

# **SERVICE AGREEMENT & INDUCTION BOOKLET**

## ***Apprentices and Trainees***

### ***School-based Apprentices and Trainees***

#### **TABLE OF CONTENTS**

Service Agreement.....	2
Introduction .....	4
Conditions Of Employment.....	5
Probation.....	5
Tool Allowance.....	5
Social Media.....	5
Support Services.....	6
Timesheets And Award/Pay Queries.....	8
Absences From Work Or College.....	9
Workcover .....	9
Wet Days – Construction Awards.....	9
Change Of Address.....	9
College Attendance .....	10
School Based .....	10
Messages.....	11
Training Record Books.....	11
Uniforms.....	11
Rostered Days Off.....	11
Down Time .....	12
Stand-Down .....	12
Annual Leave .....	12
Drugs And Alcohol In The Workplace.....	13
Anti-Smoking (Construction Sites).....	13
Work Health And Safety .....	14
Work Health & Safety Policy .....	14
Workcover Queensland.....	16
Workplace And Cyber Bullying.....	17
Access And Equity .....	19
Discrimination.....	19
Gender Equality.....	21
Privacy .....	21

# SERVICE AGREEMENT

## GTO Commitment and Responsibilities

While you are legally an employee of Apprenticeships Queensland, we also acknowledge you as a Client of our business. We take responsibility for your development and are committed to ensuring that you are provided with a safe and healthy workplace, that you receive all entitlements that are due to you and that you are provided access to the required training and support services to ensure you have the best training and employment opportunities through to completion.

For our business, your experience is a direct reflection of the services we provide and we aim to provide the best Apprenticeship experience possible. Specifically, as your legal employer in a group training apprenticeship arrangement, Apprenticeships Queensland holds the following responsibilities to support you throughout your training period:

We agree to:

- Ensuring your apprenticeship is provided consistent with the legislative requirements set out in the *Further Education and Training Act 2014* (the Act).
- Providing employment between Apprenticeships Queensland and you, either through a Modern Award or other registered industrial agreement
- Providing you with a single point of contact and support through our Employment Consultants for all matters relating to your apprenticeship.
- Comply with all legal obligations to ensure you are provided with relevant workplace inductions, including Work Health and Safety, into our organisation and each Host Employer organisation, including access to policy and procedural documentation.
- Comply with all legal obligations to ensure your pay and entitlements are consistent with the selected Modern Award or industrial instrument.
- Comply with all legal obligations in providing and maintaining a safe system and environment of work.
- Developing the Training Plan in consultation with you and the Supervising Registered Training Organisation (SRTO) and ensuring training supports the Training Plan.
- Ensuring Host Employers can provide the facilities and range of work required by the Training Plan and the occupation.
- Providing continuity of work and development through rotations through alternate Host Employers, due to lack of work, Training Plan requirements or the range of work available.
- Where possible, facilitate the transfer of your Training Contract to another legal employer to enable continuity of your training and apprenticeship.
- Ensuring you are supervised by adequately qualified people.
- Endeavour to not terminate your employment if the Host Employer ceases to have sufficient work available unless approval from the Department of Employment, Small Business and Training has been provided in accordance with the Act.
- Ensuring you are released from work to attend off the job training.
- Providing clear conditions of employment.
- Providing support through personal and professional development opportunities that assist with keeping skills needs up to date.
- Adhering to the *Grievance and Appeals Policy* as required by the National Standards for GTOs to provide a framework to resolve disputes.
- Providing a fair and impartial environment for hearings related to complaints and disciplinary matters.
- Comply with all legal obligations in allowing you a flexible workplace that accommodates personal and family needs when possible.
- Comply with all legal obligations in the provision of personal protective equipment (PPE) or clothing required for you to perform your role in a safe and effective manner.
- In the event of a workplace accident or injury providing rehabilitation and return to work support for you.

As an apprentice I agree that these responsibilities include:

- Agreeing to sign the Training Contract and enter this Services Contract with Apprenticeships Queensland as an employee under a Group Training arrangement.
- Complying with any instructions or requests by Apprenticeships Queensland to ensure my apprenticeship is provided consistently with the legislative requirements set out in the *Further Education and Training Act 2014* (the Act).
- Understanding and agreeing that under the Group Training arrangement, I am employed as an apprentice with Apprenticeships Queensland and then will be placed into work with other organisations called Host Employers.
- Engaging my Employment Consultant as my first point of contact for support and assistance for matters relating to my apprenticeship.
- Working with Apprenticeships Queensland to select an SRTO and have input into developing the Training Plan.
- Attending work at the times directed by Apprenticeships Queensland and / or as specified by the Host Employer and following all lawful instructions provided.
- Working diligently and making all reasonable efforts to acquire the competencies set out in the Training Plan and achieving the qualification.
- Keeping records of my training or achievement of competency (e.g., through a Record Book, Log Book, Profiling etc.), acknowledging that these records must be kept up to date, kept in a safe place, in good order and presented for inspection on a regular basis or upon request.
- Taking reasonable care for my own health and safety and of the health and safety of anyone else who may be affected by my actions.
- Cooperating with Apprenticeships Queensland staff and / or the Host Employer on health and safety issues and following health and safety rules within the workplace.
- Maintaining a high standard of personal hygiene and presenting for work in a clean and neat appearance, wearing clothes that are appropriate for the industry including any personal protective equipment (PPE).
- Completing any inductions required by the Host Employer or Apprenticeships Queensland and reading and understanding the policies and procedures provided that relate to and include Drug and Alcohol use.
- Accurately completing timesheets within the required timeframe and ensuring they are authorised by the Host Employer prior to being submitted.
- Directing all concerns or issues immediately to the IR Coordinator if I experience harassment, unsafe work practices or difficulties, including workplace injuries.
- Authorising Apprenticeships Queensland to deduct any over payments, or the cost of any retained equipment purchased by them or a Host Employer from my termination pay or undertake other recovery action.
- Completing an exit interview on completion or cancellation of the Training Contract and this Services Contract.
- Wearing any provided PPE or clothing at all times when performing relevant duties in the workplace or training environment and not interfering with or misusing safety equipment.
- Not willfully putting at risk the health and safety of others and reporting hazards or potential hazards to the Host Employer immediately.
- In the event of a workplace accident or injury, participating in any rehabilitation or return to work support program provided.

