



TABMA Workforce & Career Development Pty Ltd

EMPLOYEE HANDBOOK
FOR
AUSTRALIAN APPRENTICES & TRAINEES
NSW Edition



APPRENTICE / TRAINEE HANDBOOK

Trainee/Apprentice Name: _____

Address: _____

Host Employer: _____

Address: _____

Telephone No: _____

Facsimile No: _____

Supervisor or Line Manager: _____

Off-The-Job Training Provider: _____

Address: _____

Telephone No: _____

RTO Consultant: _____

TABMA Field Officer: _____

TABMA Field Officer Number: _____

TABMA Telephone No: 1800 822 621

CONTENTS

Table of Contents

Introduction	4
1) About Group Training	5
2) What are apprenticeships and traineeships	5
3) Roles and Responsibilities.....	6
TABMA	6
Host Employer	6
4) Apprentice / Trainee Assigned Supervisor.....	9
5) Apprentice and Trainee Responsibilities	10
6) Monitoring	15
7) Rotations	15
8) Stand-downs and Suspensions	15
9) Cancellations	16
10) Completions	16
11) Conditions of Employment	17
Wages.....	17
Hours of work.....	17
Overtime	18
Timesheets	18
Leave	18
Absence from work & sick leave	19
Special Leave, Bereavements, Emergencies	19
Superannuation.....	19
Workers Compensation	19
12) TABMA EEO Policy	20
EEO Policy.....	20
Open Door Policy	20
13) Grievances	21
14) Training Conditions.....	21
15) Disciplinary Procedures	22
16) What is expected of the apprentice / trainee	23
17) Harassment.....	24
18) Additional Assistance & Support	24
19) Training Services NSW	25
19) TABMA Officer, Field Officers & Staff.....	26
20) Plan your future	27
21) Apprentice or trainee declaration	29

1. Introduction

TABMA Workforce & Career Development Pty Ltd was established in 1987 by the Timber and Building Materials Association of NSW, the predecessor of the Timber and Building Materials of Australia (TABMA (Aust)). In 1987 it was registered as a separate Not-For-Profit Company.

The company receives funding from the Australian Government and NSW, QLD and South Australian State Governments as a registered, not-for-profit, Group Training Organisation various funding programs. TABMA Workforce & Career Development Pty Ltd is known as TABMA Apprenticeships & Traineeships or just TABMA across Australia and meets the National Standards for Group Training Operations as well as being a member of both the State and National Associations for Group Training Organisations.

TABMA Apprentices & Trainees plays an important role in providing employment and training opportunities, especially for small and specialised businesses within the Timber industry. This is supplemented by the employment of apprentices and trainees within associated industries including construction, manufacturing, furnishings and maintenance industries.

TABMA Apprentices & Trainees (also called just "TABMA") employs apprentices and trainees and places them with host employers. TABMA is registered as the common law employer of its apprentices and trainees, with the same responsibilities and obligations under existing legislation and industrial agreements and awards as other employers. TABMA signs National Training Contract issued by the individual states' Department of Education and Training and is responsible for meeting the employer obligations for wages and conditions and ensuring that the apprentice or trainee received continuous employment and the full range of "on and off" the job training.

Our offices are located at:

NSW

Suite 1.01, Level 1, 154 Pacific Highway, St Leonards NSW 2065
P O Box 518, St Leonards NSW 1590

QLD

Building G2, Unit L1 08/385 Sherwood Road, Rocklea QLD 4106
P O Box 185, Brisbane Markets QLD 4106

SA

93 Morphet Road, Camden Park SA 5032
P O Box 99, Marlestone BC SA 5033

You can contact us:

Phone: 1800 822 621
Email: gto@tabma.com.au

Or via your allocated Field Officer – see this document's first page for their details.

When TABMA signs a Host Employer agreement with Host Employer, it forms a partnership agreement, to ensure a rewarding and effective training experience for apprentices and trainees. This experience and training must be conducted in a workplace that is safe.

Scope of the Manual

The manual provides support and addresses policy issues for host employers and for apprentices/trainees, in order that a beneficial outcome is achieved for all parties. The success of training relies on co-operation, input, agreement and enhancement of the training process.

1. ABOUT GROUP TRAINING

TABMA Workforce and Career Development Pty Ltd, trading as TABMA Apprentices & Trainees, is a nationally registered Group Training Organisation (GTO). In addition, TABMA Workforce and Career Development Pty Ltd is a not-for-profit entity. TABMA Workforce and Career Development Pty Ltd is registered through the various State Training Authorities and currently receives funding from State Governments in New South Wales, Queensland and South Australia.

Group Training Organisations play a vital role within the employment and training of apprentices and trainees. The Group Training Network of companies is the largest employer in Australia. Group Training Organisations place their employees with Host Employers for the delivery of On-the-Job Training, skills development and experience.

This manual and the accompanying TABMA Safety Handbook are a reference tool for trainees and apprentices engaged by TABMA Apprentices & Trainees to complete a nationally accredited traineeship or apprenticeship. This manual addresses the requirements and obligations of trainees, apprentices, Host Employers and TABMA in relation to

- Apprentice and Trainee requirements
- Apprentice & Trainee Conduct Standards

2. WHAT ARE APPRENTICESHIPS & TRAINEESHIPS

Traineeships and apprenticeships are classified under the single group name *Australian Apprenticeships*. *Australian Apprenticeships* offer employment opportunities to people wishing to pursue a career within their chosen industry. A traineeship is nominally 12 to 24 months and an apprenticeship is nominally 4 years duration and is designed to develop the skills necessary to get a job and start a career.

Highly experienced educational establishments specialising in the relevant areas deliver the training. These are either TAFE or another *Registered Training Organisation (RTO)* specialising in the vocational area. On completion, of an *Australian Apprenticeship*, the State Training Authority will issue one of two outcomes a Certificate of Proficiency (Qualification) or a Craft Certificate (meaning that you require to undergo further training before a Certificate of Proficiency can be awarded and unfortunately the Australian Apprenticeship has concluded). TABMA Apprentices & Trainees will endeavour to work with all Australian Apprentices to

ensure they receive a Certificate of Proficiency. In some instances, it may be necessary to increase the length or extend the Australian Apprenticeship to ensure the Australian Apprentice is awarded a Certificate of Proficiency (Qualification).

