



**“Complies with the National Standards for GTOs”**

**INFORMATION Manual**

**Version - March 2019**

**VIC GROUP TRADEMARKS**

**Highly Professional**

**Leaders**

**Efficient**

**Reliable/Honest**

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# COMPANY PROFILE

### GROUP TRAINING – VICTORIAN GROUP TRAINING COMPANY

**Group Training** is an effective employment method for employers wishing to employ on an apprentice or trainee.

* **Victorian Group Training Company** (V.G.T.C.) employs apprentices and trainees for placement with **“Host Employers”.**
* **V.G.T.C** frees the **host employer** from the burden of **paperwork, payroll functions, statutory record keeping, administration of superannuation, risk and litigation for wrongful dismissal and Workcover claims.**
* **V.G.T.C** ensures all appropriate **government incentives** (#) and **subsidies** are claimed and passed on to the **Host Employer**.
* **V.G.T.C** provides a safety net, giving all the advantages of hiring **carefully selected** **apprentices** and **trainees** without the worry of long-term contracts.
* **V.G.T.C** ensures **staff levels remain flexible** to help **small businesses** meet peak work-loads and seasonal variations.
* **V.G.T.C** supports the **apprentice** or **trainee** toward continuous work and training, culminating in a **national qualification**.

(#) In most circumstances, **Government Incentives** are available to **host employers** to assist in the training of an apprentice or trainee.



#### SCHOOL BASED APPRENTICESHIPS / TRAINEESHIPS

**Victorian Group Training Company** can also support an employer in employing **a school based apprentice or trainee.** This is a concept where a student undertakes a part time apprenticeship or traineeship as part of their high school studies. Students generally work for one or two days per week, participating in a negotiated program delivered in partnership between the Host Employer and a Registered Training Organisation. Students may also work in school holidays or after school hours.

### CODE OF CONDUCT

#### Corporate Vision

Victorian Group Training Co Ltd Vision is to be the strongest representative of a Group Training Organisation within the region, delivering products and services to the standard of excellence that meet the needs of our customers and new clients, adding value to their respective businesses.

Victorian Group Training Co Ltd will develop a strong effective representative voice of the diverse labor interests in the Region, which is supported by using all our available resources and high quality professional service.

#### Code of ethics

Victorian Group Training Co Ltd will at all times protect our client’s interest. VGTCL will treat all employees with integrity and respect their right to success.

Victorian Group Training Co Ltd will meet all legal obligations and conform to relevant Commonwealth and State legislation.

Victorian Group Training Co Ltd will provide a safe workplace, free from verbal, physical, racial and sexual abuse and ensure that all occupational health and safety requirements are addressed.

Victorian Group Training Co Ltd will provide supervision and support for our Employees and Host employers, giving advice on their rights and responsibilities and to make them aware of the expectations required of a Host employer and a contracted employee.

#### Compliance with Government Legislation and Regulatory

VGTCL and staff will undertake to comply with Commonwealth, State and Territory Legislation and regulations relevant to its operations; they are a integrated part of VGTCL policies. VGTCL staff is fully aware of the obligations relating to their duties and procedures. Full compliance of legislation and regulations will be maintained.

#### Principles of the Equity and Access of VGTCL

The Equity and Access of VGTCL recognises that systems and structures currently exist in society that can lead to inequality. VGTCL is therefore committed to effecting change that promotes equality of opportunity for all. The Equity and Access of VGTCL is guided by the following principles:

* All staff and employees have a right to equality of opportunity.
* There is recognition of, respect for and promotion of diversity within our organisation.
* There is encouragement of initiatives to effect change.
* While some people clearly need advocacy, we support and encourage people on the journey of self-determination and self advocacy (empowerment).
* Everybody has a right to participate in decisions that affect their lives.
* Everybody has a valuable perspective on any issue - wisest decisions are made by the pooling of those perspectives.
* Encouragement of participation and genuine ideas through our monthly information and training meetings.
* We believe in every person's goodwill and desire for justice, fairness, integrity and change.

### CONFLICT OF INTEREST MANAGEMENT PLAN

In broad terms Victorian Group Training Co Ltd believes the areas where there is a potential for conflict of interest are:

* That a company employee attempting to unduly influence host employers to use employees that they are unhappy with.
* That if a family member of any employee is applying for a position of employment the company employee removes him/her self from any decision making process.

Victorian Group Training Co Ltd and associated companies is confident that with appropriate management safeguards, operational policies and practices and quality training and professional development, these potential conflicts can be managed effectively.

