets of hours worked and approved leave
- Immediately notify GATES of any breach of employment conditions
- Notify GATES of performance or attendance concerns
- Commit to the full duration of the traineeship placement
- Maintain direct and control for the entire duration of hosting a GATES apprentice or trainee
- Provide a minimum of two weeks' notice before ending the placement of an apprentice or trainee

Apprentice/Trainee Responsibilities

The responsibilities of the apprentice/trainee during the apprenticeship/traineeship are to:

- Arrive on site fully equipped with PPE and uniform as required
- Comply with the Host Employer's dress code
- Adhere to training plan issued by the nominated Registered Training Organisation (RTO)
- Pass all sections of the nominated RTO course to obtain their Certificate of Proficiency
- Remain under the Host Employer's direction and control for the entire duration of the placement
- Demonstrate appropriate communication with both GATES and their Host Employer
- Complete and forward authorised timesheets each week
- Comply with GATES and host policies and procedures
- Complete and submit a weekly timesheet that must be approved by the Host Employer
- Report any injuries immediately to GATES

The Apprentice or Trainee

GTES is committed to partnering with Host Employers to build their future workforce and value add to their business. The apprentice or trainee is employed by GTES and works with you at your workplace, under your supervision.

GTES will look after all the typical responsibilities including Awards, taxation, deductions, issues of Payment Summaries, workers compensation, superannuation, sick pay and holiday pay.

An apprenticeship or traineeship consists of two parts:

1. Practical - 'on the job experience' with a Host Employer
2. Theory - 'off the job' training at a TAFE college or RTO.

By the end of the apprenticeship or traineeship, the apprentice or trainee will have developed the skills and attributes necessary to be competent in their chosen vocation.

Probation

A Training Contract is completed that registers the apprentice or trainee with the relevant State Training Authority. The probation period lasts for three months for apprentices and two months for trainees, during which time GTES in with you, the Host Employer, will assess the apprentice's or trainee's performance against the relevant competency standards.

- a. If the apprentice's or trainee's performance is assessed as suitable, GTES will proceed with the apprenticeship or traineeship.
- b. If the apprentice's or trainee's performance is assessed as being 'low', a written warning may be given to the apprentice or trainee with a list of goals where the apprentice or trainee is to improve.
 - Counselling will also be offered by our Field Officer to the apprentice or trainee.
 - GTES will apply to State Training for an extension to the probationary period for further assessment.
 - If the next assessment is good, GTES in conjunction with the Host Employer will proceed with the apprenticeship or traineeship. If the assessment is still 'low', GTES will apply to the State Training to withdraw the Training Contract and the apprenticeship/traineeship will cease with GTES (thereby finishing with you the Host Employer).
- c. Once the training Contract is established all parties (GTES and the apprentice or trainee) are bound by the terms of that contract. These terms and conditions printed on the back of the Training Contract.

Nominal Terms

Apprenticeships and traineeships are approved for a nominal term during which the employer, apprentice or trainee are bound by the obligation under a training contract. The Term is based on advice from industry about how long it may take an apprentice or trainee who is undertaking work-based training, as well as formal training through a training organization, to gain the required skill levels. The training term may be reduced at the outset on application by the parties to take account of skills already held by the apprentice or trainee before commencing work with their employer.

Employer Consultation

At various times throughout the apprenticeship or traineeship, and before the qualification is issued (completed), training organizations must liaise with the employer to confirm that he or she supports the training organizations' assessment of the apprentice or trainee's level of skill.

The training plan sets out how training will be delivered and how and when skills will be assessed. It should specify how evidence will be gathered from the workplace to support skill assessment, as well as arrangements for reporting back to the employer about the progress of the apprentice or trainee. The training plan should give the employer confidence that their apprentice or trainee will only be assessed as competent when there is ample evidence, including evidence provided by them to support this decision.

Employers who have concerns about the approach of the training organization that is responsible for training their apprentice or trainee should contact that organization to discuss their concerns in the first instance. If they are not satisfied with the response from the training organization, they should then notify Training Services NSW.

Changes to Training Arrangements:

Your training contract can be transferred, suspended, cancelled or varied by mutual agreement between you and your employer. The written agreement between both parties is required if you want to transfer from one employer to another. A selection of forms are available on the Training Services NSW website for this purpose. If you or your employer wants to transfer, suspend, cancel or vary the training contract and the other party does not agree, then either party must contact Training Services NSW immediately – phone 13 28 11. For further information, please refer to (section 10) in the guide for “Apprenticeship and Traineeships in New South Wales” – the form is located on the GATES website under policies and procedures.

Transfer

Your training contract can be transferred from one employer to another providing that both parties agree and upon the approval by Training Services NSW. A transfer application form is available from the Training Services NSW website for this purpose. The form must be signed by all parties, including the new employer. In most cases the new employer must also complete a training contract in which they provide additional information required for assessment of the transfer application. The transfer application form and a new Training Contract should be submitted to Training Services NSW by an ANP. Signed copies must also be kept by the parties. GATES will provide the new employer with a copy of the Training Plan and discuss the trainee's progress to date. An example copy of the training plan is located on the GATES website under policies and procedures.

Suspension

Traineeships can be suspended or partially suspended to reduce the working hours, providing that you and your employer agree. Suspensions may be necessary due to lack of work or the need for either party to take an extended period of time off as a result of injury or illness. A suspension or partial suspension is

generally for a period of three months but may be extended or reduced. A suspension application form is available from the Training Services NSW website for this purpose. The form should be submitted to Training Services NSW within 14 days of commencement of the suspension period. Signed copies must also be kept by the parties. There is a seven-day 'cooling off' period during which either party may elect to change their minds and withdraw their consent to suspension of the training contract. The cooling-off period commences on the day on which the application for suspension is lodged with Training Services NSW. If either party does not agree to the proposed suspension, or if consent is withdrawn within the cooling-off period, Training Services NSW must be contacted immediately.

Cancellation

Traineeships can be cancelled by mutual agreement between you and your employer. A cancellation application form is available for this purpose from the Training Services NSW website. The form should be submitted to Training Services NSW as soon as possible after the decision to cancel has been made and within 14 days of the cancellation. Signed copies must also be kept by the parties. There is a seven-day 'cooling off' period during which either party may elect to change their mind and withdraw their consent to cancellation of the training contract. The cooling-off period commences when the application for cancellation is lodged with Training Services NSW. If either party does not agree to the proposed cancellation, or if consent is withdrawn within the cooling-off period, they should contact a Training Services NSW training advisor immediately (ph. 13 28 11).

Variations to the training contract or training plan

Any request to vary A Training Contract or Training Plan should be undertaken in conjunction with the employer's nominated Apprenticeship Network Provider (ANP) as changes may impact on the employer or learner's eligibility for incentives from the Australian Government. The request needs to be made in writing between an apprentice or trainee, the employees employer (GTES) and Host Employer and signed by both parties. The Apprenticeship Network Provider will then forward the request to Training Services NSW A contract variation form is available from the Training Services NSW website for this purpose. Variation to the Training Plan must be endorsed by GTES. For further information, please refer to (section 10.3) in the guide for "Apprenticeship and Traineeships in New South Wales" .

Training and Assessment Mode of Delivery

RTO's deliver courses through classroom-based mode. Students are provided with the necessary training, assessment and reference materials for each unit of competency. Assessment tasks may be conducted in class, in a simulated workplace, or on-the-job based on the requirements of the qualification. The RTOS usually provide assessment tools which are customised to meet the needs of their clients. Students are provided dedicated learning resources on commencement of their training. These resources are specifically designed to ensure the students get proper understanding of the subject and assist in completion of the required assessment tasks.

Competency-based Training & Assessment

Competency based Training develops the skills, knowledge and attitudes required to achieve competency standards. It means apprentices and trainees are assessed on the skills they can demonstrate, that they have gained that allows them to effectively achieve the competency standards. Host Employers and their employee can finalise and complete the traineeships when the formal qualification has been issued by GTES and the Host Employer considers that apprentices or trainees are competent to the industry standard. Applications for competency-based completion are made to your Training Services NSW regional office. At GTES, assessments are competency-based assessments.

Competency-based assessment is:

- criterion based, meaning the student is not assessed in competition with others, but against a set criteria or benchmark,
- evidence based, meaning the decision of whether a student is competent is based on the evidence they provide to the assessor, and
- participatory, meaning the student is involved in the process of assessment and has an opportunity to negotiate with the assessor the form the assessment activities will take.

For each assessment that is undertaken, a student may receive either a Competent or Not Yet Competent result. In order to be assessed as Competent (C), the student must provide evidence that demonstrates his/her ability to perform the required competencies to the required standard. If a student is deemed Not Yet Competent, he/she has an opportunity to resubmit or re-sit the assessment.