3. Roles and Responsibilities

TABMA

As the employer, the TABMA must ensure the health and safety of employees at work. This includes all employees of TABMA as well as apprentices and trainees.

TABMA will do this by:

- Providing for emergencies and first aid including making arrangements for safe and rapid evacuation, emergency communications and the appropriate medical treatment of injured persons.
- Making arrangements for ensuring the safe use, handling, storage and transport of plant and substances.
- Providing and maintaining systems of work and working environments that are safe and without risks to health.
- Providing the information, instruction, training and supervision necessary to ensure health and safety of employees
- Providing adequate facilities for the welfare of employees.

TABMA will ensure:

- Hazard identification and risk assessment have been completed either by TABMA or the Host Employer
- Risks are eliminated, or if that is not practicable, control measures are applied and safe work practices are put in place before starting work. A review of the hazard identification and risk assessment occurs as an ongoing basis.
- Supervision is adequate and competent to ensure health and safety
- The health and safety of people visiting or working at their places of work who are not their employees, by not exposing them to risk.

Host Employer

All apprentices and trainees in the workplace work under the direct care and supervision of the host employer. For this reason, the host employer has a duty of care to the apprentice or trainee under the relevant occupational health and safety legislation, codes of practice and Australian Standards.

When apprentices and trainees are engaged to do work for host employers, then the host employers are for all intents and purposes responsible for the occupational health and safety of the apprentice and trainee and their work environment.

This includes ensuring:

- (a) A safe workplace

- (b) Hazard identification and risk control
- (c) Adequate supervision and training; and
- (d) An introduction to the site, equipment and system of work.

To ensure a safe workplace, the Host Employer must be satisfied that:

- All the installation and equipment are safe, regularly inspected and maintained.
- Plant is not used in conditions likely to give rise to an electrical hazard.
- Appropriate work systems prevent inadvertent energising of the plant.
- If excavating, all available information on the position of underground cables is obtained and provided to workers.
- Working close to overhead powerlines is done in accordance with a written risk assessment and a safe system of work.
- Any extension leads, cables or fittings are not located where they are likely to be damaged. They are protected against damage, and they are not laid across the passageways or access ways until suitably protected.
- Adequate signs to warn of the hazards and to restrict access are provided where there is a risk of exposure.

The host employer has a responsibility to notify TABMA of:

- (a) Any injuries to the apprentice or trainee or work related illness
- (b) Any injuries to other persons involving the apprentice or trainee
- (c) Any change in the workplace or tasks to be performed by the apprentice or trainee.
- (d) Hazard identification and risk control.
- (e) Adequate supervision and training.

Before any apprentice or trainee commences work, the host employer will ensure that the apprentice or trainee is correctly attired including:

- Clothing.
- Footwear.
- eyewear and hearing protection.
- any other protective safety equipment; and
- that they are wearing the correct protective safety equipment for the intended task.

The host employer will ensure that apprentices and trainees do not work with asbestos or other harmful substances at any time or for any reason.

In determining the necessary levels of supervision, the host employer should consider:

- The complexity of the job/environment in which the work is being done.
- The hazards at each work site
- The worker's level of competence and experience.

As of 1st September 2003, there are three levels of supervision that are acceptable to TABMA.

Level 1 Direct Supervision:

Mandatory

- ***New Commencements (Less than 3 Months Training) must be deployed in this supervision arrangement.***

The Tradesman and the apprentice are working jointly on the job and work together to form a team.

Level 2 Adjacent Supervision:

Mandatory

- ***New Commencements (Less than 3 Months Training) must not be deployed in this supervision arrangement.***

The Tradesman is working on two or more projects at the one time within 10 metres of each other. The Tradesman has commenced work on the project the apprentice is working on and given the apprentice instructions. The tradesman is within 10 metres of the apprentice and is regularly checking the progress of the apprentice.

Level 3 Managed Supervision:

Mandatory

- ***New Commencements (Less than 3 Months Training) must not be deployed in this supervision arrangement.***
- ***1st Year Apprentices must not be deployed in this supervision arrangement.***

The Trainee or apprentice is given scope to complete a task or a unit of competency on their own. They direct the work and report back regularly to the supervisor. The supervisor conducts regular checks and is always with an acceptable distance that the apprentice or trainee can call for assistance if required.

Level 4 Unacceptable Supervision:

Mandatory

- ***New Commencements (Less than 3 Months Training) must not be deployed in this supervision arrangement.***
- ***1st Year Apprentices must not be deployed in this supervision arrangement.***
- ***2nd Year Apprentices must not be deployed in this supervision arrangement.***
- ***3rd Year Apprentices must not be deployed in this supervision arrangement.***
- ***4th Year Apprentices must not be deployed in this supervision arrangement.***

- The apprentice has been given a work van or utility and is expected to conduct duties and the Host Employer will check on the work at a later time.
- There is not a qualified tradesman or senior on the site supervising the TABMA apprentice or trainee
- An apprentice or trainee is being supervised by another apprentice or labourer.

(d) An introduction to the site, equipment and system of work

Together with TABMA and the training provider, the host employer will ensure that the apprentice or trainee is appropriately trained in occupational health and safety before undertaking any task and that risk management and risk control procedures are followed.

4. APPRENTICE / TRAINEE ASSIGNED SUPERVISOR

A trainee/apprentice in each host employer's establishment is usually assigned a specific supervisor. This person has defined responsibilities.

Supervisors

Supervisors are responsible on a day-to-day basis for the management of risk and the protection of employees, including the apprentice and trainee. This includes ensuring occupational health and safety procedures, processes and decisions are carried out and ensuring that procedures are understood and followed.

Supervisors of employees, apprentices and trainees on or near hazards, should ensure that the control measures are fully implemented and followed at all times.