To ensure that the potential conflicts are managed effectively within its businesses, Victorian Group Training Co Ltd will implement procedures that will be additional to any monitoring/auditing conducted by OTTE.

**Some important points must be made in relation to conflict of interests:**

1. Any conflict must be actual. The mere possibility of conflict is not enough unless “its imminence is such that would affect the exercise of independent judgement.”
2. The fiduciary duty is owed to the customer. Therefore the customer, if fully informed of the situation and its respective advantages and disadvantages may allow a fiduciary to act for another customer in the same manner. Note the onus is on the fiduciary to explain fully and inform the customer – if information is withheld from the customer the consent will be invalid.
3. The duty is only owed to a customer once engaged. Therefore prior to accepting any work, no conflict exists and Victorian Group Training Co Ltd may consider other customers requests for advice.
4. In a conflict of interest situation the existing customer is in the most protected position. Generally to avoid a conflict of interest the second customer must not be taken “on board”. Termination the arrangement with the first customer will not avoid a conflict situation, unless it is done prior to receiving instructions or information from the customer (i.e. Almost immediately). Conflict situations may also arise in relation to past as well as current customers.
5. Compartmentalisation or sectionalisation within an organisation is not necessarily a means to avoid conflict situations. The presumption as to imputation of knowledge of one customer of an organisation to another is considered by some to be un-rebuttable. Even if it were, undertakings not to become involved in certain proceedings (in which a conflict situation arises) and the establishment of “Chinese Walls” (security measures undertaken to compartmentalise access to and restrict the spreading of information within the organisation) are insufficient to rebut the presumption.

# OCCUPATIONAL HEALTH & SAFETY

### OCCUPATIONAL HEALTH & SAFETY – POLICY & PLAN

**Victorian Group Training Company** is committed to having its employees working in the safest environment possible. Our **Occupational Health and Safety Policy** is as follows:

**“Victorian Group Training Company Limited has** **a commitment to safety and this is supported by all levels of management.**

**The primary responsibility for occupational health and safety belongs with the Directors and the Chief Executive Officer who is legally accountable for the premises, tools, equipment and systems of work throughout the company. However this responsibility is delegated to each level of management and host employers management. Therefore each manager and host employer manager also becomes responsible and accountable to the Directors and the Chief Executive Officer for having and operating a safe operation in their areas or company, for his/her own safety performance and that of the people under them.**

**It is recognized that employees are our greatest resource and management will strive to safeguard the health and well-being of them quite apart from the obvious moral and legal obligations to do so. The keys to the whole process of getting work done safely are commitment, accountability and responsibility. The company’s commitment to safety will be reflected in everything our representatives do.”**

It is recognised that the above must be accomplished in a manner that makes hiring labour less complicated and more cost effective for a “Host” employer than otherwise would have been the case.

Victorian Group Training Company has developed the following processes and will assist “Host” employers to become compliant in OH&S. This will create a win-win for both Host Employers and Employees in relation to OH&S and safety in the workplace.

**The following flow chart outlines the process**

VGTC will conduct full recruitment process in consultation with host employer.

Recruitment

Process

Includes:

Reviewing host employer’s policies & procedures

Assessing risks/hazards at the workplace

Approving worksite for placement of employee

OH&S site visit

VGTC will conduct a full induction with employee.

Will also ensure site/job specific induction is completed.

iBSafe online induction MUST be complete prior to commencement.

Induction

Process **OCCUPATIONAL HEALTH & SAFETY**

ss

Agreements Signed

Between host employer, employer and employee.

Roel and responsibility for each party is documented.

Min 4 visit per year. Visit reports completed.

Includes OH&S at workplace and employee safety awareness

Regular Monitoring

### EMPLOYER & HOST EMPLOYER OH&S OBLIGATIONS

Under **section 21** of the **OH&S Act**, all employers have a duty to:

**“Provide and maintain so far as practicable for employees a working environment that is safe and without risk to health”**

In law this is an equal and joint responsibility for both the labour provider and the host employer.