Students are assessed through a range of activities which may include:

- Assignments
- Documented observations
- Completed workbooks
- Presentations of workplace documents, for example diaries, journals and reports
- Simulations or role plays
- Interviews
- Presentations
- Interviews with supervisors and/or employers

National Recognition (credit transfer)

GTES is obligated to acknowledge all nationally recognised qualifications issued by other Registered Training Organisations (RTOs). GTES may need to verify a candidate's qualification/s in the event that the course that she/he would like to enroll in requires prerequisite units, or if the student would like to apply for a credit transfer. In order to verify a qualification, GTES will check that the issuing RTO exists and that they have the relevant qualification on their scope of registration. If the verification of authenticity cannot be confirmed, GTES may contact the issuing RTO to confirm the candidate's enrolment and award. A Credit Transfer (CT) is a form of national recognition that allows a student to receive credit for study he/she has previously undertaken. Students who wish to apply for a credit transfer must hold a Certificate or Statement of Attainment that list one or more units of competency from the same training package that GTES delivers. GTES will inform you if your application for a credit transfer has been granted.

Note: Fill out a Credit Transfer Application form and submit it to GTES together with a verified copy of your Certificate of Statement of Attainment. You can find a copy of the Application on the GTES website under policies and procedures.

Recognition of Prior Learning (RPL)

RPL is the formal acknowledgement of a person's current competencies and prior learning, regardless of how, when or where the learning occurred. In other words, RPL is a qualification pathway that allows you to achieve one or more units of competency through assessment only (no training). Person's suitable for RPL must have experience in life and/or work relevant to the chosen competency and are able to support this through documented evidence can reduce the time you spends undertaking formal training and may reduce the term of the training contract. This should be reflected in the Training Plan. If GTES has granted RPL and you and your employee agree to support a reduction in the nominal term of the traineeship, you both should apply in writing to Training Services NSW. Your employer's nominated ANP can assist in this process.

Assessment Submission and Record Keeping

The trainer will inform all students of the assessment schedule. Students are required to submit all assessment tasks on time and attend planned assessment sessions. Assessment evidence must be the student's original work. Where you may have used some information from a source, referencing is required to acknowledge information from the source/sources where you have used their information in your assessment. If you fail to reference another person's ideas, theories or data you will be in breach of copyright or may be accused of plagiarism. Any work found to be copied from another student, or taken from a source without reference, will be deemed Not Yet Competent. GTES retains a record of all units of competency achieved by a student for a period of 30 years.

Re-assessment

Some students are unable to meet the assessment requirements in the first attempt. GTES understands this situation and is committed to assist all of its students in further development of their knowledge and skills with an aim to their successful completion of the assessment tasks. In such instances, we encourage you to speak to your assessors for rearranging your assessment schedules to ensure you are able to complete your qualification on time.

Assessment Appeal Procedure

Upon completion of your assessments, your Trainer/Assessor will inform you of the assessment outcome and provide you with feedback on your performance. You have the right to appeal an assessment decision if you feel that it was wrong or unfair. In such instances, you can lodge an appeal in writing within ten (10) days of receiving your result. GTES will endeavour to have the work re-marked by a different trainer within 2 weeks of the appeal application. GTES takes all assessment appeals seriously and handles them in a timely, professional and confidential manner. For more information about the assessment appeals process, please see the flowchart below. If you are satisfied with the result at any stage of the process, the appeal will end and you do not have to do anything else.

GTES Field Officers

Field Officer are integral to GTES and its operations and provide a unique service and support mechanism to both Host Employers and apprentices and trainees. Field Officers offer support by:

- Providing a continuous contact point and duty of care
- Assistance with pre-employment processes and induction training
- Providing information on the competencies of the work supervisor
- Providing advice and assistance with the development of training plans
- Seeking feedback from apprentices and trainees on training, safety and other issues
- Mentoring and coaching apprentices and trainees on all aspects of their work including attitude and performance
- Fulfilling expectations and legal obligations of the training contract
- Assisting with planning and implementation of additional training requirements
- Providing Workplace Health and Safety information and guidance
- Liaise with the RTO around attendance, assessment and progress

One Host Employee, One Field Officer

To make life easier, GTES dedicates a Field Officer, as a single point of contact to help reduce the chance of multiple visits for Host Employers who have 3 or more apprentices or trainees. It also helps to improve communication, expand and manage training opportunities and develop a better working relationship between GTES and Host Employers.



Assessments & Skills Record

Your Field Officer will visit you at your workplace to conduct regular assessments of the progress of the apprentice or trainee. The Field officer will be in contact with the apprentice's/trainee's work supervisor to make an appointment to conduct these assessments.

Your participation in this process is vital to the achievement of successful training of the apprentice or trainee. It is through these assessments that GTES can monitor the apprentice's/trainee's achievement of competency in their vocation. Below is a guide to workplace visits that GTES field Officers will conduct.

Apprentice

Week/Month*	Activity
Day 1	Field Officer will contact apprentice to check how they've settled in and answer any questions.
Week 4	Field Officer will call/visit you for a mid-probation contact to see how the apprentice is progressing on the job.
Month 3	Field Officer will review successful completion of probation period with apprentice and Host Supervisor and has been contacted by RTO
Month 4-5	Field Officer to contact and review progress on any issues from 3-month review
Month 6	Field Officer to hold a formal performance review/evaluation with Apprentice and Host Supervisor.
Month 9	Field Officer to hold a formal performance review/evaluation with Apprentice and Host Supervisor. <i>*Last year of apprenticeship - We will also have a discussion with Host Employer on whether they are interested in offering he apprentice a permanent position.</i>
Month 12	Field Officer to contact Apprentice and Host Supervisor to notify of progression to 2 nd year/3 rd year/4 th year.
Last month of Apprenticeship	Final contact at/before completion call about 1 month prior to booking visit + check no training outstanding, new job contract secured/ provide job seeking advice, conduct exit interview. Graduation from Apprenticeship and Completion certificate issued.

*Note: This 12-month schedule is extended and followed through to 2nd, 3rd and 4th year of apprenticeship.

Traineeship

Week/Month*	Activity
Day 1	Field Officer will contact trainee to check how they've settled in and answer any questions.
Week 4	Field Officer will call/visit you for a mid-probation contact to see how the trainee is progressing on the job.
Month 2	Field Officer will review successful completion of probation period with trainee and Host Supervisor and has been contacted by RTO
Month 3	Field Officer to hold a formal performance review/evaluation with trainee and Host Employer
Month 4-5	Field Officer to contact and review progress on any issues from 3-month review
Month 6	Field Officer to hold a formal performance review/evaluation with trainee and Host Supervisor.
Month 9	Field Officer to hold a formal performance review/evaluation with trainee and Host Supervisor. We will also have a discussion with Host Employer on whether they are interested in offering the trainee a permanent position
Month 12	Final contact at/before completion call about 1 month prior to booking visit + check no training outstanding, new job contract secured/ provide job seeking advice, conduct exit interview. Graduation from traineeship and Completion Certificate issued.

*Note: The schedule is extended for 24-month traineeships

Administration

Timesheet Submission

Weekly timesheets form the basis on which apprentices and trainee are paid and form which calculations and charges to the Host Employer are made.

Submission of a weekly timesheet is the responsibility of the apprentice or trainee and must be signed and approved by the Host Employer prior to submission. Once approved, it is considered to be correct and binding.

An invoice will be issued reflecting these details. It is therefore crucial that hours and relevant allowances be recorded correctly in the first instance for the apprentice or trainee to be paid and the Host Employer to be charged correctly.

The Host Employer should keep copies of paper-based timesheets for each apprentice or trainee, to match against the relevant weekly invoice.

Allowances

Host Employers will be invoiced and are liable to pay for all applicable allowances for apprentices and trainees hosted to them including but not limited to:

- Shift allowances
- Meal allowances
- Travel allowances

Overtime

GTES, in conjunction with the Host Employer, has a duty of care to ensure apprentices and trainees are not subjected to the heightened risk of working extended and excessive hours.

GTES guidelines to the management of excessive work hours are set out below. The following is a guide only and was correct at the time of printing but is subject to change. For current rates, please contact the GTES office on 1300 881 279.

Weekly ordinary hours	38 hours
Maximum hours worked without a meal break	5 hours
Minimum rest period between days	10 hours
Overtime meal allowance payable	1.5 hours

Sick Leave

Apprentices and trainees must advise GTES and the Host Employer of any absence due to illness or injury, before their normal start time.