If you are supervising, it is your responsibility to ensure that the situation is safe for everyone. The level and extent of supervision required varied according to the safety aspects of each task and the skills of the worker.

The supervisors/ managers/ owners are responsible for:

- Your induction into the workplace.
- Ensuring adherence to the Training Plan, including attendance at the off-the-job training at TAFE or an RTO
- Coordinating your on-the-job performance assessments that are outlined in the Training Record Book
- Overseeing your welfare and conduct
- Liaison with the TABMA Field Officer on your performance and ensuring that you are keeping up with TAFE
- Discussing off-the-job training with you and TABMA regularly
- Monitoring the use of safety equipment supplied in designated area of work.

Other staff members may be called upon to conduct training in certain work areas, but the overall responsibility will remain with your supervisor. On-the-job supervisors are responsible for ensuring you complete the on-the-job training outlined in the traineeship/apprenticeship program.

You need to pass specified performance objectives in order to obtain a Traineeship/Apprenticeship Certificate. These performance objectives are generally determined by the industry working/reference group and are outlined in the units of competency of both the qualification and traineeship/apprenticeship program.

Training in each area need not be continuous, but can be spread over the twelve months to suit the organisation's work flow.

It is preferable to have off-the-job training reinforced by complementary on-the-job training when you return from the release days.

- By observation, a staff member explains a task to you and practically demonstrates how to do it correctly.
- By practical involvement, where you carry out the tasks with a staff member observing.
- You need to be made aware of the standard of work expected. You should also be given regular feedback on your progress. If none of these happen, talk about it with your TABMA Field Officer and he will intercede with your host employer.

There may be times when you can participate in additional on-the-job development activities that are not described in the Training Record Book. For example, this may include existing, or specifically designed in-house and external staff development programs. These extra activities should be recorded in the comment section of the appropriate module of the Record Book.

The appropriate supervisor should endorse additional training. Guidance must always be available from an appropriate supervisor for any additional training.

5. Apprentice and Trainees responsibilities

Employees, apprentices and trainees have Occupational Health and Safety responsibilities too.

In order to ensure the health and safety of all persons in the workplace, apprentices and trainees:

- Must not interfere with or misuse things provided for the health and safety of persons at work.
- Must not obstruct attempts to give aid or attempts to prevent a serious risk to the health and safety of a person at work.
- Must not refuse a reasonable request to assist in giving aid or preventing a risk to health and safety.
- Must not disrupt a workplace by creating health and safety fears.
- Must take adequate precautions to ensure the safety of themselves and others at the workplace.

Apprentices and trainees are also required to:

- Follow procedures.
- Wear the Personal Protective Equipment that is provided.

- Report any safety problems.
- Report incidents and injuries.
- Take reasonable care of the health and safety of themselves and others.
- Co-operate with employers in their efforts to comply with occupational health and safety requirements. This includes correct use and maintenance of the required Personal Protective Equipment (PPE) and any special tools, instruments and equipment provided for the work.

In order to ensure the health and safety of all persons in the workplace you:

- Must not interfere or misuse things provided for the health and safety of persons at work.
- Must not obstruct attempts to give aid or attempts to prevent a serious risk to the health and safety of a person at work
- Must not refuse a reasonable request to assist in giving aid or preventing a risk to health and safety
- Must not disrupt a workplace by creating health and safety fears.

If you behave in a way that is likely to cause injury to others, or to damage property, this may lead to instant dismissal. This may include:

- Being under the influence of alcohol or drugs
- Bringing alcohol, illegal narcotics, gambling devices or weapons or any kind in or about the workplace, or on and off the job training sites
- Fighting, menacing, threatening, skylarking or otherwise behaving badly
- Stealing or unlawfully removing any property owned by another party
- Playing practical jokes with such items as fire, electricity, fire extinguishers, compressed air and water hoses
- Failing to wear the appropriate Personal Protective Equipment

Prevention

The first aim of all Workplace Health and Safety is to **prevent** an accident or injury. You must assist in the risk management of health and safety in the workplace.

As with all other employees you may also be required to assist in the risk management processes outlined in this manual, or at your host employers' workplace.

This may include risk identification, risk assessment and the implementation of risk control measures. These are processes essential for the health and safety, and sometimes even the survival of all workers, including you. They may include a Job Safety Analysis which will identify and control risk in the workplace and identify the control measures taken to minimise risk.

Throughout the Risk Management Process and the Job Safety Analysis are many safe working practices. Please make sure you understand and comply with them, in particular the policy governing risk control.

There are some simple practices that should keep you safe in the workplace:

- You must be supervised at all times by your host employer on a one to one basis
- If required, you should always complete the Tool Box Checklist together with your employer before commencing work
- Work should be planned in advance and a Risk Assessment or Job Safety Analysis undertaken
- If about to lift, pull, push or carry any sort of load think about how to do it safely and assess the best method to do so
- Correct slip free boots should be worn at all times
- Plant and equipment should be inspected regularly to make sure it is maintained
- Ensure insulation of tools and insulated covers is effectively maintained in good order and suitable for each work situation
- Wear the protective clothing supplied by TABMA
- Work in an orderly manner and keep the work area clean and tidy
- Always warn others of known hazards. If possible rectify the problem immediately. If this is not possible, ask the supervisor to correct the situation
- Comply with the various directions on any safety signs
- Never work near to on any exposed conductors where there is a reasonable possibility that your body, or any movable object you might be carrying during the course of the work, may come closer to the exposed conductors than 500mm for up to 650 volts.

Please read the controls for each job activity in the Job Safety Analysis. If you comply with them and the Risk Control Measures required by TABMA, you will be implementing good Workplace Health and Safety practices.

Care of Plant and Equipment

Machinery – General

All dangerous parts of machinery, including gears, belts, pulleys, sprockets, counter weights, chains, shafts and all nip points must be securely guarded. All guards and safety must be secured and in working order prior to the operating of any machinery. Find out how to safely handle any plant before operating it, and seek proper approval if required, including permits and certificates of competency. If not please report this to your supervisor and to your TABMA Field Officer.