# INTRODUCTION

The company you are employed by is called Apprenticeships Queensland. Our contact number is: 07 3281 9822.

Apprenticeships Queensland was set up in 1986 to improve the employment prospects of apprentices and trainees in the local area.

Apprenticeships Queensland is a NOT-FOR-PROFIT organisation. All moneys received must be paid to or used for the benefit of apprentices and trainees.

All of the directors of Apprenticeships Queensland are voluntary and do not get paid for the time they spend on Apprenticeships Queensland business. The directors represent organisations such as the Ipswich City Council, the Ipswich Chamber of Commerce and Industry and the community.

The charge out rate paid by your Host Trainer includes your wages, Work Cover, superannuation, tools and all other costs associated with your employment.

Your first point of contact with Apprenticeships Queensland is your Employment Consultant except for queries about Payroll, WorkCover, Safety and College. Please contact the office for these, and you will be directed to the relevant person.

Apprenticeships Queensland has a number of other support people in the organisation to assist you with various aspects of your apprenticeship. The following are the key positions:

General Manager	Industrial Relations (Payroll) & WorkCover/Rehab
Corporate Services Manager	Safety Officer
Business Operations Manager	Systems & Administration Coordinator
Employment Consultants	Accounts Support Personnel
Work Placement Officer	Apprentice Support Officer
Administration Support Personnel	Recruitment Officer

Apprenticeships Queensland also has close relationships with other organisations and government departments, some of which are listed below:

Ipswich City Council	
Ipswich Chamber of Commerce	
Department of Employment, Small Business & Training (DESBT)	(Queensland Government)
Department of Education, Employment and Workplace Relations (DEEWR)	(Commonwealth Government)

If you have concerns about any aspects of your apprenticeship and wish to talk to someone other than the Employment Consultant, you may make an appointment to see the General Manager, Paul Hillberg on (07) 3281 9822.

If you are still concerned, you can contact the Department of Employment, Small Business & Training (DESBT) on 1800 210 210.

# CONDITIONS OF EMPLOYMENT

It is a condition of your employment that, for safety reasons, no earrings, other jewellery, earphones/ear buds shall be worn during work hours. For the same reason, long hair must be tied back. Mobile phones are not to be turned on during working hours, unless requested by your Host employer.

## PROBATION

As per Fair Work your probationary period is six months. If either party decides to terminate the contract in the probation period, reasons do not have to be given but one week's notice is required in writing by either party.

A comprehensive review of your performance will be undertaken prior to completion of your probationary period. If this review is not satisfactory, your training contract may be cancelled or an extension of your probationary period may be requested.

## TOOL ALLOWANCE

**Note: This does not apply to trainees**

Tool allowances are payable to various trades. These vary dependent on the trade you are completing. Tool allowances are paid as part of your weekly wage or included in your hourly rate. Refer to your Employment Consultant for further information.

## SOCIAL MEDIA

Apprenticeships Queensland supports those Apprentices and Trainees who choose to use social media in their capacity as individuals. However you should be aware that content published on social media sites is publicly available.

As such if you are making comments on Apprenticeships Queensland or your own personal media sites you should refrain from making comments that may be seen to be:

- Obscene
- Defamatory
- Threatening
- Harassing
- Discriminatory or hateful to or about your work or about another person within the Company (including present and past host businesses).

Whether or not you can be identified on social media, you should:

- act with integrity
- never reveal confidential information
- be respectful

# SUPPORT SERVICES

If you are experiencing any difficulties and require any assistance or support regarding financial hardship, mental health issues, emotional wellbeing or with any aspect, we encourage you to contact us for advice and support. Talk to your Employment Consultant for further information or contact our IR Coordinator on 3281 9822.

The following information is a guide only to provide contact information for the following services. If you are out of work, financial and emotional support is also available from these community organisations.

For any emotional/mental health issues you should contact your GP directly.

- [MATES IN CONSTRUCTION](https://lifeinmind.org.au/organisations/mates-in-construction) (<https://lifeinmind.org.au/organisations/mates-in-construction>)
- [Australian Red Cross](http://www.redcross.org.au/default.aspx) (<http://www.redcross.org.au/default.aspx>)
- [beyondblue](http://www.beyondblue.org.au/index.aspx) (emotional support only - <http://www.beyondblue.org.au/index.aspx>)
- [Lifeline](https://www.lifeline.org.au/get-help/information-and-support/financial-stress) (<https://www.lifeline.org.au/get-help/information-and-support/financial-stress>)
- [St Vincent de Paul](http://www.vinnies.org.au/findhelp#!qld) (<http://www.vinnies.org.au/findhelp#!qld>)
- [Salvation Army](http://salvos.org.au/need-help/financial-troubles/financial-counselling.php) (<http://salvos.org.au/need-help/financial-troubles/financial-counselling.php>)

## Mentoring Support

MEGT – Mentoring services for apprentices and trainees (<https://www.megt.com.au/apprentices-and-trainees/get-support-during-my-apprenticeship-or-traineeship/in-training-services>)

BUSY AT WORK – Mentoring services for apprentices and trainees (<https://www.busyatwork.com.au/support-jobseekers/apprentice-mentoring-support/>)

## Financial support

- [Centrelink](#) delivers a range of payments and services for people at times of major change.
- [Newstart Allowance](#) offers financial help if you are looking for work. It supports you while you do activities that may increase your chances of finding a job.
- [Youth Allowance](#) offers financial help for people aged 16 to 24 years who are studying full-time, undertaking a full-time Australian Apprenticeship, training, looking for work or sick.

## Support from charities

<https://www.qld.gov.au/community/cost-of-living-support/support-from-charities> provide a range of support directly to people in need.

## Find a youth support service

For youth aged 18 to 21 and having trouble with any aspect of their life such as housing, education, or family, find out where you can get support by searching for a service near you.

<https://www.qld.gov.au/youth/family-social-support/youth-support-services>

## Human Rights – Anti Discrimination Commission

For discrimination complaints/harassment etc.