Annual Leave

Apprentices and trainees applying for leave are required to give a minimum two (2) weeks’ notice. Leave must be taken at a mutually convenient time as agreed between GTES and the Host Employer. A GTES Annual Leave Request form is to be completed by the apprentice or trainee and handed to their Host Employer for approval. Once annual leave is approved the GTES Leave Request is to be forwarded to GTES payroll.

Host Employers must notify GTES of any intended dates of closure/shutdown periods. GTES apprentices and trainees must be given a minimum two (2) months’ notice of the intended closure/shutdown.

Rostered Days Off (RDOs)

Apprentices and trainees may be entitled to Rostered Days Off depending on the Award they are employed under.

RDOs are not to be saved up and must be taken when due. Most Awards do not include a provision for the banking of RDOs, so days must be taken when they are due, otherwise the day will be paid at overtime rates for work performed on an RDO at the Host Employers expense.

Superannuation

Government legislation requires employer to contribute to a superannuation fund. GTES contributes funds monthly to a superannuation fund that each apprentice or trainee has nominated.

Payment of Invoices

Payment of GTES invoices is to be made by direct debit from the Host Employers nominated bank account.

Trading Terms

GTES will invoice the Host Employer for the services of the apprentice or trainee on a weekly basis. The invoice will be generated for the weekly timesheet that has been submitted. The Host Employer agrees to make the payment as per the signed Terms and Conditions.

If the Host Employers direct debit rejects for any reason, GTES reserves the right to direct debit the amount rejected plus any bank penalty fees we may incur as a direct result of the rejected direct debit until such time as it clears.

GTES will, in its sole discretion; refer all and any outstanding invoices to its legal advisors or debt recovery agents for collection and enforcement of any money due or any debt. The Host Employer will be solely responsible for any costs incurred by GTES in the recovery of any money due or debt owing including any court costs, any legal fees and any debt recovery agent fees and any other fees incurred by GTES.

Industrial Action

The Host Employer is required to notify GTES immediately of the likelihood or occurrence of industrial action, on a site that a GTES apprentice or trainee is working on.

GTES Apprentices and trainees are not permitted to go on strike. Should a GTES apprentice or trainee find themselves in a position where there is a strike in the workplace, they are instructed to contact GTES and we will advise them of the appropriate action to take.

TAFE

If an apprentice or trainee is unable to attend TAFE for any reason, they are required to contact their Host Employer, GTES and TAFE before 9:00am on the day concerned. If the apprentice or trainee does not advise GTES they may lose a day's pay.

Apprentice and Trainee Supervision

All workers must be effectively supervised for the purpose of preventing danger to life and property. The degree of supervision (direct or general) for an apprentice or trainee varies, depending on the complexity of a task and the individual's experience and competence.

Direct (constant) Supervision – the personal supervision of a worker, at all times, on a direct, constant basis, where the level of work and standard is constantly reviewed.

General Supervision – does not require direct supervision but requires face to face contact throughout the day to check work being performed and provide general additional instruction and assistance. General supervision is dependent on the nature of the work and competence of the person undertaking the work.

At a minimum, the Host Employer is required to adhere to the following supervision requirements:

- All supervisors must be licenced to carry out and supervise the relevant work without supervision
- Have regard to the level of competence of the individual apprentice or trainee being supervised
- Consideration to the type of work being undertaken as to the level of instruction and supervision required
- Have regard to the location and general circumstances in which the apprentice/trainee's work is being carried out
- Appropriate training and instruction is provided to apprentices or trainees of the use of safety equipment

It is the apprentices or trainee's responsibility to ask questions and seek clarification: as well as report any hazards.

Apprentice and Trainee Safety

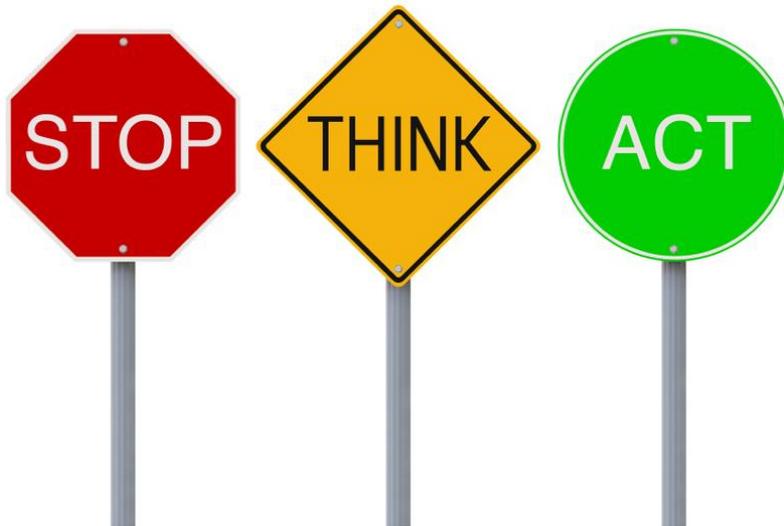
GTES is committed to partnering with Host Employers to build their future workforce. The health, safety and welfare of GTES' apprentices and trainees are essential to the success of GTES and to the Host Employer.

Apprentices and trainees have an important role, to play in ensuring their own health and safety at work.

Host Employers also have a responsibility to ensure that GTES apprentices and trainees, as well as their direct employees work safely in the workplace. GTES is helping to ensure apprentices and trainees are equipped with the safety knowledge required to make good safety decisions throughout their apprenticeship or traineeship, and beyond.

PPE (where required) is supplied to apprentices and trainees upon commencement, with replacements available upon request from the apprentice or trainee. Please contact GTES if apprentices or trainees require specific uniform and/or PPE to meet the requirements of a particular worksite.

Host Employers can request GTES apprentices or trainees to wear their uniforms, but it must comply with the GTES PPE Policy.



Appendices

Appendix 1 – Statement of Legislation, Regulations & Relevant Websites

GTES' Group Training Organisation is compliant with the legislation and regulations listed below. Further details regarding GTES' specific policies and procedures are contained in the following appendices.

Legislation or Regulation or Website	For Further Information
The Fair Work Act 2009	https://www.fairwork.gov.au/about-us/legislation
National Employment Standards	https://www.fairwork.gov.au/employee-entitlements/national-employment-standards
Modern Awards	https://www.fairwork.gov.au/awards-and-agreements/awards
Racial Discrimination Act 1975	https://www.humanrights.gov.au/our-work/legal/legislation
Sex Discrimination Act 1984	https://www.humanrights.gov.au/our-work/legal/legislation
Australian Human Rights Commission Act 1986	https://www.humanrights.gov.au/our-work/legal/legislation
Workplace Gender Equality Act 2012	https://www.legislation.gov.au/Details/C2016C00895
Disability Discrimination Act 1992	https://www.humanrights.gov.au/our-work/legal/legislation
Age Discrimination Act 2004	https://www.humanrights.gov.au/our-work/legal/legislation
Anti-Discrimination Board of NSW	http://www.antidiscrimination.justice.nsw.gov.au/
Work Health and Safety Act 1987	https://www.legislation.nsw.gov.au/#/view/act/2011/10
Workers Compensation Act 1987	https://www.legislation.nsw.gov.au/#/view/act/1987/70
Workplace Injury Management and c Act 1998	https://www.legislation.nsw.gov.au/#/view/act/1998/86
Privacy and Personal Information Protection Act 1998	https://www.legislation.nsw.gov.au/#/view/act/1998/133
Children and Young Persons (care and Protection) Act 1998	https://www.legislation.nsw.gov.au/#/view/act/1998/157
Apprenticeship and Traineeship Act 2001	https://www.legislation.nsw.gov.au/#/view/act/2001/80
Smart and Skilled	https://smartandskilled.nsw.gov.au/
USI – Unique Student Identifier	https://www.usi.gov.au/students
Training Services NSW	https://www.training.nsw.gov.au/
Mental Health	https://www.beyondblue.org.au/
Australian Apprenticeships	https://www.australianapprenticeships.gov.au/
Disability	https://www.humanservices.gov.au/

Appendix 2 – GTES Customer Service Charter

Our Mission:

“To make apprenticeships and traineeships easier and more successful for our Community”.

Our Commitment:

GTES values each client and is committed to providing customer excellence and quality Group Training services. GTES recognises the service it provides to you is integral to your needs and impacts on your ability to achieve goals and outcomes. GTES provides a consultative, integrated, professional approach to customer service delivery and support by maintaining open, honest communication channels with its clients and stakeholders. This Customer Service Charter outlines GTES’s minimum service commitment, is developed and incorporates, the relevant access, information management and equity principles, legislation and regulatory requirements.