Power Tools

Power Tools represent a major source of serious injuries, often through incorrect work methods, ineffectual guarding and being faulty. State and Territory Laws require inspection and tests at regular intervals by licensed electricians. If you are using tools that are untested please report this to your supervisor and to your TABMA Field Officer.

Extension Leads

On construction sites: Extension leads are required to be connected to the nearest electrical power point, not over extended, and not be over a specific length, generally 30 metres. They must be kept clear of the floor or the ground and kept dry at all times. Leads should be supported at a height of 2.4 metres to allow clear access of equipment beneath them, using insulating hooks or stands. They should not be wrapped around scaffolds or steel structures. Extension leads must be inspected and tagged at regular intervals. Do not use leads untagged or out of date.

Three-pin Plugs and Sockets on flexible extension leads and portable power tools must be either non re-wirable (moulded) or a transparent type and should be shrouded. Fixed wire cable should never be used as extension cords.

Reporting an accident or injury

Where an injury occurs at work, you must report it to your supervisor immediately and go to seek first aid treatment. The injury and treatment will be recorded, usually by the first aider, in the industry register. You will be required to notify your employer who will be required to notify your employer who will keep a record of the injury. As soon as possible notify your TABMA Field Officer.

All injuries must be recorded, the causes investigated, outcomes documented and corrective action taken. You may be required to assist with the incident investigation.

It is just as important to report near hit and near miss incidents. These are incidents that this time may not have injured people or may have caused damage to equipment, materials etc but would have the potential to do so if it ever happened again.

Reporting a hazard

Similarly it is important to report any hazard with the potential to cause injury, illness, damage or harm to persons and property. Action can then be taken to prevent the hazard from affecting any person or property from damage or injury. Following notification of a hazard, an incident or dangerous occurrence, it is the employer's responsibility to ensure corrective actions is taken to ensure the incident does not occur or recur and potentially injure someone.

All hazards and incidents should be documented on the appropriate forms/s to ensure a clear understanding and follow up of the incident.

Workers Compensation

To submit a claim for workers' compensation under provisional liability you must:

- Report the Injury to your TABMA Field Officer as soon as possible
- Submit a Workers Compensation or work related medical Certificate

You may then be asked to

- Obtain the correct workers' compensation claim for and submit it to TABMA

- Attach the Workers' Compensation Medical Certificate
- Submit any invoices received for treatment
- Include the return to work from the doctor
- Liaise with your TABMA Field Officer over the progress of the injury and the paper work required
- Complete an Incident Report form.

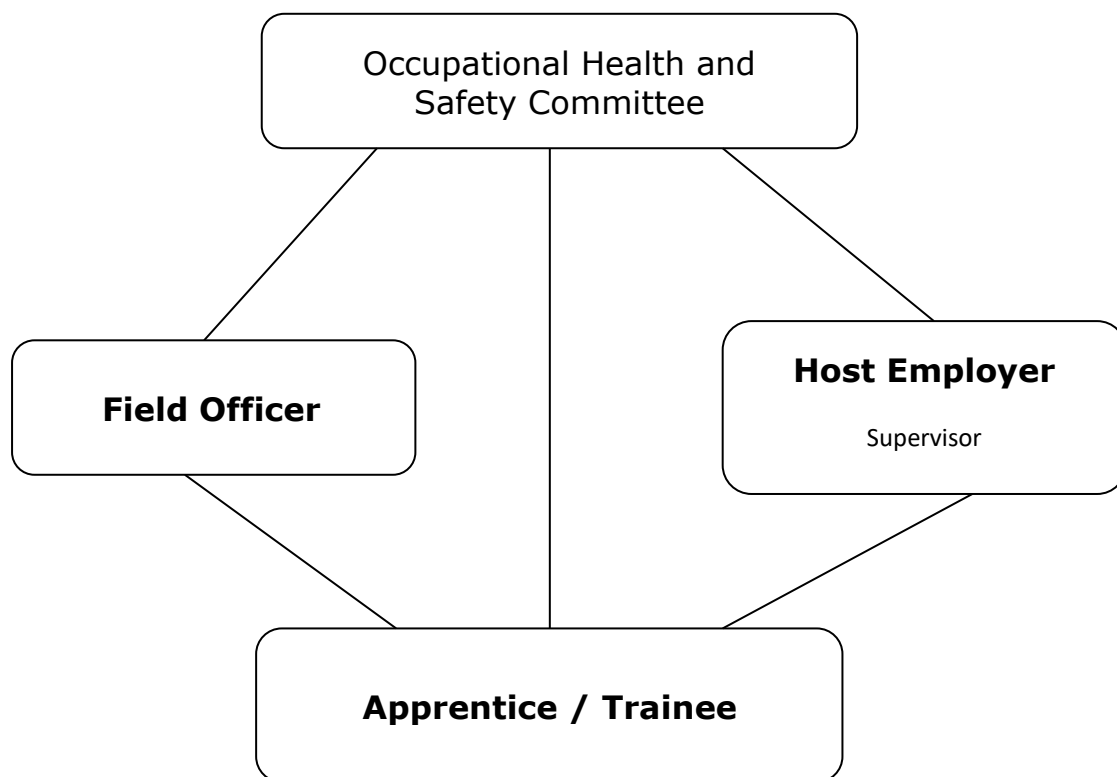
Actively contribute to the WHS consultation process

A TABMA apprentice or trainee shall be consulted on workplace health and safety through one or more of the following work groups:

Work Group One: Consists of employees and management of TABMA

Work Group Two: Consists of apprentices and trainees at their site of training: that is in the classroom. Consultation occurs from the Trainer.

Work Groups Three, Four, Five etc: Consists of the workgroup established by the host employer at the apprentice / trainees place of work. Consultation would occur through the identified OHS representative HSR at that work site, the employer or directly to a member of the OHS Committee.