<https://humanrights.gov.au/our-work/sex-discrimination/list-support-services>

## Old Government – financial assistance/community support

[Financial assistance](#) | [Community support](#) | [Queensland Government \(www.qld.gov.au\)](#)

(<https://www.qld.gov.au/community/losing-your-job-income/financial-assistance>)

### Planning your budget

A budget is a simple way to keep track of your money. It may help you save for upcoming bills or unplanned expenses. Try out the interactive [budget planner](#).

### No Interest Loan Scheme

The [No Interest Loan Scheme](#) (NILS) provides individuals and families on a low income access to safe, fair and affordable credit. Programs are run by local community organisations at over 600 locations across Australia.

To qualify you must:

- have a Health Care Card/Pension Card or be on a low income
- reside in your current premises for more than 3 months
- show a willingness and capacity to repay.

### Concessions

Visit the [Smart Savings website](#) (<https://campaigns.premiers.qld.gov.au/smart-savings/>) to find concessions and rebates or access information about [concession cards](#).

### Rent or mortgage assistance

You may be eligible for rent or mortgage assistance through:

- [mortgage relief loans](#)
- [rental grants](#)
- [the National Rental Affordability Scheme \(NRAS\)](#)
- [rental bond loans](#)
- [Centrelink's rent assistance scheme](#).

### Financial advice

Financial counsellors can provide you with advice about your finances, which may include:

- assessing your financial position
- choosing products to suit your financial position and needs
- identifying your financial goals
- helping you with decisions about how to better use your money.

If you need help to improve your financial situation you can:

- [contact a Financial Literacy and Resilience service provider](#) (<https://www.qld.gov.au/community/losing-your-job-income/financial-literacy-resilience-services>)
- [search for a financial counsellor on MoneySmart website](#) (<https://moneysmart.gov.au/managing-debt/financial-counselling>)

# TIMESHEETS and AWARD/PAY QUERIES

## Timesheets

Timesheets are the lifeblood of our operation. They are used to invoice your Host Trainers and to pay your wages. It is essential that you record the correct hours worked EACH day.

Late or incorrectly completed timesheets may delay payment of your wages. Each line is to be filled in completely, no dittos or abbreviations are acceptable. You must date each day worked and complete all start and finish times. It is your responsibility to ensure that your sheets are correct and received on time.

Timesheets are to be in the office by no later than 2 pm each Monday. There are NO exceptions. As long as your timesheet is fully completed, signed and received at the office by 2pm each Monday, your pay will be deposited in your account by Wednesday. **Please note that when a public holiday falls on a Monday, then time sheets must be in by 2pm Tuesday.** Be aware that the wages won't go into the bank until Thursday.

If timesheets are emailed, faxed or posted you must contact the office on (07) 3281 9822, to ensure the timesheet has been received. This is your responsibility.

The pay week ends on a Friday, so if you work over the weekend, those hours are to be recorded on next week's timesheet. If you are eligible for any allowances record them on your timesheet.

A separate timesheet is required for each different Host Trainer and College.

Timesheets can be dropped at the office, faxed to (07) 3202 1925 or *after office hours*, slid under the front door of the office. They can also be emailed to [payroll@apprenticeshipsqld.com.au](mailto:payroll@apprenticeshipsqld.com.au).

Timesheets are to be filled in with blue or black ink, NO pencils or red pens.

## Award/Pay Queries

The award, or industrial instrument applicable to similar apprentices in each workplace that you are assigned to will be the award under which you will work.

If there is a problem with your wage, you are not to contact the bank. Notify the Payroll Officer who will action any problems.

As your registered employer, Apprenticeships Queensland is responsible for payment of wages. If you have a problem with any of the above, contact the Payroll Officer. DO NOT approach your Host Trainer in regard to wage problems.

If you are not sure of any of the provisions of the award under which you work, a copy of the award is available at the office for you to peruse.

If you are not satisfied with the information concerning awards, wages etc given to you by Apprenticeships Queensland staff, you are requested to bring the matter to the attention of the General Manager, Paul Hillberg, before involving outside parties.



## **ABSENCES FROM WORK OR COLLEGE**

As your registered employer, Apprenticeships Queensland is responsible to the Department of Employment, Small Business & Training (DESBT) for your whereabouts during work or college hours.

If you're absent from work or college for any time other than Public Holidays you must notify your Host Trainer or college prior to your normal commencement time. You must then notify the Apprenticeships Queensland office no later than 8:30am on the day of absence. If you telephone earlier, leave a message on the message bank and then telephone us back later. If you leave work or college early for any reason, Apprenticeships Queensland must be notified prior to your leaving work or college. **School based apprentices and trainees please note – you must also notify your school if you are absent from work or college, or if you leave work to go home early.**

When you phone the Apprenticeships Queensland office, you will be given an "absent" number that is to be shown on your timesheet with the reason for your absence (under "allowances/messages").

If you do not contact Apprenticeships Queensland prior to your absence, you may be considered to be "Absent – Leave without pay". Under those circumstances, you will not be paid for the time you are absent, nor will you accrue leave or other entitlements for the period of absence.

If you are absent for more than two days, or are off work before or after a weekend or Public Holiday, you will be required to produce a Doctors Certificate with your timesheet. This generally does not apply to school-based apprentices and trainees.

## **WORKCOVER**

If you have an accident at work you must advise your Host Trainer immediately. If you are able, arrange transport to get medical attention. If necessary, call an ambulance. **DO NOT DRIVE YOURSELF.** When you are able, advise your Employment Consultant and the Apprenticeships Queensland Rehabilitation Officer of the details of your injury.

When you are receiving medical attention, ask the treating doctor for a WorkCover Medical Certificate. Finally, contact the Rehabilitation Officer at Apprenticeships Queensland to make an appointment to come in and complete the WorkCover forms as soon as possible.

**Note:** If you do not get a **WorkCover** Medical Certificate, and do not come to the office to fill in WorkCover forms, your doctor will bill you for the costs.

## **WET DAYS – CONSTRUCTION AWARDS**

As your registered employer, Apprenticeships Queensland is justified in asking you to work at another site if the job you are on is "rained out". If your Host Trainer calls a "wet" day, you are required to telephone the Apprenticeships Queensland office before leaving the job site.

If there is no other "dry" site available for you to work on, you will be given a "wet" number, which is to be recorded on your timesheet.