GTES will:

1. Regularly monitor and measure our performance with clients to achieve and maintain high customer satisfaction levels across the services it provides to Hosts, Employees and Stakeholders.
2. Be open and accountable, measure its performance and seek customer feedback through performance metrics, service offer and standards that GTES is committed to achieving.
3. Comply with the Group Training Organisations National Standards by participating in audits, incorporating continuous improvement frameworks and recommendations to maintain a high quality, innovative and progressive service.
4. Deliver relevant, quality service to its hosts and employees including:
 - a. Providing relevant, tailored placement service(s) to Host Employers in accordance with the provisions of our Placement Agreement,
 - b. Deliver a quality service to our Employees in accordance with GTES’s Employment Agreement, relevant industry instrument and Employee Handbook for Australian Apprentices.
 - c. Provide a placement service to Host Employers in accordance with all of the provisions of GTES’ Placement Agreement, Vocational Education and Training Act, Occupational Health and Safety legislation and published material. Phone 1300 881 279 Email admin@gtes.com.au Your Next Apprentice TM www.gtes.com.au
 - d. Provide accurate, updated and easily accessible service and client contact information, records and resources which is managed confidentially in accordance with Privacy and Freedom of Information Legislation.
 - e. Collect, review and act on client service and satisfaction issues and performance opportunities identified through a range of internal and independent feedback, audit and review mechanisms.

Appendix 3 – GTES Customer Service Standards

GTES aims to provide a consistent, reliable and informed service which is delivered by motivated, respectful staff who are well supported, trained, have up to date policy, procedure and process knowledge, have the capability, and are committed to understanding your issues and the environment you operate in to assist you.

GTES will:

1. Provide accurate, helpful information and solutions. It will actively listen to better understand, appreciate and anticipate the needs of its clients and determine how GTES can best provide a service that they value.
2. GTES aims to take phone queries, email and mail correspondence as soon as possible and with minimum delay during business hours. It will answer and attend to all telephone calls in the same business day or by close of business the following day. All outgoing correspondence will be on GTES letterhead and signed by the sender.
3. Existing or potential Host Employer queries will be provided with information and quotes within two working days. Where practicable, this information will be personally delivered.
4. If GTES is unable to answer your query immediately, it will take your contact details and ensure your enquiry or complaint is acknowledged within five business days and aim to provide a final response within 20 business days.
5. GTES will respond to correspondence within five working days from receipt. If it cannot provide a complete reply within five working days, GTES will contact you within that period to acknowledge receipt, clarify the request and determine when a full response will be provided.
6. Some enquiries are more complex than others. In these cases, GTES will notify you if there is a delay in delivering on our Service Commitment.

Feedback:

At GTES we value your feedback because it strengthens our partnerships and helps us refine and improve our service. GTES is committed to:

1. Receiving, documenting and managing all feedback, complaints and queries promptly and courteously, ensuring they are thoroughly investigated, responded to and resolved.
2. Providing its clients with clear, easy to understand, time and accurate information.

Complaints:

GTES is committed to ensuring all complains received are taken seriously and handled effectively, fairly and confidentially. Complaints can be made in writing or verbally. Written complaints should be logged via the online complaints form or by email to feedbackandcomplaints@gtes.com.au. There is also a feedback form on the GTES website which will be processed directly through the webpage.

GTES aims to resolve all complaints as soon as possible. Complaint response times might vary depending on the nature of the complaint. You will receive written confirmation of receipt of your complaint within 48 hours of logging the complaint. Anyone who feels they have not received the appropriate level service they are entitled to is invited to contact the General Manager directly.

Appendix 4 – Performance Management Procedure

The Company's experience has been that nearly all staff perform well, conduct themselves reasonably, and overcome minor problems without the need for intervention. Initially, problems are dealt with in the expectation that staff will give of their best once a deficiency is pointed out and that any difficulties can be overcome at the workplace level.

Where the company has cause to believe that a satisfactory standard of performance has not been reached and maintained, or that the code of conduct has otherwise been breached, formal performance management procedures need to be invoked.

In undertaking disciplinary action, the company will follow established **principles of procedural fairness and natural justice**¹. These include:

- i. An employee must receive notice of the inadequate performance or specific allegation of misconduct and of the likely consequences should the allegation be established.
- ii. There must be a real opportunity for the employee to explain or respond to the allegation.
- iii. There must be proper and unbiased consideration of the explanation.
- iv. The Apprentice/Trainee will be given the opportunity to improve within a specified timeframe.

Warnings

Unless a matter is so serious as to warrant instant dismissal, staff are entitled to be warned about disciplinary breaches and inadequate performance and told of how their conduct or performance must improve. Warnings may be given orally or in writing, but the company will ordinarily confirm formal warnings in writing. It is usually appropriate to give at least two warnings although some circumstances may call for one first and final warning.

A formal warning will include:

- i. A statement of the specific problem.
- ii. The company standard or policy breached.
- iii. The corrective action required.
- iv. The period within which the corrective action must be taken.
- v. Reference to the meeting(s) with the staff member and any explanation given by the staff member.
- vi. The company's decision.
- vii. The consequences of failure to take the required corrective action or any further breach.
- viii. Reference to any prior warnings.

Suspension

The company may need to insist that a staff member not remain at work while the matter of concern is being investigated. GATES may direct an Apprentice/Trainee to take leave without pay whilst on suspension to investigate the matter. In the event of termination of your arrangement with a host employer, GATES may

¹ Procedural fairness (sometimes referred to as natural justice) is when an employer gives an employee a fair and reasonable opportunity to respond to matters or evidence that the employer suggests justifies employment termination.

Natural Justice involves the following principles:

- the hearing rule, which requires the decision-maker to give the person adversely affected by the decision the opportunity to be heard concerning matters relevant to the decision; and
- the no bias rule, which requires the decision-maker to approach the matter with an open mind, free from prejudgment and bias.

(Portner Digital, 2019)

attempt to provide an alternative Host employer. In the case of poor performance or any performance management dispute GTES can direct an Apprentice/Trainee to take leave without pay for a set period agreed in the effort to consider redeployment to another host. If GTES deem they are unable to secure a suitable host, or the Apprentice/Trainee is no longer willing or able to conduct themselves to a level of GTES satisfaction, GTES may terminate the Apprentice/Trainees employment and subsequently their Apprenticeship/Traineeship.

Termination of employment

Termination of employment is governed by legislation. If an apprentice/trainee's work performance remains unsatisfactory after the warning and performance management process has been completed, it may lead to a termination of their employment.

Termination of a hosted apprentice/trainee requires two weeks' notice. However, in exceptional circumstances a host employer may prefer the apprentice/trainee not to serve their two weeks' notice. If an offence is determined and evidenced to be a serious offence as per the Fair Work Act 2009 and where termination can be immediate without notice.

Rights of staff in cases of disciplinary action

Where the company institutes formal disciplinary action and conducts interviews with the staff member for that purpose, the staff member is entitled to bring a support person to the meeting/s.

A staff member who is dismissed or otherwise penalised as a result of disciplinary action has the right to a written appeal to the General Manager within 14 days of the action being taken.

Appendix 5 – Grievance Policy

A grievance is any type of problem, concern or complaint related to work or the work environment which causes concern or distress, and which is believed by the person raising them to affect their work or progress. A grievance may arise from any decision, act or omission which is perceived as wrong, unjust or discriminatory.

GTES is committed to providing a fair and just working environment. Accordingly, GTES will ensure that all staff has access to processes for the resolution of genuine grievances in the work place. GTES will take all grievances seriously and deal with them in a prompt, confidential manner.

It is GTES' preferred option to try and resolve any difficulties or grievances through informal processes. The mechanisms are explained in the Grievance Procedure with the intent to resort to the formal mechanism if use of less formal methods is unable to achieve a suitable resolution.

GTES will make every effort to ensure that no party involved in a grievance is victimised or prejudiced to any outcome. All issues raised are treated with strict confidence.

Grievance Procedure

Any grievance an Apprentice/Trainee has with their Apprenticeship/Traineeship in all instances should be first communicated to their Field Officer; they are the first point of contact. The Field Officer will work with the Apprentice/Trainee directly to overcome and/or resolve the grievance.

Where an Apprentice/Trainee seeks a change within his/her job, the conditions of the workplace or is dissatisfied with the training component then observe the following steps to resolve the issue:

- i. Communicate verbally to the Field Officer the grievance with the Apprenticeship/Traineeship. The Field Officer will work with all parties involved to find a resolution.
- ii. If unresolved, the General Manager will become involved, and communicate the matter in writing to the Host and Apprentice/Trainee, outlining the changes sort.

Continuation of normal job functions

GTES expects that employees resolve grievances using the procedure and under the principles of the GTES Grievance Policy. As such, GTES expects that employees do not allow any grievances to disrupt their normal job functions, job duties or working relationships.