Input

The apprentice or trainee can provide input and seek assistance in a number of ways:

- Through telephoning their TABMA Field Officer who is represented on the OHS committee
- Through the OHS Officer
- They can write a letter to the Occupational Health and Safety Committee
- They can report directly to the officers of TABMA
- They can report to their on the job supervisor, Host Employer OHS Representative or Host Employer OHS Committee

6. MONITORING

It is the responsibility of the TABMA Field Officer to monitor you throughout your employment. This will be conducted quarterly at a minimum and the structure of the monitoring will be organised between yourself, your host and the Field Officer.

7. ROTATIONS

Rotations are unique to group training schemes and were introduced to facilitate group training apprentices receiving a vast range and variety of training throughout their apprenticeship. A rotation is where you are changed from one host employer to another, due to a desire to obtain a broader range of skills or the host employer being unable to maintain your employment.

Australian Apprentices who are rotated have exposure to a variety of working environments ensuring they receive all the prescribed on-the-job training. Experiencing a range of work situations also has additional gains in their personal development.

Many small companies find group training a great way to be involved in training young people, given uncertain work patterns that prevent their commitment for the longer haul. If work suddenly decreases, you can be returned to TABMA and placed with another host employer. This may or may not be permanent.

8. STAND DOWNS / SUSPENSIONS

Due to the cyclical nature of apprenticeships, it may take some time for TABMA to find you another host employer. If that is the case, the following will occur:

In the first instances all Apprentices and Trainees will be required to expend all annual leave entitlements prior to be placed on Suspension.

You can be stood down or suspended for reasons such as lack of available host employer, personal issues preventing ability to work or if you require extended leave. The maximum period per suspension is three months at a time.

A suspension form must be completed and sent to relevant state training authority. The period of suspension will be in increments of three-month periods with a maximum of six months. All 'stand downs' must be approved by the GTO General Manager. In some circumstances, unpaid leave may be the best solution until another host is found.

9. CANCELLATIONS

Cancellation of your Australian Apprenticeship may be based on:

- Mutual Agreement – All parties agree
- State Training Authority determined

In both cases this takes place after all avenues are explored.

10. COMPLETIONS

When you have successfully completed both your on-the-job and off-the-job training, you will be awarded with a nationally recognised qualification and a trade certificate for apprentices or a nationally recognised qualification for trainees.

When you complete an Australian Apprenticeship with TABMA one of a number of circumstances could occur. They include:

- You complete your current level qualification and decide that you would like to articulate into a higher level qualification. TABMA will release you and provide you with a Certificate of Completion and if required, a separation certificate and reference. In this circumstance TABMA will complete you and make a completion payment of any unused leave entitlements. If you make a decision to articulate into a higher level qualification you will need to speak with your Field Officer about how this would occur. However, TABMA and your current Host (or potentially a new Host) may make you an offer to articulate into a higher level qualification. You will enter another traineeship or apprenticeship and sign new employment and Australian Apprenticeship agreements to establish a new and separate Traineeship or Apprenticeship.
- You complete your current level qualification and decide that you would like to articulate into a higher level qualification with another employer. TABMA will release you and provide you with a Certificate of Completion and if required, a separation certificate and reference. You will then be able to complete the new Apprenticeship or Traineeship.
- You complete your current level qualification and decide that you would not like to articulate into a higher level qualification at this time. TABMA will release you and provide you with a Certificate of Completion, and if required a separation certificate and reference. You will then be able to commence work with a new employer.

In some circumstances the Host Employer you were engaged with to complete your training with may offer you a position with them directly. This is a matter between yourself and the potential employer. However, if you would like the assistance of the Field Officer to determine if this is a possibility then you should discuss this with your Field Officer at least three months prior to your completion.

The retention rate of apprentices & trainees with their current host employers offering full-time employment is quite significant. You should always aim to be performing at your best on-the-job and off-the-job to be seen in the best light.

On successful completion of both the on and off-the-job training you will receive a nationally accredited certificate. This certificate can be used to enter a variety of other courses to advance your skills and knowledge.

11. CONDITIONS OF EMPLOYMENT

WAGES

The rate of pay is calculated according to the Modern Award under which you are employed. Traineeships and Apprenticeships are covered under a series of simplified trade Modern Awards. A TABMA Field Officer will be able to answer any questions you may have on how your pay is calculated.

Apprentices & trainees are paid on a weekly basis, one week in arrears i.e. you are paid for the previous week worked. The pay is directly deposited into a bank or building society of your choice. The pay will be available by Thursday afternoon each week.

Pay advances: it is TABMA Apprentices & Trainees' policy that we do not pay advances on wages.

All conditions of employment, payment of allowances and other entitlements will be as per the award you are employed under. Copies of the Modern Awards may be found at: www.fairwork.gov.au/Pages/default.aspx

HOURS OF WORK

Full time Apprentices and Trainees

As per the *National Employment Standards*, You are required to work a minimum of 38 hours per week (this is including the off-the-job training). Any work beyond this is considered overtime. You should be prepared to complete a reasonable amount of overtime if required.

Part time apprentices, Trainees and School-based

Hours of work will be negotiated prior to the commencement of your Australian Apprenticeship. This will impact upon both the length of your Australian Apprenticeship and the award entitlements you receive. All entitlements will be pro-rata of the 38 schedule.

It is important that you maintain a record of punctual attendance. If for some reason you are likely to run late you must inform your Host Prior to your normal start time.

If you cannot attend work due to sick leave or carers leave, you must contact your Host and let your supervisor know **prior to the normal commencement time**. In addition, you must inform your TABMA Field Officer prior to the commencement of the working day. A doctor's certificate is required when taking one or more days off, you can upload the certificate with your timesheet no later than 11.00am Monday of the week after leave is taken.

OVERTIME

There may be occasions when it is necessary for you to work overtime. If authorised to work overtime, you will be paid overtime rates or granted time in lieu, in accordance with provisions of the Modern Award under which you are employed.

Some positions may require regular or rostered overtime to be worked. It is important to remember that no overtime will be paid unless the overtime has the prior approval of the Host Trainer and workplace supervisor.

TIME SHEETS

Completing timesheets is the responsibility of you as the employee, not your supervisor.