The General Manager and in his-absence, the Employment Consultants, are the only persons authorised to grant "wet" pay.

## **CHANGE OF ADDRESS**

As your registered employer, Apprenticeships Queensland is obliged to have your correct address on record. Correspondence relating to your pay, your apprenticeship and college need to be posted to you. If you change your address, email and/or phone number, please notify the office-as soon as possible.

# **COLLEGE ATTENDANCE**

## **(THIS DOES NOT APPLY TO SCHOOL BASED APPRENTICES)**

When you are required to attend college we will notify you and your host by email. We will also send you a reminder SMS the week prior to your booking. You should only attend college when directed by Apprenticeships Queensland. If you receive a college booking from TAFE but are not directed to college by Apprenticeships Queensland, you **SHOULD NOT ATTEND**.

### **TUITION FEES (The following ONLY applies to Apprentices)**

Apprentices are responsible for payment of all college fees however on successful completion of your units, Apprenticeships Queensland will reimburse these fees to you. Note: if you are eligible you can apply for a Health Care Card from Centrelink which may entitle you to reduced fees.

### **TRAINEES**

Trainees are responsible for payments of all college fees and associated costs. Note: if you eligible you can apply for a Health Care Card from Centrelink which may entitle you to reduced fees.

### **PROCESS FOR REIMBURSEMENT OF COLLEGE FEES**

On successful completion of your units you will be reimbursed the cost of your college fees. You will be required to provide Apprenticeships Queensland with your original receipt/invoice from your RTO provider clearly showing payment of the fee and an itemised list of the unit/module paid for. E.g. – your invoice/receipt must include the unit name and number.

Once you have been deemed as “Competent” the RTO will notify AQ. When this notification is received we will automatically reimburse this fee into your nominated bank account. When providing your receipt you can provide bank details you would like this payment to go into. You can obtain further information regarding this on our website: [Guide to College Reimbursement](#)

Don't forget - your employer is “Apprenticeships Queensland”, **not your host trainer**. You must submit timesheets each week by 2pm Monday. (Your “Host Trainer” is “....College”). Your wages are paid by us as usual. Your teacher is to sign your time sheet in the Host Trainer section. You will require a separate timesheet while at TAFE. If you attend TAFE and your Host during one week you must provide two timesheets for that week.

You are required to attend college each day. If you are absent for any time for any reason, you must immediately contact the college and Apprenticeships Queensland (**this includes arriving late to college or leaving early**). If you are entitled to be paid Travel Allowance, please note that you must apply to your Supervised Registered Training Organisation - not Apprenticeships Queensland.

## **SCHOOL BASED**

Your payment for college isn't based on the actual hours you attend college. Instead your weekly wage includes an additional 25% on top of the ordinary hours you work with your Host employer each week. This is as per the relevant award in place.

*You are required to attend college each day. If you are absent for any time for any reason, you must immediately contact the college, school and Apprenticeships Queensland. If you are entitled to be paid Travel Allowance, please note that you must apply to Education Queensland or your Supervising Registered Training Organisation - not Apprenticeships Queensland.*

## MESSAGES

1. There may be times when we need to contact you urgently. If so, we may leave a message with your Host Trainer or on your mobile phone for you to contact the office.
2. If you do receive a message to contact us, please do so as soon as possible without disturbing your Host Trainer (lunch break or smoko are good times).
3. If you need to contact us out of office hours, there is an answering machine connected to the office phone for **non-urgent** items. If the matter is **urgent**, you can contact your Employment Consultant between 7am and 5pm Monday to Fridays.  
In the event that you cannot contact your Employment Consultant on the mobile number provided, please contact the office.
4. There is room on your timesheet to record messages to the office.

## TRAINING RECORD BOOKS

Training Record Books/ Logbooks are to be kept up to date and signed by your Host Trainer regularly. (Refer to front of the book) It is your responsibility to produce your training record book regularly for your Host Trainer to sign.

You must have your Training Record Books/ Logbooks with you at all times. This includes in the workplace and at College. Apprenticeships Queensland can ask you at any time to produce your books to be checked. If they are not up to date your Employment Consultant will request you to submit them to the Apprenticeships Queensland office at a later date.

It is in your own interest to complete your Training Record Books/ Logbooks correctly. It is a job reference you write yourself.

In the event of your Training Record Books/Logbooks not being completed properly, the matter will be reported to the Department of Employment, Small Business & Training (DESBT).

## **The following instructions do not apply to school-based apprentices and trainees.**

### UNIFORMS

Apprenticeships Queensland may provide two sets of work clothes and one pair of work boots per level if your Host Trainer does not supply them.

You are requested to purchase another set of work clothes per level - only applicable to apprentices  
You are required to keep your work clothes as neat (ironed), clean and tidy as possible.

If Apprenticeships Queensland supplies you with uniforms, you are expected to wear them at all times on the job and at college. Apprentices and trainees can purchase uniforms from our supplier at Apprenticeships Queensland cost price.

## ROSTERED DAYS OFF

To be eligible for RDO's if applicable under your Award you must work 40 hours per week. You are paid for 38 hours each week and 2 hours are accrued to rostered days.

You must arrange with your host before you take an RDO, and you must inform your Employment Consultant prior to taking an RDO.

You must write "RDO" on your timesheet on the actual day you are taking it. RDO entitlements will be shown on your weekly payslips as a number which reflects the number of hours credited to your next RDO.

## **DOWN TIME**

Downtime is a period where you are not placed with a Host Trainer and you have been instructed by your Employment Consultant to report to the Apprenticeships Queensland Office.

It is in your own interests to look for work yourself. Your Employment Consultant has many Apprentices and Trainees to look after and cannot spend all their time on one person. It is your Apprenticeship - your Career - your Life.

If you are placed on an Apprenticeships Queensland project, you will be given a set of instructions regarding hours etc. You are to treat the job as you would any other placement, because you will be assessed by our supervisors. Poor performance could result in stand-down.

If you know of a potential Host Trainer, inform your Employment Consultant. We will make contact on your behalf.

Please note that you are not to report for downtime work unless your Employment Consultant has specifically directed you to do so.

When you are on downtime you are responsible for getting your time sheet signed. Do not rely on the office staff to chase up signatures.