Confidentiality

All parties involved in handling grievances (including the person making the grievance) are required to treat all information and personal opinions as private and confidential. Any discussions related to grievances should be discussed as part of the resolution process itself only.

Dispute Resolution

If difficulties arise between the Host Employer and apprentice/trainee, that GTES is unable to resolve, we will contact the State Training Authority for assistance. A Training Advisor (TA) from State Training Authority can visit the workplace to discuss the issues, give advice and attempt to resolve the dispute.

If the TA is not able to resolve the dispute, the matter will be referred to the Vocational Training Tribunal (VTT) for resolution. The VTT will convene a hearing at which it will attempt to reach a settlement that is acceptable to all parties or make a determination if an acceptable settlement cannot be reached.

The VTT determines complaints either by dismissing the complaint or resolving it (depending on its merits) and may order the parties to take a particular course of action.

The VTT is a statutory body established under the provisions of the Apprenticeship and Traineeship Act 2001 to provide for the regulation of apprenticeships and traineeships and other purposes. It is chaired by the Commissioner for Vocational Training (or the Commissioner's delegate). The VTT consists of members who represent the NSW Government, employers and their associations, industry groups, unions and public and private registered training organisations.

Appendix 6 – Code of Conduct Policy

This **Code of Conduct** governs the way all GATES employees should behave towards host employers, customers, suppliers, clients, co-workers, company management and the general public.

The policy sets out the expectations of GATES staff and the reciprocal commitments of the organisation. All apprentices and trainees will be required to read, sign and date the document and return it to GATES.

Definitions

Whenever 'GATES' is used it is intended to apply to host employers as well.

Principles

Underlying the establishment of a Code of Conduct are the company values, particularly Respect, Trust, Accountability, Innovation and Integration.

The employment relationship establishes mutual obligations between the organisation and its staff.

The code of conduct is intended to:

- Inform employees of the standard of behaviour required of them
- Define breaches of conduct and
- Provide a framework for disciplinary action.

Staff Obligations

Apprentices/Trainees are required to act honestly, conscientiously, reasonably and in good faith at all times having regard to their responsibilities; the interests, mission and values of GATES; and the welfare of colleagues and clients.

Apprentices/Trainees have an obligation to GATES to:

- Be present at work as agreed
- Be absent from the workplace only with proper authorisation.
- Carry out their duties in an efficient and competent manner and maintain specified standards of performance and customer service.
- Comply with lawful and reasonable employer instructions and policies and to work as directed.
- Work safely, minimising risk to themselves and others by following Work Health and Safety procedures.
- Not to harass other staff, volunteers or clients.
- Remaining unaffected by alcohol or non-prescribed drugs at work.
- Respect the privacy of individuals and use confidential information only for the purposes for which it was intended.
- Work co-operatively with other staff and volunteers, support and learn from each other and accept appropriate differences in personal style.
- Respect, and seek when necessary, the professional opinions of colleagues in their area of competence and acknowledge their contribution.
- Neither use, nor allow the use of, company property, resources, or funds for other than authorised purposes.
- Respect the property of other staff, volunteers and clients.

- Incur no liability on the part of, or publicly represent the company, without proper authorisation.
- Assume responsibility for continually acquiring knowledge and skills relevant to personal and occupational effectiveness
- Not demand, claim or accept without declaration, any fee, gratuity, commission or benefit from any person or persons other than the company in payment for any matter or thing concerned with their duties and responsibilities, nor to accept any gift or favour from any source which could be seen as influencing a business relationship.
- Declare at the earliest opportunity and appropriately manage any conflicts of interest, such as participating in any decision which could benefit themselves, their family or close friends.
- Notify any additional employment, particularly work which may be in competition with GTES or your Host employer.

GTES' Obligations

GTES undertakes to make the following provisions for staff:

- Provide an employment under a contract established between GTES and individual staff, either through an Award or industrial agreement.
- Publish clear conditions of employment.
- Give support through Staff Development to assist staff to keep skills and qualifications up to date.
- Adhere to company Grievance Policy to provide a framework to resolve disputes.
- Being guided by the Company Mission and Values in making decisions affecting staff.
- Provide a fair and impartial hearing in complaints and disciplinary matters.
- Maintain a safe system and environment of work.
- Provide access to basic induction and policy and procedures documentation.
- Provide a flexible workplace accommodating personal and family needs when possible in line with published policies.
- Not withhold approval for external work unless the work is in direct conflict with GTES interests.

Code of Conduct Breaches

Misconduct involves contravention of the above obligations. If established, misconduct may lead to a reprimand and a written warning. Serious misconduct involves serious and/or repeated contravention of the above obligations. Serious misconduct, if established, may lead to dismissal. Serious misconduct is behaviour which undermines the contractual relationship between employee and employer, and/or threatens the wellbeing of the organisation, or its staff and clients. Serious misconduct includes, but is not confined to, the examples below:

- Assaulting or threatening to assault any employee, client, or visitor on GTES premises.
- Behaving in a manner causing safety risks to clients or staff, such as smoking in areas specifically designated as hazardous or unauthorised use of fire protection or safety equipment.
- Being affected by alcohol or non-prescription drugs while at work.
- Having unauthorised possession of, or removing property belonging to the company, another staff member, client or visitor.
- Attempting to defraud the company or staff, such as by wilfully submitting a false claim on a timesheet, expense reimbursement, or any other deliberate falsification of a company record.
- Sexually harassing other staff or clients.
- Contravening anti-discrimination legislation.

- Deliberately acting, or failing to act, in a manner resulting in serious damage to company property.
- Refusing to perform specified duties or to carry out lawful and reasonable instructions of managers or supervisors.
- Repeatedly contravening the Code of Conduct and/or other GTES policies.

Appendix 7 – Safety Guidelines for Apprentices & Trainees

Safety & Conduct

This is your personal copy of the Safety Guidelines for employees. It explains GTES' Safety Guidelines, general safety rules and regulations and your rights to Worker's Compensation Insurance benefits if you are injured on the job.

Accidents can be avoided. It is everyone's responsibility to identify and report any hazards or potential dangers, to ensure safety to both staff and you. You have a duty to comply with the following requirements to make the workplace safe for yourself and fellow employees.

You must:

- Know the safe practices for the general work area and for your job.
- Comply with safe work practices and personal protective equipment requirements for your job.
- Report all unsafe work conditions to your Host Supervisor and your Field Officer or GTES Group Training Organisation representative immediately.

We hope that you will never be injured. However, if you are injured, we want you to receive the best medical care without delay. Report all accidents immediately to your job-site supervisor and your Field Officer. Report the accident even if medical treatment is not necessary.

Guidelines

Safety prevention shall be considered of primary importance in all phases of our operation and administration.

It is always the intention of GTES to provide safe and healthy working conditions and to establish and insist upon safe practices by all employees.

Federal and State Work Safety and Health Acts and good safety practice require that all employers provide safe and healthy working conditions for all their employees. This requirement is especially difficult for a Group Training Organisation because we have little direct control over the facilities where most of our employees are assigned to work that is free of unsafe working conditions and/or hazards.

To meet these obligations, every GTES staff member must undertake the responsibility of ensuring that apprentices/trainees are not knowingly sent to companies whose premises or work areas are unsafe or present an undue hazard to our employees.

General Safety Rules

To reduce the risk of accidents in the workplace the following general safety rules and procedures are preventive measures to be observed by all apprentices/trainees.

1. Know your job and follow instructions. If you do not know the safe way to do the job, ask your job-site supervisor.
2. If the office equipment is not working properly report the malfunction to your job-site supervisor immediately.
3. Worn electrical wiring, overloaded outlets or defective equipment should not be used.
4. Do not stand on any chairs, tables or desks to obtain any articles that may be out of reach. Ask for assistance.
5. Do not obstruct pathways to work areas with materials or objects.
6. No smoking, no alcohol or illegal drugs rules should be observed whilst on a worksite.

Manual handling

Apprentices/Trainees must ensure that safe handling techniques are practised within the workplace to minimise the risk of apprentice/trainee injuries.

Manual handling is any task where apprentices/trainees physically move, handle or shift materials and objects within the workplace. Manual handling is a part of almost every occupation and everyone is exposed to the risk of manual handling injuries - injuries are preventable and usually occur because of overexertion, repetitive actions, poor housekeeping, poor workplace layout, and incorrect manual handling techniques.

In the event of an accident/incident occurring apprentices/trainees must inform their host supervisor straightaway; Host supervisors must inform their Field Officer immediately to ensure that WHS procedures are enacted.