#### Employer & Host Employer's OH&S Responsibilities include:

* Hold a current Employee Indemnity Insurance policy (Both parties separately)
* Consultation on health and safety matters relevant to providing and maintaining a safe and healthy workplace
* Provide a safe workplace where occupational health and safety is effectively implemented and taught to the employee
* Provide appropriate supervision to ensure that each employee - -
  + Understands the tasks required to be undertaken, and how to perform those tasks safely
  + Works with safe equipment and is trained to use that equipment safely
  + Is effectively monitored to ensure that safe practices and processes are carried out
* Provide adequate information, instruction and training to equip employee with skills to work effectively, safely and without risk to health
* Ensure the employee’s attendance at school if enrolled, or has appropriate study-time free for the training course. (Group Training / Apprenticeships)
* Ensure the workplace is free from bullying and harassment.
* The Host to inform the Labour Provider should employment end
* Should the employee not fulfil work or training commitments, appropriately counsel the employee.  If the problems continue, involve the training provider
* In the event of any serious or difficult to resolve disagreement with the employee, involve the training provider.
* Maintain appropriate documentation and records as proof of the above *(See below*)

**An important aspect of fulfilling these responsibilities is to be able to demonstrate that both the labour provider and host employer have taken all reasonable steps to ensure that risks are controlled in the host workplace. Records need to be kept to demonstrate steps taken and to monitor and review the effectiveness of actions taken. These records need to show the processes used for:**

* **Information gathering**: Includes the information used to enable a judgement of the safety of a host employer’s operations, the tasks to be undertaken by the worker and the qualifications and experience the worker needs in order to perform the work adequately and safely **(position description to be matched against C.V.)**
* **Assessing the host workplace**: This can include visiting, monitoring and reviewing the workplace to ensure a safe environment for the worker **(VGTC – site inspection)**
* **Assessing the adequacy of controls**: (and if necessary – negotiate changes required). For example – ensure appropriate induction training occurs before and at the workplace, ensure that procedures are in place for workers to report hazards (hazard report sheets), that copies will be sent to the hire agency, and that risk controls can be improved if found to be inadequate **(risk assessment sheets).** A process for this to occur must be in place **(safety plan)**

#### Host Employer Health and Safety Obligations

The Host Employer must comply, as far as is reasonably practicable, with the provisions of the Occupational Health and Safety Act and any related regulations and or its amendment including but not limited to:

* providing and maintaining a working environment and systems of work that is safe and without risk to the health of any Apprentices and/or Trainees it hosts;
* arrangements for the use, handling, storage or transporting of plant and substance without risk to health or safety
* providing and maintaining adequate facilities for the welfare of Apprentices and/or Trainees;
* maintaining a work environment that is free of any acts of harassment (including sexual harassment and bullying);
* assisting the Employer in undertaking a workplace hazard inspection before it hosts any Apprentices and/or Trainees;
* monitoring the health of any Apprentices and/or Trainees that it hosts;
* keeping information and records relating to the health and safety of any Apprentices and/or Trainees that it hosts;
* nominating a person with, or persons each with an appropriate level of seniority to be the Host Employer's Occupational Health & Safety representative or representatives;
* monitoring conditions at the workplace;
* providing information, instruction and supervision to any Apprentices and/or Trainees it hosts in such languages as is appropriate, with respect to health and safety in the workplace, including the names of persons to whom such Apprentices and/or Trainees may make an injury report or complaint in relation to health and safety;
* generally making sure that measures are in place to ensure that the workplace and the means of access to and egress from the workplace are safe and without risk to the health or safety of any Apprentices and/or Trainees that it hosts;
* allow any Apprentices and/or Trainees to participate in site inductions, where applicable, and report the participation of any such Apprentices and/or Trainees in the induction to the Employer; and
* ensure any injured Apprentices and/or Trainees it hosts complete a report of injury or incident as supplied and forward the report to the Employer.

**Other obligations of the Employer to employee**

The Employer:

* remains the Employer of any Apprentices and/or Trainees placed with the Host Employer;
* remains responsible for the Charges in respect of any Apprentices and/or Trainees placed with the Host Employer;
* is responsible in conjunction with the Host Employer for the payment of the salaries of Apprentices and/or Trainees’ and the observance of employer obligations under the terms and conditions of the Apprentices and/or Trainees’ employment;
* is responsible in conjunction with the Host Employer for providing any leave entitlements to any Apprentices and/or Trainees placed with the Host Employer; and
* is solely responsible for providing payment summaries to any Apprentices and/or Trainees placed with the Host Employer.

#### Hazard Identification and Risk Assessment

A proven and universally accepted method of achieving safety in a workplace is to utilize the process of **“Hazard Identification & Risk Assessment” *.* (See blank form at end of manual).**

A “hazard” is an event or substance in the workplace which has the potential to cause harm to the health and safety of persons. Any potential danger.