## **STAND-DOWN**

If you are out of work because a Host Trainer is not available, after a period of time we must apply for stand-down.

Stand-down (if approved) means that for the period of stand-down, Apprenticeships Queensland will not pay your wages. You can apply for unemployment benefits during this time.

If a Host Trainer is not found after the initial stand-down period, we may apply for a further four weeks stand-down.

If, at the end of the second period of stand-down, work is not available, the Department of Employment, Small Business & Training (DESBT) will ask us to show cause as to why your indentures should not be cancelled.

## **ANNUAL LEAVE**

If you wish to take leave, you must obtain an Apprenticeships Queensland "Leave Request Form", complete it and return to the office at least two weeks prior to taking leave.

Annual Leave must be taken in the level that it is due – i.e. first level's leave in first level etc. Under no circumstances is leave to be carried over to the next level.

If you require time off but have no annual leave owing, you may be able to take time off as leave without pay, but you will need to arrange this with your Employment Consultant and Host Trainer. You are still required to fill in a Leave Request Form.

# IMPORTANT COMPANY POLICIES – PLEASE READ

## DRUGS AND ALCOHOL IN THE WORKPLACE

Where the workplace is under the control of a host trainer, you must abide by all the requirements of the Drug and Alcohol Policy in place at that workplace. If you can't access your host's policy, then you shall follow our policy as under:

- ◆ Employees shall not use and/or consume alcohol or illegal drugs during working hours.
- ◆ Employees who have consumed alcohol or illegal drugs prior to commencing work, and who are affected to the extent that they:
  - are unable to perform their work duties to a satisfactory standard
  - have impaired judgment
  - are putting at risk their health and safety, and/or the health and safety of others
  - shall **not** commence work.
- ◆ Should an employee have already commenced work under the influence of alcohol or illegal drugs, and exhibits behaviour that puts at risk their health and safety, and/or the health and safety of others, then the host trainer shall contact an Apprenticeships Queensland Employment Consultant who will report the incident to the General Manager.
- ◆ If an employee is taking prescription drugs under the supervision of a medical practitioner, and that medication makes the employee drowsy or impairs judgment, the employee shall not operate machinery or equipment.

Please note that Apprenticeships Queensland has established a Drug and Alcohol Management Program. This means that you may be required to submit to a random drug and alcohol test under our policy. If your host has a Drug and Alcohol Management Program that includes random testing, you may be required to submit to a random drug and alcohol test under their policy.

Behaviour contrary to these instructions will be dealt with under the provisions of "The Vocational Education, Training and Employment Act 2000."

## ANTI-SMOKING (Construction Sites)

In addition to the health issues surrounding smoking in the workplace, many building sites have supplies of flammable materials and substances present. Smoking in these environments is an unacceptable hazard due to the risk of fire or explosion. The policy seeks to eliminate this hazard.

### Policy Statement

- No employee of Apprenticeships Queensland is permitted to smoke within the boundary of any site (including residential, commercial or industrial sites) during working hours.
- Any employee of Apprenticeships Queensland who wishes to smoke may do so outside of the designated boundary, but only during normal rest breaks e.g. morning tea, lunch etc.
- Regardless of the behaviour of non-Apprenticeships Queensland personnel present on the site e.g. host trainers or other tradespeople, the Apprenticeships Queensland employee shall follow the instructions set down in this policy.

# WORK HEALTH AND SAFETY

Apprenticeships Queensland has a firm policy on Work Health and Safety. A copy is below for you to read. It is a condition of your employment that you abide by the policy.

If any aspect of Work Health and Safety at your Host Trainer's place of employment concerns you, notify your Employment Consultant or our Safety Officer immediately. Apprentices or trainees working in the construction and engineering industries must have a white card and have given a copy of it to their Employment Consultant at induction **before** they will be allowed to start work.

Your Host Trainer will conduct a Site Induction at your place of work, which should include:

- Start and finish times, breaks etc.
- Amenities e.g. toilets, washing facilities etc.
- Identification of hazards
- Accident reporting/first aid
- Fire, evacuation etc.
- Safe housekeeping practices
- Operation of plant and equipment

Remember it is a condition of your employment that, for safety reasons, no earrings, other jewellery, earphones/ear buds shall be worn during work hours. For the same reason, long hair must be tied back.

## WORK HEALTH & SAFETY POLICY

It is the intention of Apprenticeships Queensland to:

- protect the health, safety and welfare of employees, clients and visitors to its office premises
- ensure all Apprenticeships Queensland personnel adopt safe work practices when working at or visiting client premises.

Apprenticeships Queensland accepts its responsibility as an employer to provide safe working systems. Apprenticeships Queensland also seeks the full support and co-operation of all host trainers to accept their responsibility for safety at workplaces under their control, where our employees are working or visiting.

All persons employed by Apprenticeships Queensland, including contractors or other persons involved with the operations of Apprenticeships Queensland, have a personal responsibility to Apprenticeships Queensland, their fellow workers, themselves and the general public, to adopt and maintain appropriate health and safety standards in all their work activities.

As per the Code of Practice for Work health and safety consultation a person conducting a business as far as reasonably practical must consult with all employees regarding WH&S matters. For example, this can be done by:

- Tool Box meetings
- Safety meetings or pre start meetings
- Newsletters
- Direct consultation

### Our commitment:

- ♦ The Directors will meet their obligations under the Act, Regulations, Codes and Standards, by ensuring that Health and Safety management systems are developed.
- ♦ The General Manager is committed to implementing and maintaining an ongoing occupational health and safety program.

## Our objectives:

- ◆ To identify and reduce the risks of all types of work activities that have the potential to produce personal injury or occupational illness
- ◆ To provide information, instruction, training and supervision to improve individual understanding of workplace hazards, including safe work practices and emergency procedures
- ◆ To involve individuals in occupational health and safety matters and consult with them on ways to recognise, evaluate and control workplace hazards
- ◆ To ensure that everyone (including visitors and contractors) complies with appropriate standards and workplace directions to protect their own and others health and safety at work
- ◆ To provide adequate systems and resources to effectively manage rehabilitation and return to work processes

At all times Apprenticeships Queensland will maintain health and safety as a priority, and will not knowingly demand or expect any person to participate in any activities which are likely to be detrimental to their health and safety.