Emergency Procedure

GTES will enrol you in a Worker's Compensation scheme. This is to ensure against accidents and personal injury. If you are accidentally injured at work, you should notify your workplace and your Field Officer. You will be required to complete a WHS Incident Report Form as soon as possible, which is available from your Host Supervisor. In case of serious injuries requiring hospitalization, your Host Supervisor will fill out the form and notify GTES. GTES will notify your nominated family contact.

Workplace Hazard Reporting Procedure

If you identify any workplace hazard, please report it to your Host Supervisor and let your Field Officer know about it. They will follow it up in their monitoring visits unless immediate action is required due to risk to health and safety.

Appendix 8 – Personal Protective Equipment (PPE)

PPE refers to anything used or worn to minimise risk to workers' health and safety. This may include, but is not limited to:

- boots
- ear plugs
- face masks
- gloves
- goggles
- hard hats
- high visibility clothing
- respirators
- safety harnesses
- safety shoes

Apprentice/Trainee (worker) Responsibilities

Apprentices/trainees (workers) have duties in relation to PPE under regulation 46 of the model WHS Regulations. A worker who is provided with PPE by their business must:

- Use or wear the PPE in accordance with any information, training or reasonable instruction provided by the PCBU, so far as they are reasonably able.
- Not intentionally misuse or damage the PPE.
- Inform the business of any damage, defect or need to clean or decontaminate any of the PPE if they become aware of it.

If the PPE is uncomfortable, does not fit properly or the worker has an adverse reaction using it, they should consult their manager.

If a worker refuses to wear or use the PPE, the business can take action against the worker. A worker who does not wear or use PPE, or intentionally misuses or damages it, may face disciplinary action or even prosecution.

Frequently asked questions

Do PCBUs need to cover the cost of uniforms or regular shoes?

Generally, no. The requirements to provide and pay for clothing and equipment under the model WHS Laws only apply to items that are PPE. A worker's regular clothing such as pants or jeans that are worn in a factory environment are not generally considered PPE. However some protective clothing and equipment will be such as boots, safety shoes and high visibility clothing. Businesses should check to see whether they are required to cover the cost of the clothing or protective equipment under the model WHS Laws.

Where a PCBU is required to cover the cost of clothing or equipment because it is PPE, it is an offence for them to charge or levy a worker, or cause a worker to be charged for these items. Workplace relations laws also prohibit unauthorised deductions from an employee's wage for work-related items such as PPE.

What things need to be considered when choosing the right PPE for the job?

PPE used at a workplace must be:

- selected to minimise risk to work health and safety
- suitable for the nature of the work and any hazard associated with the work
- a suitable size and fit and reasonably comfortable for the person wearing it.
- PCBUs are required to consult, as far as is reasonably practicable, with workers who are likely to be directly affected by a matter relating to WHS. If the PCBU and workers have agreed to procedures for consultation, the consultation must be in accordance with those.
- Consistent with this duty, a PCBU should:
- Consult with users and their representatives and include a detailed evaluation of the risk and performance requirements for the PPE.
- Ensure compatibility of all PPE items where more than one type is required (for example ear muffs with a hard hat).
- Consult with the supplier to make sure all PPE is suitable for the work and workplace conditions.

Appendix 9 – Equal Opportunity of Employment (EEO) and Anti-Discrimination Policy

Discrimination occurs when someone is treated in a different way to others (this can be less or more favourably) because of a personal characteristic, such as one listed below. Under Federal and State anti-discrimination Laws, discrimination in employment is prohibited. The following lists the attributes contained in the New South Wales Anti-Discrimination Act 1977:

- Race - including skin colour, nationality and national or ethnic origin
- Gender – including pregnancy
- Marital status
- Disability
- Sexuality
- Age
- Transgender
- Carer's responsibility.

Discrimination may include (but is not limited to):

- Offensive 'jokes' or comments about another employee's racial or ethnic background, sex, sexual preference, age, disability or religious belief
- Displaying pictures or posters which are offensive or derogatory
- Expressing negative stereotypes of groups
- Judging someone on their political or religious beliefs etc rather than their work performance
- Using stereotypes or assumptions based on a personal irrelevant attribute to guide decision making about a person's career
- Undermining a person's authority or work performance because of an irrelevant personal attribute.

Examples of other unlawful conduct/discrimination include, but are not limited to:

- Sexual harassment
- Vilification.

GTES is an EEO employer. The position of employees within GTES should be based on merit, without regard to attributes not applicable to the position. GTES is committed to promoting EEO in all employment related activities including:

- Recruitment and Selection
- Placement and job assignments
- Variations to terms of work
- Opportunities for promotion, transfer, training and other benefits
- Allocation of workload or company resources
- Remuneration and rewards
- Counselling or discipline
- Termination.

Managers and supervisors must ensure that all employees are treated equitably and in accordance with Equal Employment Opportunity principles. They must also ensure that people who make complaints or witnesses who may assist in investigations are not victimised in any way.

Appendix 10 – Sexual Harassment Policy

Sexual harassment is any unwelcome conduct of a sexual nature that a reasonable person would consider to be offensive, humiliating or intimidating. Sexual harassment can include, but is not limited to:

- Unwelcome touching or other physical contact
- Remarks with sexual connotations
- Smutty jokes and/or remarks
- Requests for sexual favours
- Leering or the display of offensive material.

Sexual harassment can be a single incident or a series of incidents. Policy Under the Federal and State anti-discrimination Laws, sexual harassment in employment is prohibited. GATES considers sexual harassment to be unacceptable. We believe all employees have the right to work in an environment free of sexual harassment and it is the responsibility of all employees to support this goal. Managers and supervisors must ensure that all employees are treated equitably and are not subject to sexual harassment. They must also ensure that people, who make complaints, or are a witness to sexual harassment are not treated detrimentally.

Commitment to promptly investigate complaints

GATES has a complaint handling system which includes procedures for reporting, investigating, resolving and appealing sexual harassment complaints. Any reports of sexual harassment will be treated seriously and investigated promptly, fairly and impartially. A person making a complaint and/or who is a witness to sexual harassment will not be victimised.

Employees should note that if they make a troublesome, untrue or malicious complaint that is designed to harass or annoy or for any other wrongful purpose, then disciplinary action will result.

Consequences of breach of policy

Disciplinary action will be taken against anyone in breach of this policy. Employees should realise that sexual harassment is a serious offense under the Law. GATES will comply with the Law and report any incidents of unlawful conduct to external authorities. Disciplinary action will also be taken against anyone who victimises a person who has made or is a witness to a complaint.

Procedure to report Discrimination or Sexual Harassment

GATES believes that everyone has the right to live and work in an environment of mutual respect, free from unfair discrimination and harassment. GATES will not tolerate any form of unfair discrimination on the basis of sex (including pregnancy), race, colour, ethnic or religious background, marital status, disability, homosexuality, age, transgender or carers' responsibilities.

Any reports of unfair discrimination or harassment will be treated seriously by GATES and will be investigated confidentially and fairly and will be treated by GATES with the strictest confidence and sensitivity.

If a GATES Apprentice/Trainee feels that they are being discriminated against or are being harassed, they are encouraged to:

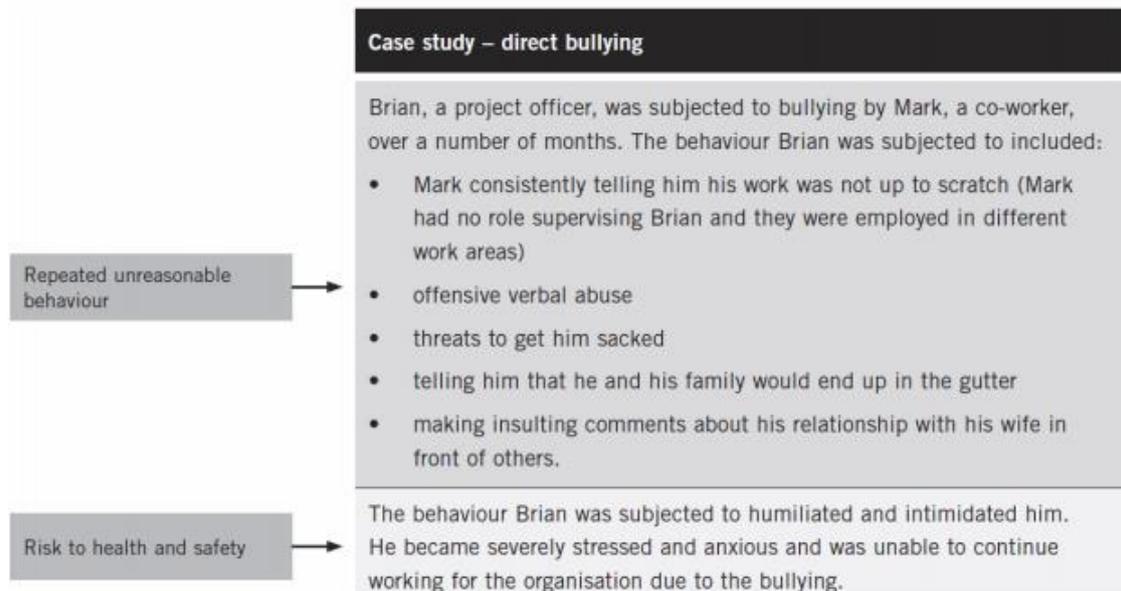
- i. Speak with their Field Officer, as they are the first point of contact for all Apprentices/Trainees regarding any issue. The Field Officer where possible, will provide guidance and support to the Apprentice/Trainee to assist them in resolving the problem firsthand. If this is not possible for whatever reason, the Field Officer will communicate the issue to the Host/ Host Supervisor and liaise with all parties to find a resolution.
- ii. If a resolution cannot be found the General Manager of GATES will become involved and communicate the matter in writing to the Host and Apprentice/Trainee, outlining the changes sought.