The probability of the hazard actually causing harm is termed “risk”. The risk associated with a hazard may be high or low. (Is the potential danger likely to cause “life threatening” or “only minimal” danger?) Risk levels must be reduced to acceptably low levels by means of control measures.

**It is necessary to first identify any hazards, then “risk factors” for each hazard, and then determine the seriousness of an injury or disease which could result from that hazard. This allows for prioritizing of rectification, and orderly elimination of “high level” risk situations**

Risk assessment should be carried out when a hazard is identified. Risk assessment involves an investigation to determine the specific factors that could cause injury or disease and the relative importance of those factors.

Once hazards have been identified and assessed, it must be carefully considered how best to control the problem. It should be noted that that an objective of the Occupational Health and Safety Act is the elimination at the source of risks to the health, safety and welfare of persons at work.

**There are four steps for an employer to take to ensure compliance with OH&S requirements in relation to risk control:**

**1) IDENTIFY HAZARDS** Look at each task, or part of the job in relation to “Where in the process is there a chance that a person could become injured?”

*Look at equipment and guarding, training, house-keeping, manual handling, lifting, repetition of tasks, chemicals, vapors, dangerous substances, entanglement, crushing, impacting and any other factors associated with individual jobs which could lead to an unsafe situation*. (Forms are available to assist in this process).

**2) ASSESS THE RISK** Once the hazards are identified it is important that priorities for risk control are determined on the basis of the magnitude of the risk. All organisations have limited resources, and it is important that hazards which need the most urgent attention receive it.

*Consider - The number of people exposed to danger   
 Whether “high” or “low” chance of occurring  
 Potential severity. (Life threatening / Mild?)  
 Effectiveness & cost of proposed control*

**Hazard identification and risk assessment (Cont.)**

**3) MINIMISE THE RISK** When considering how best to eliminate or minimize the risk, think first in relation to a “safe place” approach rather than “safe person”, or “make the task safe” rather than “make the behavior safe” This is achieved by utilizing a “hierarchy of control measures” in this following preferred order:

1. **Elimination / substitution.**

Can the task be done without?   
Can the process change to stop the problem occurring?

**2) Engineering it out** Can it be performed by a machine?   
 Can equipment be modified?  
 Can a chemical be substituted?

**3) Administrative controls**

Can it be fixed by housekeeping?

Will retraining rectify the concern?

Is a lock-out procedure necessary?

**4) Protective equipment**

Safety boots, gloves, goggles etc.

(Least favored / least effective, but better than nothing as last resort)

**4) EVALUATE THE CONTROL**

If a control measure is implemented it is necessary to evaluate it for success & suitability.

(Can it create another new hazard?)

**“Remember – the most important facet of managing an employee in a business is this OH&S function.”**

Victorian Group Training Company can assist with advice and helpful documentation. Contact our office for a discussion or to arrange a visit.

### ACCIDENTS

In the event of an accident occurring, that accident must be investigated and analyzed. The fact of an accident happening flags the potential for further incidents and measures of prevention must be put in place.

Victorian Group Training Company will provide appropriate documentation and work with the Host employer to carry out these functions

**In the event of an accident occurring, the procedure for a Host Employer to follow is:**

1. Make certain that the scene is safe and any injured are cared for
2. Notify Victorian Group Training Company Limited immediately
3. Complete and Accident & Incident report form available from Victorian Group Training Company Limited
4. Assist Victorian Group Training Company Limited consultant in the investigation process.

**Note – Mandatory reporting to WorkSafe**

If someone is seriously injured, or if plant or equipment (e.g. forklift, tractor, production machinery) are involved, the injury or incident may require immediate reporting to WorkSafe. A written report is required within 48 hours.

In this situation, the accident scene must be preserved and not be disturbed until WorkSafe have given their OK.

It may be necessary for them to conduct a separate investigation. If in doubt, contact your Victorian Group Training Company OHS Officer Lochlan Veale – 0447884413 or your Victorian Group Training Company consultant.

#### INCIDENTS (Near misses)

Occasionally, an incident occurs which could easily have been an accident, or led to an accident, but in the event, no one was hurt and no property damaged. If the incident had the potential to have been an accident, that also flags a concern and a similar investigation and analysis takes place.

**The procedure for a Host Employer to follow is:**

1. Make certain that the scene is safe
2. Write details on the Victorian Group Training Company Accident & Incident Report Form
3. Contact your Victorian Group Training Company consultant to assist with the Incident Investigation process.