Further information can be obtained from: <http://www.deir.qld.gov.au/workplace/>

**SAFETY IS EVERYBODY'S BUSINESS!!**

# **WORKCOVER QUEENSLAND**

## **(Worker's Compensation)**

You must report all injuries at work immediately to your Host Trainer.

As soon as possible, you must report the injury to the Rehabilitation Co-ordinator at Apprenticeships Queensland office.

You must contact the office as soon as possible, to complete the Work Cover forms in consultation with the Rehabilitation Co-ordinator. Apprenticeships Queensland will lodge these forms with Work Cover Queensland when they receive them from you.

You **MUST** inform the Rehabilitation Co-ordinator each time you attend the Doctor. Two copies of a WorkCover medical certificate from a Rehabilitation Health Practitioner must be sent to the Rehabilitation Co-ordinator as soon as possible.

You must participate in Early Return To Work programs.

Advise the Treating Medical Officer that Apprenticeships Queensland is your employer and has a Rehabilitation Co-ordinator and an Early Return to Work Policy.

Failure to follow these instructions could result in loss of income.

### **Extract from: Apprenticeships Queensland Rehabilitation Policy**

#### **3.1 POLICY COMMITMENT**

Apprenticeship Queensland is committed:

- To preventing injury and illness through providing a safe and healthy working environment.
- To ensuring that the occupational rehabilitation process is commenced as soon as possible after injury in a manner consistent with medical judgments.
- To ensuring that a return to work as soon as possible by an injured employee is a normal and expected practice.
- To providing an injured employee with suitable duties/employment as an integral part of the rehabilitation process.
- To consulting with employees, to ensure that the rehabilitation programmes operate effectively.
- To ensure that the employee will not be disadvantaged by participation in the rehabilitation process
- To maintaining appropriate confidentiality in dealings with employees.



# WORKPLACE and CYBER BULLYING

## What is Workplace Bullying?

**Workplace bullying** is defined as repeated and unreasonable behaviour directed towards a worker or a group of workers that creates a risk to health and safety.

## What is Cyberbullying?

Cyberbullying is bullying that is done through the use of technology (i.e. using the internet, mobile phone, video or camera) with the intent to hurt or intimidate a person.

**Repeated behaviour** refers to the persistent nature of the behaviour and can involve a range of behaviours over time.

**Unreasonable behaviour** means behaviour that a reasonable person, having considered the circumstances, would see as unreasonable, including behaviour that is victimising, humiliating, intimidating or threatening.

A single incident of unreasonable behaviour is not considered to be workplace bullying, however it may have the potential to escalate and should not be ignored.

Workplace bullying is a risk to health and safety. It can occur wherever people work together in all types of workplaces. It is best dealt with by taking steps to prevent it from occurring and responding quickly if it does occur. The longer the bullying behaviour continues, the more difficult it is to address and the harder it becomes to repair working relationships.

## How can workplace and cyber bullying occur?

Workplace and cyber bullying can be carried out in a variety of ways including through email, text messaging, internet chat rooms or other social media channels. In some cases workplace bullying may occur outside normal working hours. Workplace and cyber bullying can be directed at a single worker or group of workers and be carried out by one or more worker.

## Workplace Conflict

Differences of opinion and disagreements are generally not considered to be workplace bullying. People can have differences and disagreements in the workplace without engaging in repeated, unreasonable behaviour that creates a risk to health and safety. However in some cases conflict that is not managed may escalate to the point where it meets the definition of workplace bullying.

Workplace bullying does not include reasonable management action taken in a reasonable way by the person's employer in connection with the person's employment.

## Examples of behaviour

- ◆ Detailed below are examples of behaviours that may be regarded as workplace and cyber bullying, if the behaviour is unreasonable. This is not an exhaustive list – however, it does outline some of the more common types of harassing behaviours.
  - ◆ abusing a person loudly, usually when others are present;
  - ◆ repeated threats of dismissal or other severe punishment for no reason;
  - ◆ constant ridicule and being put down;
  - ◆ leaving offensive messages on email or the telephone;
  - ◆ sabotaging a person's work, for example, by deliberately withholding or supplying incorrect information, hiding documents or equipment, not passing on messages and getting a person into trouble in other ways;
  - ◆ maliciously excluding and isolating a person from workplace activities;
  - ◆ persistent and unjustified criticisms, often about petty, irrelevant or insignificant matters;
  - ◆ humiliating a person through gestures, sarcasm, criticism and insults, often in front of customers, management or other employees;
  - ◆ spreading gossip or false, malicious rumours about a person with an intent to cause the person harm.
  - ◆ hurtful or abusive messages
  - ◆ creating fake accounts in someone's name to trick or humiliate people
  - ◆ spreading nasty rumours or lies about someone
  - ◆ sharing photos of someone to make fun of them or humiliate them
  - ◆ sharing intimate photos or videos online without consent

- ◆ targeted and persistent personal attacks aimed at ridiculing, insulting, damaging or humiliating a person — this might relate to someone's physical appearance, religion, gender, race, disability, sexual orientation and/or political beliefs
- ◆ repeatedly sending obscene messages to a person or their family, friends or work colleagues.
- ◆ stalking a person online

### Workplace Bullying - Is it a Criminal Offence?

Workplace bullying in itself is not a criminal offence. However physical assault or the threat of physical assault (with the ability to carry that out) is a criminal offence and should be reported to the police immediately. Some examples are:

- ◆ Striking or attempting to strike another person.
- ◆ Engaging in a physical struggle or fight.
- ◆ Threatening another person with violence.
- ◆ Verbal abuse with a threat of imminent harm.
- ◆ Throwing or propelling a liquid or other substance at a person.

### Cyber Bullying - Is it a Criminal Offence?

Yes. Cyber bullying is a crime if it involves using the internet or a mobile phone to:

- ◆ make threats - this can include trying to intentionally frighten, intimidate or annoy someone by threatening to hurt them
- ◆ stalk someone - stalking is when someone gets repeated attention that frightens or intimidates them
- ◆ menace, harass or seriously offend someone (this can include sending offensive messages or making posts that make someone feel extremely angry, outraged, humiliated or disgusted)

### Actions that are not workplace bullying

Legitimate and reasonable management actions and business processes, such as, actions taken to transfer, demote, discipline, redeploy, retrench or dismiss an employee are not considered to be workplace and cyber bullying, provided these actions are conducted in a reasonable and lawful way.