Appendix 11 – Workplace Harassment & Bullying

According to the Fair Work Act bullying occurs when “an individual or group or individuals repeatedly behaves unreasonably towards a worker or workers” at work and the behaviour “creates a risk to health and safety”. It includes aggressive or humiliating conduct, belittling or humiliating comments, victimization and unreasonable work expectations. Such behaviour is unacceptable and will not be tolerated in the workplace.

Examples of bullying include:

- Behaviour or language that frightens, humiliates, belittles or degrades
- Encouragement to other employees to participate in bullying behaviour
- Physical or verbal abuse. Yelling, screaming or offensive language
- Excluding or isolating employees
- Intimidation and / or psychological harassment
- Malicious rumours, gossip or innuendo
- Giving employees impossible tasks
- Deliberately changing work hours to inconvenience employees, and undermining work performance by deliberately withholding information vital for effective work performance.
- It may even extend to customers regularly abusing an employee



Source: SafeWork Australia.

Nature of discrimination or harassment

Discriminating, harassing or bullying behaviour can range from serious to a less serious nature, can be exercised covertly and subtly, and may occur frequently or as one-offs which can still constitute discrimination, harassment or bullying. Such unacceptable behaviour can adversely affect the work performance of individuals, groups of employees, whole work teams and departments. Any employee with responsibility for the work of other employees should respond promptly and appropriately to such instances.

Policy

GTES is committed to ensuring a healthy and safe workplace environment that is free from harassment and bullying. Workplace harassment is unacceptable and will not be tolerated under any circumstances.

Where apprentices/trainees can go for assistance

If a GTES Apprentice/Trainee feels that they are being harassed or bullied, they are encouraged to:

- i. Speak with the Field Officer, as they are the first point of contact for all Apprentices/Trainees regarding any issue. The Field Officer will provide guidance and support to the Apprentice/Trainee to assist them in resolving the problem
- ii. Keep a diary detailing each bullying incident. Make detailed notes of what is happening – be sure to include places, dates, times, persons involved (both those involved and witnesses), what was said or done, what attempts were made to resolve the matter and the outcome of the resolution process. Ensure that your records are accurate and factual. This information may be useful later, particularly if the matter is unresolved or escalates.
- iii. If the problem is not resolved, continue to liaise with the Field Officer. They will communicate the issue with GTES Human Resources and the Host Employer to find a resolution.
- iv. If a resolution cannot be found the General Manager will become involved and communicate the matter in writing to the Host and Apprentice/Trainee, outlining the changes sought.
- v. If the matter remains unsolved, apprentices/trainees may notify the Fair Work Commission and apply for an order to stop the bullying.

Commitment to promptly investigate complaints

GTES has a complaint handling system which includes procedures for reporting, investigating, resolving and appealing sexual harassment complaints. Any reports of sexual harassment will be treated seriously and investigated promptly, fairly and impartially. A person making a complaint and/or who is a witness to sexual harassment will not be victimised.

Apprentices/Trainees should note that if they make a troublesome, untrue or malicious complaint that is designed to harass or annoy or for any other wrongful purpose, then disciplinary action will result.

Consequences of breach of policy

Disciplinary action will be taken against anyone in breach of this policy. Apprentices/Trainees should realise that harassment & bullying is a serious offense under the Law. GTES will comply with the Law and report any incidents of unlawful conduct to external authorities. Disciplinary action will also be taken against anyone who victimises a person who has made or is a witness to a complaint. In addition, the Federal Court may impose fines of \$10,800 for individuals and \$54,000 for companies.

Appendix 12 – Drugs and Alcohol Policy

Background and reasons for policy

GTES has an obligation to ensure the safety, health and welfare of all employees at work. This obligation extends to ensuring that employees do not endanger themselves and others by being unfit to work safely.

The abuse of drugs and alcohol can create a range of problems, including poor work performance, adverse effects on family and social life, and impairment of physical and psychological well-being. Other consequences include lateness, absenteeism, lost time, reduced productivity and service, and damage to equipment and property arising from accidents and inefficiencies.

This policy provides guidelines for staff, volunteers and contractors at work and at work-sponsored company functions.

Principles

It is intended that the work environment at GTES is free from the adverse effects of drugs and alcohol.

GTES has a duty of care to provide a healthy and safe workplace and an obligation to adhere to its legal responsibilities. It recognises the negative impact of drug and alcohol abuse in the community and endeavours to assist people dealing with these issues.

All individuals have a responsibility not to be affected by alcohol or another drug to the extent that it impacts on work performance or safety.

The term 'staff' when used in this document includes apprentices, trainee's, contractors, volunteers, and people undertaking work experience.

Policy

This policy applies to all people in the workplace. GTES seeks to establish and maintain a productive work environment free from the adverse effects of drugs and alcohol by the following provisions:

- The possession, distribution, consumption or sale of illegal drugs in the workplace is not permitted at any time
- No employee, subcontractor or visitor is to consume alcohol during work hours unless it is a work function endorsed by GTES
- No employee, subcontractor or visitor is to be over the maximum legal limit for drivers during work hours or at a work function.
- Underage drinking is not allowed.

People choosing to drink alcohol provided by the company may do so only if they agree to comply with reasonable management directions regarding their consumption and behaviour.

Procedure

The aim of this procedure is to control the hazards associated with alcohol and drug use in the workplace in a way that is consistent and fair to all employees. This procedure covers all employees, volunteers, work experience participants, contractors and visitors while at work or at any GTES place of work.

- No one shall possess, distribute, consume or sell illegal drugs at work or during work hours
- Alcohol may be consumed in the workplace or during work hours only at an organised company function with identified commencement and conclusion times, where alcoholic beverages are supplied or approved by management
- At organised work functions at which alcohol is provided by GTES acceptable behaviour standards are expected. Those choosing to drink alcohol on these occasions may do so only if they agree to

comply with reasonable management directions regarding behaviour and consumption levels and remain under the legal limit for driving a motor vehicle.

Company Functions

At any company event where alcohol is supplied, a management representative will be appointed to oversee and maintain the code of conduct and to regulate the quantity of alcohol served. The representative will advise staff of the code of conduct requirements, be available always to maintain these requirements, deal with any breaches and ensure the safe departure of any adversely affected staff.

The following guidelines are provided to control the effect of alcohol consumption at work functions:

- A management representative shall be nominated, and responsibilities clarified when the event is initially planned;
- Staff should be reminded of the code of conduct requirements;
- Food such as non-salty snacks will be provided to inhibit the absorption of alcohol into the bloodstream;
- Non-alcoholic drinks should be made available as an alternative beverage;
- Underage drinking is not allowed;
- Alcohol should be served in a responsible manner and limited to reasonable levels;
- Alcohol should be no longer provided to those who show behaviours that suggest they may be under the influence;
- No activity should be endorsed that encourages excessive drinking;
- Staff whose blood alcohol level is over the legal limit shall not drive until they are under the legal limit for drivers.
- If transportation is required for the safety of an Apprentice/Trainee and / or to return home, the Apprentice/Trainee will be required to reimburse any costs incurred by GATES in providing transport.