You are required to complete your timesheet accurately according to the hours you worked. Falsification of a timesheet or roster is classed as **gross misconduct**. You must complete your online timesheet and submit by no later than 10 am Monday. An email will then be sent to your supervisor notifying them that your timesheet is ready for approval. If the Monday happens to be a public holiday, then the timesheet must be submitted by no later than 9 am Tuesday.

Your supervisor will reject incorrect timesheets and you will receive an email prompting you to re-submit. If you need to make changes on your timesheet after submission, you will need to contact your supervisor so they can reject it, or if already approved by your supervisor you will need to contact the payroll team hr@tabma.com.au.

LEAVE

The Modern Award under which you are classified determines annual leave provisions. In general, the entitlement is 4 weeks paid leave after 12 months continuous service and payment includes any leave loading currently prescribed by the Award. Holidays are accrued on a pro-rata basis. Leave loading is paid on completion of the 12-month traineeship and after the first year of the apprenticeship.

All annual leave requests must be discussed with the host employer and your TABMA Field Officer (at least 4 weeks' notice is desirable). You will be required to enter the annual leave into your timesheets.

ABSENCE FROM WORK & SICK LEAVE

If you are unable to come to work for any reason, you must inform your supervisor prior to the normal commencement time on the first day of absence. In notifying the company you should indicate the reason for the absence and its likely duration. If you are away for longer than anticipated, then you must contact your supervisor again and let them know when you will be returning to work. You also have a responsibility to contact your Field Officer or TABMA's Head Office prior to the normal commencement time.

The Modern Award under which you are classified determines personal/carers leave provisions. In general, the entitlements are 10 days paid sick pay per year, which is an accrued on a pro-rata basis.

Sick leave and Carers Leave is payable only when:

- 1) Workers are unable to attend work because of personal ill health or injury.
- 2) Workers inform TABMA Workforce & Career Development, the Host Trainer and if necessary, the RTO prior to the normal commencement time.
- 3) You have uploaded a Doctors' Medical Certificate.

If you are absent from work due to illness, you must obtain a medical certificate from a qualified GP and show the medical certificate to the host employer, and then upload a copy to with your next time sheet.

SPECIAL LEAVE, BEREAVEMENTS, EMERGENCIES

Special consideration for leave due to unforeseen circumstances of an urgent domestic nature will be considered. If you require such leave at anytime during your traineeship/apprenticeship, you should first approach the immediate supervisor and then your TABMA Field Officer.

SUPERANNUATION

TABMA Workforce & Career Development pays the appropriate superannuation percentage of your wages into the applicable Superannuation Fund. This is currently 9.5% (increasing to 10% from 1 July 2021). You are entitled to roll any previous superannuation into this fund if desired. First Super is the default superannuation fund. Where you do not nominate a superannuation of choice, it is paid to First Super.

WORKERS COMPENSATION

As an employee of TABMA Workforce & Career Development, you are covered by Workers Compensation Insurance whilst you are at work, and generally to and from work, provided any injuries sustained occurred during these times and also provided that you do not render yourself personally liable to such things as:

- *Being under the influence of drugs and/or alcohol which affects job performance*
- *Being grossly negligent.*

In the event of an accident, no matter how minor, you shall report it immediately to your supervisor and secondly to a TABMA Workforce & Career Development member of staff in detail and complete an injury report.

If you are lodging a claim for Workers Compensation, you should complete a Workers Compensation claim form as soon as possible after the injury and send it with the first medical certificate to TABMA Workforce & Career Development. *The appropriate Workers Compensation forms are available through TABMA Apprentices & Trainees administration office and must be submitted within seven (7) days, otherwise the claim maybe refused.*

POINTS TO REMEMBER

- For any injury that requires medical attention you may be required to provide a thorough, detailed explanation of the accident on the appropriate form available from TABMA Apprentices & Trainees.
- If medical attention is required you should consult a doctor.
- WorkCover certificates MUST cover absence from work on compensation.
- Before returning to work you are required to provide a medical clearance certificate indicating fit for pre injury duties, or alternately, light duties and have a rehabilitation plan in place.

12. TABMA EEO POLICY

It is TABMA Apprentices & Trainees company policy to recruit for the job irrespective of race, gender, physical impairment or marital status, etc and to encourage all such groups to apply for employment. As such, TABMA Apprentices & Trainees is an equal opportunity employer.

EQUAL OPPORTUNITY POLICY

TABMA Apprentices & Trainees has a policy of equal employment opportunity and considers it the right of every individual to carry out his/her job in an environment that promotes job satisfaction, maximises performance and provides economic security.

As such the environment is ensured to being free from all forms of harassment and victimisation. It is the responsibility of all staff to ensure that proper standards of conduct are met in the workplace and training.

Behaviour towards another employee that can be construed as intimidating, offensive or embarrassing will not be condoned and if necessary, disciplinary action will be taken.

OPEN DOOR POLICY

TABMA Apprentices & Trainees has an open door policy that enables every individual employee to discuss problems or suggestions that you may have.

You should contact a TABMA Field Officer if you encounter any problems or difficulties affecting your traineeship/apprenticeship.

13. GRIEVANCES, COMPLAINTS AND APPEALS

Problems arise from time to time and grievances develop in all organisations, which may affect you conducting the normal duties on-the-job, or at training effectively. If allowed to remain unresolved, these grievances can cause unnecessary friction and misunderstanding, and have a way of becoming magnified and blown totally out of proportion.

If you believe you have a grievance, then it must be brought to the attention of the supervisor and your TABMA Field Officer without delay, giving him/her the opportunity to address the problem. If the problem has still not been resolved, you may choose to talk directly to the General Manager (contact details are on the last page).

If you are unsure at any stage or do not feel comfortable discussing the issue with the supervisor, then you must not hesitate to contact your TABMA Field Officer immediately.

If you have a serious complaint or wish to appeal a decision that has been made that affects you then you can lodge a complaint. We ensure that any complaint or appeal is handled fairly, confidentially and quickly.