### Responsibilities of employees

Apprenticeships Queensland requires all employees to behave responsibly by complying with this policy, to not tolerate unacceptable behaviour, to maintain privacy during investigations and to immediately report incidents of workplace and cyber bullying to their immediate supervisor, their Employment Consultant, or the relevant manager.

Managers and supervisors must also ensure that employees are not exposed to workplace and cyber bullying. Management are required to personally demonstrate appropriate behaviour, promote the workplace and cyber bullying policy, treat complaints seriously and ensure where a person lodges or is witness to a complaint, that this person is not victimised.

### Where employees can go for assistance

An employee who is being bullied can contact their immediate supervisor, their Employment Consultant or relevant manager for information and assistance in the management and resolution of a workplace bullying complaint. Information on workplace bullying is also available from Worksafe Queensland in their Dealing with Workplace Bullying – A Worker's Guide <https://www.safeworkaustralia.gov.au/system/files/documents/1702/workers-guide-workplace-bullying.pdf>

### Commitment to promptly investigate complaints

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

### Consequences of breach of policy

Disciplinary action will be taken against a person who bullies an employee or who victimises a person who has made or is a witness to a complaint. Complaints of alleged workplace bullying found to be malicious, frivolous or vexatious may make the complainant liable for disciplinary action.

**We reiterate that you will not be disadvantaged in your employment conditions or opportunities in any way for making a complaint.**

# ACCESS AND EQUITY

Access and equity at Apprenticeships Queensland is about opening up opportunities to everyone, and removing barriers to employment and training. As part of our commitment to fair treatment for staff, Apprenticeships Queensland has developed and implemented this policy on equal opportunity which includes the issues of discrimination, sexual harassment, and gender equality in the workplace.

The policy is divided into two main areas:

- ◆ Anti-discrimination legislation, which prohibits the denial of employment and training and its benefits, based on certain grounds. Sexual harassment is considered a form of discrimination.
- ◆ Gender equality legislation which aims to achieve broadly equal outcomes for both women and men, so that they have an equal chance to contribute both at home and in the workplace.

## DISCRIMINATION

Apprenticeships Queensland believes that all employees should be able to work in an environment free of discrimination, victimisation, sexual harassment and vilification. We consider this behaviour unacceptable and they will not be tolerated under any circumstances. Under the Queensland *Anti-Discrimination Act 1991* (the Act), discrimination, victimisation, sexual harassment and vilification are illegal.

Discrimination is any practice that makes distinction between individuals or groups so as to arbitrarily advantage one and disadvantage the other. Discrimination occurs when somebody is treated less favourably on the grounds of the following attributes:

◆ Sex	◆ Religious belief or religious activity
◆ Relationship status	◆ Political belief or activity
◆ Pregnancy	◆ Trade union activity
◆ Parental status	◆ Lawful sexual activity
◆ Breastfeeding	◆ Gender identity
◆ Age	◆ Sexuality
◆ Race	◆ Family responsibilities
◆ Impairment	◆ Association with someone with an attribute under the Act

- Victimisation because a person has made a complaint, agreed to be a witness or has had a complaint made against them is against the law.
- Sexual harassment is prohibited under both state legislation and the federal *Sex Discrimination Act 1984*.
- Vilification on the basis of a person's race, religion, gender identity or sexuality is also unlawful.

If discrimination occurred, it would be likely to undermine working relationships in our company, and may also cause low morale amongst employees, absenteeism and in cases of severe dissatisfaction, even resignation. As an employer we do not wish to see this happen, as employees have the right to work in an environment free from discrimination. Apprenticeships Queensland has ensured that those people who are responsible for making decisions in relation to any employees are fully aware of the laws of discrimination to ensure that no employee is discriminated against and all are treated fairly. Disciplinary action will be taken against anyone who discriminates against, victimises, sexually harasses or vilifies a co-worker. This may include a warning, transfer, counselling, demotion or dismissal, depending upon the circumstances.

If any employee believes he or she has been discriminated against, Apprenticeships Queensland will take that complaint seriously and investigate it fully and confidentially. We will ensure that the employee, and any witnesses to the discrimination, are not victimised or unfairly treated in any way as a consequence of their complaint. There is no need to make a written complaint.

### What is Discrimination?

In simple terms, discrimination is when someone is treated unfavourably because of an attribute under the Act.

Some examples of discrimination include:

- Making offensive jokes or comments about aspects of another employee such as their racial or ethnic background, sex, sexual preference, age, disability or physical appearance
- Affirming traditional stereotypes eg. married women shouldn't work, women don't make good managers, and receptionists should be female
- Making judgments of people on the basis of their political or religious beliefs, rather than their work performance
- Making assumptions about people based on characteristics such as parental status, sex or age rather than work performance
- Using selection processes based on irrelevant attributes such as age, race or disability rather than on skills and merit

## What is Sexual Harassment?

Sexual harassment is unacceptable behaviour that is against the law and will not be tolerated in any circumstances. No employee of Apprenticeships Queensland should be subjected to intimidation or sexual harassment at work. Sexual harassment distresses employees, may cause us to lose employees and it would certainly damage staff morale and productivity. We wish to protect our employees from this type of behaviour.

Sexual harassment is simply any form of sexual attention that is unwelcome. It includes unwelcome touching or other physical contact, remarks with other sexual connotations, dirty jokes, request for sexual favours, leering or the display of offensive material such as posters, calendars and magazines.

Sexual harassment does not affect mutual attractions between employees or private friendships, which are a different matter. Sexual harassment is not something that is only experienced by women. It is possible that a single incident may amount to sexual harassment, if an action or remark is particularly offensive. In contrast, an unwanted invitation out or compliment may not be sexual harassment if they are not repeated, and if they are polite and respectful.

It is not necessary for the person being harassed to say that they find the behaviour objectionable, as they are often intimidated in that situation and find it difficult to speak up. It is important that all employees know that they are responsible for their own behaviour and to ensure that they are not acting in an offensive manner.