Alcohol effects on performance

- Initial stimulation and euphoria
- Loss of inhibition
- Impairment of co-ordination, judgment, intellectual capacity and ability to act quickly
- Blurred speech/vision
- Hangover-headache, shakiness, nausea and vomiting
- Long-term use can lead to permanent damage to the brain, liver, heart and stomach.
- Drowsiness, impaired motor co-ordination, judgment, reaction time and intellectual Capacity
- Dizziness, fits, nausea and vomiting
- Depressed breathing (generally the cause of death from overdosing)
- Fatigue, palpitations, restlessness and insomnia
- Confusion, anxiety, disorientation, irrational or aggressive behaviour
- Short-term memory loss and disturbed sensory functions and perception
- Drug effects on performance
- Paranoia and hallucinations

Terms & Definitions

Under the influence – Any person suffering symptoms associated with the overuse of either drugs or alcohol

Work function – Event organised by the management or attended by the employee as a representative of the organisation.

Work hours – The hours, in which the employee is rostered on for work, e.g. this would exclude lunch breaks.

Smoking

To meet legislative requirements, community expectations, and to reinforce commitment to employee welfare, GTES workplaces are smoke free.

Host Employer policies may vary from site to site. Host Employers are encouraged to advise apprentices/trainees regarding site specific policies regarding smoking, designated smoking areas, smoke break during meal breaks etc.

Appendix 13 – Mobile Phone and Portable Communication Device (PCD) Policy

During work periods, employees are not to use their personal mobile telephones or PCD's. The purpose is to ensure that disruptions and interference to the workplace are minimised.

Before the commencement of duties, employees must turn their personal mobile phones and PCD's off or into silent mode and secure them away from the employee's workspace (for example in a desk drawer). Employees may attend to their mobile phones/PCD's during all meal breaks.

For urgent and emergency purposes, personal mobile phones/PCD may be left on and used during work times, at the discretion of the relevant manager or supervisor with prior written approval.

Appendix 14 – Fatigue Management Policy

As part of GTES’s overall commitment to the Health and Safety of all employees, contractors and visitors, we actively and collectively work together to prevent and manage risk associated with fatigue in the workplace.

Purpose

GTES recognises and acknowledges its legal duty to ensure, so far as is reasonably practicable, that Workers and other persons at the workplace are not exposed to risks arising from the business or undertaking. GTES aims to eliminate the risks, as far as is reasonably practicable and/or minimise the risks so far as is reasonably practicable. Workers also have responsibilities managing risks. Workers must comply with this policy as amended from time to time and any relevant Code of Practice including any relevant regulation and/or State or Territory Codes of Practice, as amended from time to time. With these duties in mind, this policy endeavours to outline appropriate risk control measures that must be implemented at work by both GTES and, where appropriate, Workers.

Policy Application

This Policy applies to GTES workers (employees, agents, contractors (including temporary contractors as otherwise defined under WHS legislation), collectively referred to in this policy as workers. This Policy is not limited to the workplace or work hours. This Policy extends to all functions and places that are work related. For example, work lunches, conferences, Christmas parties and client functions.

Policy Objectives

The objectives of the GTES Fatigue Management Policy are to:

Ensure adequate opportunity is available for employees, contractors and visitors to gain sufficient rest before commencing work, through appropriate working time arrangement;

Monitor and control working hours, including overtime, to provide time arrangements that do not require excessive periods of wakefulness;

Use risk management processes to implement control strategies to address fatigue related risks within the workplace in consultation with the employees; and

Provide training and education for workers to gain an understanding of fatigue management;

Develop a culture of shared responsibility for fatigue management;

Implement an appropriate employee assistance program to assist in managing fatigue;

Promote a healthy lifestyle, both at work and at home; and

To review and ensure that the elements of this policy are effectively implemented.

Through the commitment to our Fatigue Management Policy, GTES commits and is constantly working towards its goal of providing a safe and healthy workplace for all employees, contractors and visitors. This Policy applies to all sites where Skillset is performing work and covers all our activities and services.

Breach of this Policy

All Workers must comply with this Policy at all times. If a Workers breaches this Policy, they may be subjected to disciplinary action including termination of employment. Agents and contractors (including sub-contractors and temporary contractors) may have their contracts with GTES terminated or not renewed.

Appendix 15 – Privacy Policy

GTES is committed to protecting the privacy of your personal information. We are bound by the *Australian Privacy Principles (APP)*, contained in the current Commonwealth Privacy Act and the current *Privacy Amendment (Enhancing Privacy Protection) Act 2012*.

Above all, implementation of this policy is your assurance that we take your privacy seriously and always take the utmost care in protecting your personal information.

Where we use the words 'we' and 'us' in this document, it means "GTES". If (potential or existing) clients, employees or job seeker does not supply us with the personal information we request then we may not be able to supply the requested services.

Your Personal Information

To provide you with the most appropriate service, product, training, employment and/or any associated service, we may need to collect personal information from you. GTES will make every effort to ensure that the personal information collect, use and disclose is accurate, complete and up to date.

We do so to:

- Assist in providing the product or service best suited;
- Set up, administer and manage our products and services;
- Gather information for statistical, reporting, licensing and marketing purposes;
- Perform tasks in connection with purchasing or funding products and services;
- Manage, train and develop our employees;
- To improve and develop our products and services;
- Manage complaints and disputes and report to dispute resolution bodies;
- Collection or promotion of market research, data or promotional material.

Collection of personal information

GTES may collect this information in several ways including (over the counter) pre-prepared forms, telephone or the internet. Where practical, we will endeavour to collect personal information directly from you. Where services are provided on behalf of a Commonwealth and/or State Government Department, we may collect personal information from such government departments and agencies.

We may also need to collect personal information from other third parties or partners with or without your direct involvement. However, this will only be information you have been advised will be shared between the parties for:

- Delivery of products and or services;
- Referral to a potential Host Employee;
- Apprenticeship/Traineeship / training enrolment, registration and contact;
- Health or medical requirements; and
- Statistical information and review.

If we are unable to collect your personal information we may not be able to provide you with any, some, or all the features of our products and services. By using the GTES website, users will be deemed to consent to us monitoring the use of the website and using the information collected for the purposes of promotion employment and group training and/or related services. If a user uses our website and do not consent to the use of their personal information for these purposes, then they should contact us.

Information will not be provided overseas recipients without the direct consent of the client, employee or job seeker.

Use and disclosure

GTES will only use and disclose an individual's personal information for the purpose for which it was collected, or as reasonably expected for marketing and reporting. This includes:

- Address, Telephone/mobile numbers;
- USI - for example DOB, drivers licence details and/or health information/access/identification;
- Financial information required in the process of business or services to meet legal and taxation obligations;
- To third parties with individual consent or as legislation has provisions.

We will only disclose personal information to a third party where one or more of the following apply:

- it is authorised or required by law – for example Occupational or Work health and Safety laws;
- it will protect the rights, property or personal safety of another person;
- GTES believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or of another person.

Access to and Correction of personal information

You can access your personal information at any time, except when authorities or government legislation requires the refusal of access. To access your personal information, please specify in writing the type/s of information you wish to view. You will be required to provide proof of identification. We may not provide access to the personal information where we are permitted to refuse to provide such access under the Privacy Act. We may also impose a charge of providing such access to the personal information. If we are notified that the personal information we hold is not accurate, complete or up to date then we will act to correct the information.

Storage & Security

GTES has appropriate security measures in place to protect personal information from misuse or loss and from unauthorised access, modification or disclosure. We will take all reasonable steps to maintain the privacy and security of personal information. We ensure this by having security measures such as:

- storing electronic information on a secure server with restricted password only access;
- storing hardcopy documents securely on our premises.

We will take reasonable steps to destroy or permanently de-identify personal information when it is no longer required for any purpose. These security measures are detailed in GTES' P-16 Privacy & Security of Personal Information. A copy can be obtained by contacting GTES.

Exemption

The Privacy Act and this Privacy Policy do not apply to acts and practices of the Riverina Group Training and Employment Ltd. directly or related to a current or former employment relationship between us and an employee or an employee record held by us relating to an employee.

Changes to the Privacy Policy

We may change the way we handle personal information from time to time. If we do so, we will update this Policy.

Resolving Privacy Concerns

All complaints regarding a breach of the Australian Privacy Principles should be made in writing to the Privacy Officer. All complaints will be handled confidentially and in accordance with GATES's Complaints policy.

You can also contact us:

Contact: Alison Coe, General Manager (Privacy Officer)

Address: 161 Hammond Avenue, WAGGA WAGGA NSW 2650

Phone: 02 6923 3000

Email: acoe@gtes.com.au

Host Employer Acknowledgement

I have received this Host Employer Handbook document and agree to abide by the policies and procedures as outlined.

I agree to abide by the Privacy Policy as contained in this Apprentice & Trainee handbook.

I agree to take responsibility for my health and safety as well as my fellow workers by following all safety rules, procedures and instructions of both GTES and my Host Employer.

Signed: _____

Name: _____

Position: _____

Host Employer Name: _____

Date: _____

Signed On behalf of GTES: _____