Where necessary we will involve the relevant State Training Services in the resolution of some complaints or, if you are dissatisfied with our handling of your complaint, you may take it to State Training for assistance.

Our Complaints and Appeals Procedure is available on our web site or ask your TABMA Field Officer for a copy.

14. TRAINING CONDITIONS

You must attend an approved training course or training program prescribed in the Traineeship/Apprenticeship agreement (at the RTO/TAFE). You should accept all instruction and training under that calling/trade given to you by your teacher on behalf of the employer and Host Employer, whether it be on-the-job, off-the-job or a block situation. You should make all reasonable efforts to complete the required course of studies and the required course of on-the-job training for that calling/trade.

Your TAFE or RTO fees will be paid upon production of a Tax Invoice at the commencement of the training year. TABMA pays for the training course administration fee only and you must pay for ancillaries, like student group representation and materials fees.

If you should fail or be deemed *Not Yet Competent* in any of your units, you will be deemed to not be proceeding at the required rate and TABMA will require you to attend repeat classes at your cost and require you to sign an extension to your apprenticeship or traineeship.

15. DISCIPLINARY PROCEDURES

As with most successful organisations, certain codes of conduct are expected. TABMA Apprentices & Trainees primary concern is to ensure the fair and equal treatment of all employees at all times.

Law entitles TABMA Apprentices & Trainees to treat gross misconduct more seriously than breaches of routine procedure or minor disciplinary offences. The normal sequence of events in gross misconduct allegations will result in you being instantly stood down, followed by an investigation.

GROSS MISCONDUCT

TABMA Apprentices & Trainees reserves the right to treat any behavior or dereliction by the employee that is fundamentally contrary to the purpose of his/her employment as **gross misconduct**.

Examples of Gross Misconduct

- *possession or use of narcotics on or off-the-job (this also applies to country based block release trainees staying at TABMA Apprentices & Trainees' pre-arranged accommodation)*
- *being under the influence of alcohol at work or training*
- *theft*
- *frauds, i.e. time sheet offences.*
- *willful misconduct*
- *vandalism*
- *destruction of property and plant*
- *deliberate breach of safety regulations*
- *gross insubordination*
- *deliberate disclosure of confidential information*
- *verbal or physically aggressive behavior towards other employees, host employers and/or customers.*
- *a deliberate refusal of duty other than for OHS reasons*
- *endangering the welfare and safety of fellow employees and customers.*
- *absence without leave approved (three days absence constitutes abandonment of employment)*

Examples of Misconduct:

- *poor time keeping*
- *giving false information*
- *bad personal hygiene*
- *not following policies such as no smoking policies*

Warning Procedures

In cases such as misconduct, a warning procedure will take place. Firstly your Field Officer will advise you of your mistake and endeavour to help you recognize why it is inappropriate

and then put strategies in place to improve.

This may be taken as an informal warning and TABMA Apprentices & Trainees will be informed. If the misconduct persists, the manager/supervisor will advise TABMA Apprentices & Trainees. The formal disciplinary procedure is as follows:

First Official Warning/Verbal Warning

The first official warning will be given orally by your supervisor, usually in the presence of the manager. A note of this incident will be made and retained in your file. A copy will be given to you and your supervisor. The TABMA Field Officer may be present.

Second Official Warning/First Written Warning

If no improvement is forthcoming, you will be asked to attend a disciplinary meeting with your supervisor and/or the manager during which time you may have a colleague present. Normally a TABMA Field Officer will be present. The offence and the circumstances surrounding it will be discussed with you and should the complaint be justified, you will be issued with a written warning. This will contain:

- (a) A clear statement of the complaint against you, and
- (b) An explanation to you that this is a written warning and that it will be entered on your file. In the event of continual unsatisfactory conduct or a repetition of the offence, further disciplinary action will be taken. A copy of any written warning will be forwarded to TABMA Apprentices & Trainees.

Third and Final Written Warning

Repetition of minor offences or a more serious first offence will be dealt with by a final warning and may result in the cancellation of your traineeship/apprenticeship.

You will be asked to attend a disciplinary meeting with the supervisor and the manager during which time you may have a colleague or advocate present. The offence and circumstances surrounding it will be discussed and should the complaint be justified you will be issued with a written third and final warning. This will contain:

- (a) A clear statement of the complaint against the you, and
- (b) An explanation to you that this is a written 3rd and final warning and that it will be entered on your file. Usually this will result in termination of your employment.

16. WHAT IS EXPECTED OF THE APPRENTICE / TRAINEE

As a TABMA Apprentices & Trainees apprentice or trainee, you will be expected to remember at all times that you represent both TABMA Apprentices & Trainees and your host employer both on the job and at training.

If you have been issued with safety equipment and it is worn out, you must inform your TABMA Field Officer so that you can be re-issued with any of the safety equipment. *You will be expected to wear your safety boots if on any TAFE/RTO arranged field trips.*

At All Times (on-the-job and at training) you are expected to:

- *Always present yourself in a clean and tidy manner, and dress appropriately On-the-job you must ensure you wear the uniform that has been issued.*
- *Attend all of the off-the-job training as per your training schedule.*
- *Abide by the guidelines laid down by the trainer at the times given to you, this includes carrying out assignments where necessary.*
- *Accept all instructions and training given both on the-job and at training.*
- *Do not use bad language.*
- *Be punctual (if you cannot get to work on time, make sure you telephone and ensure that it does not become a regular occurrence).*
- *If you are going to be off sick, telephone your host employer as soon as possible. (Make sure that you speak to your supervisor not a colleague). Give as much warning as possible to enable your host to arrange suitable cover. Don't forget to obtain a medical certificate, fax it through to TABMA Apprentices & Trainees with your time sheet and give the original to your host employer on your return to work.*
- *Make sure all mobile phones are turned off during on-the-job and off-the-job training.*

17. HARASSMENT

TABMA Apprentices & Trainees has a policy of equal employment opportunity and considers it the right of every individual to carry out his/her job in an environment that promotes job satisfaction, maximises performance and provides economic security.