Both employers and employees can be made responsible for sexual harassment occurring in the workplace, so each person should consider their own actions. If it is found that sexual harassment occurs we will take disciplinary action against the employee concerned. We will treat all complaints of sexual harassment seriously, and carry out full and confidential investigations. An employee will not suffer any disadvantage to their employment conditions or opportunities for having made a complaint, and we will ensure that they are not victimised in any way.

## What is Vilification?

Vilification is behaviour that:

- i. happens in a public place;
- ii. incites others to hate, to have serious contempt for or to severely ridicule individuals or groups because of their race, religion, sexuality or gender identity.

Workplaces can be considered public places. This means that any conduct which can possibly be observed by the public or any sort of communication either verbal or in writing to the public can be considered to have happened in a public place.

Some examples of vilification are:

- Placing a poster or sticker on the customer service counter which incites others to hate people because of their race, religion, sexuality or gender identity.
- Hate graffiti written on work toilet walls which incites hatred because of race, religion, sexuality or gender identity.
- Wearing of symbols, badges or clothing in the workplace with slogans that incite hatred.

## What to do if you are discriminated against, sexually harassed or vilified

If you feel you have been discriminated against, sexually harassed or vilified, we encourage you to take action. These behaviours will not be tolerated, and they will not go away unless something is done about it. You have three options available to you:

1. Contact our IR Coordinator or our Safety Officer on (07) 3281 9822 to make your complaint. The investigation will be kept as confidential as possible. You will be kept informed of the results of the investigation and what action will be taken.
2. You have a right to complain to the Anti-Discrimination Commission of Queensland on 1300 130 670 for information about how to make a complaint. You might also want to check the Commission's website on [www.adcg.qld.gov.au](http://www.adcg.qld.gov.au) for more information.
3. Your union may be able to provide you with advice.

**We reiterate that you will not be disadvantaged in your employment conditions or opportunities in any way for making a complaint.**

# **GENDER EQUALITY**

Apprenticeships Queensland is an equal opportunity employer. All employees are treated on their merits, without regard to race, age, gender, relationship or parental status, or any other factor not applicable to the position they hold in our organisation. We value our employees, and endeavour to treat them all equally. Employees are valued according to how well they perform their duties, and on their ability to maintain our standards of service.

## **Gender Equality in the Workplace**

Apprenticeships Queensland is committed to taking positive and practical action to foster workplaces that practice the principles of Gender Equality. The *Workplace Gender Equality Act 2012 (Cth)* requires group training companies and certain other organisations to report to the federal government on a range of gender equality indicators.

The objective of the reporting is to establish long-term data to better understand the gender equality characteristic of their workplaces.

The intention is to establish gender equality benchmarks against which we can monitor our outcomes and practice over time in relation to others in our industry.

# **PRIVACY**

This Policy describes how we manage and protect personal information we hold about clients, customers of clients, contractors and others who use our services. By complying with the requirements of the 13 Australian Privacy Principles (APPs) and the Privacy Act 1988, we are ensuring that personal information we have about persons and organisations is protected and remains confidential.

A copy of our Privacy Policy in its entirety is available on our website.

**SERVICE AGREEMENT & INDUCTION ACKNOWLEDGMENT**

I acknowledge with reference to my induction to employment with Apprenticeships Queensland that:

- I understand and agree to the contents contained in this Service agreement
  - I understand the contents of the "Induction Booklet" especially the section on late timesheets and payment of wages.
  - I have been instructed that a copy of this induction booklet is located on Apprenticeships Queensland website ([www.apprenticeshipsqld.com.au](http://www.apprenticeshipsqld.com.au)) for further reference.
  - The payment of my wages may be delayed in the event of my time sheet not being submitted by 2pm on Monday, or if it is incomplete or incorrect.
  - If I have a problem getting my timesheet in by 2pm I will contact payroll on 3281 9822.
1. I understand the policies relating to Work Health and Safety, Drugs and Alcohol & Anti-Smoking (as applicable to residential building sites)

2. I have received: **(Note – this does not include school-based trainees)**

Carpentry Set	YES	NO	N/A							
Hard Hat	YES	NO	N/A							
Safety Glasses	YES	NO	N/A	Engineering apprentices must use welding mask when welding						
Ear Muffs	YES	NO	N/A							
Cap/Straw Hat	YES	NO	N/A				S	M	L	
2 x AQ shirts	YES	NO	N/A	HV Polo	White Polo	Drill L/S	S	M	L	XL

I understand that if I do not want the company supplied shirts I am responsible for buying my own.

3. I have completed a Safety Induction Course or WH&S units/competencies YES NO
- I have received an industry card (white card) N/A YES NO
- Copy of card taken by Employment Consultant YES NO Card Number \_\_\_\_\_
- Copy of card placed on apprentice/trainee file? YES NO

If necessary, was the appropriate AQ safety video viewed at induction YES NO

Refer SO
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4. I understand the policies relating to Access and Equity.
5. I understand that Apprenticeships Queensland is under no obligation to employ me on completion/termination of my Training Contract.
6. If I am absent from work or college for any reason, I must notify my Host Trainer or college by my start time (School based must also notify their school). I must also notify my employer, **Apprenticeships Queensland** by 8.30am each day of absence.
  - ♦ This is a condition of my Training Contract and repeated failure to do so may result in termination.
7. I understand that if I do not supply my tax file number within 28 days of employment, I will be taxed at a higher rate, which will affect my "take-home" pay.
8. I have been offered the choice of nominating an alternative superannuation fund in accordance with the requirements of the Australian Taxation Office. **(Note – may not apply to school based)** Was form completed at induction? YES NO
9. I have been given a copy of the Fair Work Information Statement as required by the Fair Work Act 2009. A complete copy of the National Employment Standards can be accessed at [www.fairwork.gov.au](http://www.fairwork.gov.au). Copies are available to view at Apprenticeships Queensland.
10. I have been given the opportunity to ask any questions relating to my employment at induction and I understand that if I have any queries during the period of my Training Contract that I must contact my Employment Consultant or the AQ office where my query will be redirected.
11. I have signed and received a copy of my Contract of Employment.

Employee: \_\_\_\_\_ Date: \_\_\_\_\_

Employment Consultant: \_\_\_\_\_