As such, the environment strives to be free from all forms of harassment and victimisation. It is the responsibility of all staff to ensure that proper standards of conduct are met in the workplace and training.

Behaviour towards another employee that can be construed as intimidating, offensive or embarrassing will not be condoned and if necessary, disciplinary action will be taken. Please be aware and report to TABMA if you think you are being harassed.

18. ADDITIONAL ASSISTANCE & SUPPORT

TABMA Apprentices & Trainees will offer the highest level of assistance and support possible to enable you to successfully complete your traineeship/apprenticeship. Your progress is regularly monitored and discussed with you and your host employer. Every opportunity is given to you to gain the necessary knowledge and skills required.

From time to time difficulties may arise in any one of a number of areas in your life that may effect your performance at work or off-the-job training.

For example: additional tutoring for difficulties with the training; alcohol and drug counselling.

Should you require assistance in any area of your work or personal life, we are here to help you, *everything will be treated in the strictest of confidence.*

19. TRAINING SERVICES NSW

Training Services NSW is a division within the NSW Department of Education. It is responsible for government-funded vocational education and training (VET) in NSW. Training Services NSW leads strategic policy, planning, funding, regulation and advice on VET to support economic, regional and community development.

Training Services NSW is responsible for the implementation of funded programs such as the GTO Recruitment Program and Apprenticeship Completion Incentive Program. TABMA receives funding under one or both of these programs and acknowledges and thanks the NSW Government for its support for Group Training Organisations.

Training Services NSW is also responsible for managing apprenticeships and traineeships in New South Wales. The department approves your application and ensures everyone carries out their responsibilities.

Training Services NSW can also provide you with support, connect you with additional support services and resolve any disputes you may have with us (your employer) or the RTO you are doing your course through.

Their Training Officers are available to help when things go wrong or if you are concerned they may go wrong. You may call Training Services NSW and speak to them confidentially about anything that is threatening your apprenticeship or traineeship or if you simply need advice. We encourage you to talk to your TABMA Field Officer first but if you feel you cannot or want another opinion then talk to Training Services NSW.

A training advisor from Training Services NSW may visit you your Host Employer at regular times to check on your training and skill development progress and ensure that your placement is working to each party's benefit.

At the end of your training they approve the completion of your apprenticeship/traineeship and issue you with your Certificate of Proficiency.

21. PLAN YOUR FUTURE

By the end of your traineeship/apprenticeship you should have a good idea which sort of work you enjoy best and where you would like to find permanent work. You may also consider the option of further study.

Make sure you talk with your host employer towards the end of the traineeship/apprenticeship to see whether they would employ you after your employment has ceased with TABMA Workforce & Career Development.

Your traineeship/apprenticeship is only the start of your career. If you wish to progress to top positions (and a higher salary) you will need to do more hard work, further training to gain broad industry experience.

There is a range of paths to reach your career goals. Remember that being the General Manager is not the only option. This traineeship/apprenticeship will give you the opportunity to make a great start and to pursue further studies in your chosen industry.

Whichever path you decide to take, good luck.



INDUCTION CHECKLIST & QUIZ

THE FOLLOWING FORMS MUST BE COMPLETED BY ALL NEW APPRENTICES

- | | | |
|--|--|--|
| <input type="checkbox"/> Tax File Number Declaration | <input type="checkbox"/> Superannuation Form | <input type="checkbox"/> Training Contract |
| <input type="checkbox"/> Contract of Employment | <input type="checkbox"/> WH&S Policy Agreement and safety form | |
| <input type="checkbox"/> Employee Handbook | | |

FURTHER CHECKLIST

Trainee / Apprentice to indicate Yes / No to the following items. Do not proceed with sign-up if trainee/apprentice indicates they do not understand the following items. Provide explanation where required.

- | Yes | No | |
|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | The concept of Group Training & TABMA (QLD) being the legal employer |
| <input type="checkbox"/> | <input type="checkbox"/> | Who to report to on the job & supervisor |
| <input type="checkbox"/> | <input type="checkbox"/> | Payroll system & gross wage details: Gross wages are \$_____ per week/hour, paid one week in arrears and paid directly into bank account. |

Please circle the correct answer:

- How many weeks of annual leave do I receive in one year?*
2 weeks 3 weeks 4 weeks
- How many sick days am I entitled to in one year?*
5 days 6 days 7 days 8 days 9 days 10 days
- What are the hours I work in one week before being paid overtime?*
35 hours 37 hours 39 hours 38 hours
- Do I need a doctor's certificate for any sick days taken off?*
Yes No
- When do I have to submit my timesheet to TABMA Head office by?*
Friday Monday Tuesday Saturday
Sunday
- Do I have to wear PPE provided by TABMA and my host employer?*
Yes No Sometimes
- When do I have to wear my PPE?*
All the time When I feel like it Sometimes Areas identified by signage or when advised to
- If I get hurt at work or on my way to work or on my way home from work what steps must be carried out immediately?*

- If I am sick and not able to attend work or TAFE what must I do and when?*

Apprentice's Signature: _____

Print Name: _____



Apprentice or Trainee Declaration

I, _____ have read the Employee Policies and that I must abide by the employment conditions and standards contained in this manual.

- That I shall:
 - Be vigilant and continuously aware at all times that hazards may be present.
 - Report all incidents including near misses and accidents to TABMA
 - Use this manual, the Hazard Profiles and Codes of Practice contained herein and others that may be available from time to time to ensure I am not exposed to uncontrolled risks
 - Comply with the codes of Conducts, standards and conditions of employment contained in this manual.

- That the Host Employer shall ensure that:
 - I am appropriately supervised at all times
 - Risk Assessments are conducted prior to the commencement of any and all work.
 - Safety Controls are implemented prior to the commencement of any and all work.
 - I am consulted through the consultation processes of the host employer, about any risks and/or controls that are implemented.

- I shall comply with the procedures contained in this manual and I understand if I do not comply I may be placing my employment with TABMA in jeopardy.

Name _____

Signature _____

Date ___/___/___