#### WORKCOVER CLAIMS

A Work cover claim is **instigated by the submission of a claim** form to an employer.

In the event of a Host Employer receiving a completed claim form, **immediately contact Victorian Group Training Company with details** and forward the form to Victorian Group Training Company Limited as the Employer.

The claimant should be referred to Victorian Group Training Company who will manage any appropriate treatment or rehabilitation in conjunction with medical advice.

Host Employers will be supplied with claim forms and Work cover claim procedures.

They are to be available for employee information and use.

#### To Summarise OH&S

It is impossible to cover all possible eventualities in a manual. The above are general examples to illustrate standards and processes which are necessary to comply with legislation.

**It is important that Host Employers cooperate with Victorian Group Training Company** to meet our joint **OH&S obligations to employees**. Victorian Group Training Company Limited has an OH&S Officer ready to assist and advise hosts in relation to any of the above.

### EMPLOYEE OH&S OBLIGATIONS TO EMPLOYER & HOST EMPLOYER

Under **section 25** of the **OH & S Act,** employees have a duty to:

* **Take reasonable care** for his or her own health and safety and for the health and safety of anyone else who may be affected by his or her acts or omissions at the workplace
* **Cooperate with his or her employer/host employer** with respect to any action taken by the employer/host employer to comply with any requirement imposed by or under this Act.

**An employee shall not:**

* **Wilfully or recklessly** interfere with or misuse anything provided in the interests of health safety or welfare in pursuance of any provision of this Act or the regulations; or
* **Wilfully place at risk** the health or safety of any person at the workplace.

**Under the conditions of employment the employee must:**

* **Perform tasks safely**. Remember always – OH&S is the responsibility of every person in a worksite. Managers, supervisors, contractors and employees have equal onus.
* **Not operate machinery or equipment** that you have not been trained and or authorised to operate
* **Handle all equipment**, machinery and products safely and do not modify or remove safety features
* **Follow and comply** with all written and verbal safety instructions and signage
* **Identify and report** any potential risks
* **Use appropriate safety equipment and Personal Protective Equipment (PPE)** (Masks, gloves, boots etc)
* **Work diligently & loyally**, absorb training, be reliable, keen & punctual and discuss any unresolved concerns with Victorian Group Training Company

#### What Do I Report?

**You must report:**

* **Any suspected safety or health hazard** (an unsafe condition, system or practice)
* **Any near miss** which could have caused illness, injury or damage
* **Any incident,** however minor**, which did cause illness, injury or damage**
* **Any bullying, violence or harassment** in the workplace
* **All fires,** no matter how small.

#### How Do I Report?

* **Report verbally** to your direct supervisor or manager – and,
* **Contact** your Victorian Group Training Company Limited **Field Officer**
* **Copy & use** the Hazard / Incident / Accident form from end of this manual.
* **Your Supervisor** or **Field Officer** will help if required

#### Accidents

The OH&S policy of Victorian Group Training Company requires that accidents be investigated and analyzed. It is imperative that Victorian Group Training Company Limited together with the Host Employer provide a safe work place, and the fact of an accident happening flags the potential for further incidents unless measures of prevention are put in place.

**In the event of an accident, an employee should:**

* As far as possible, make certain that the scene is safe and any injured are cared for
* As soon as is possible, contact your manager or employer and advise them of details
* Assist with completion of the Victorian Group Training Company Accident & Incident Report Form

#### Incidents (Near misses)

Occasionally, an incident occurs which could easily have been an accident, or led to an accident, but in the event, no one was hurt and no property damaged. If the incident had the potential to have been an accident, that also flags a concern and a similar investigation and analysis takes place.

**In this case the procedure for an employee to follow is:**

* Make certain that the scene is safe
* As soon as is possible, contact your manager or employer and advise them of details
* Assist with the Incident Investigation process.

#### WorkCover Claims

A Work cover claim is instigated by the submission of a claim form by an employee to an employer. Host Employers should have claim forms and WorkCover claim procedures available for employee information and use.

If you suffer a work related injury immediately contact your Host Employer or Victorian Group Training Company for a Work-cover form, fill in details and hand the form to your Host or VGTC who will manage any appropriate treatment or rehabilitation as per medical advice.

#### Smoking

Victorian Group Training Company has a policy of **“NO SMOKING”** except in **designated smoking areas**; the policy is to ensure the well being of all employees. Government regulations also do not allow any smoking in confined areas.

There will be a three warning program for the employees who do not abide by this policy, and dismissal will follow those warnings.

#### Drugs and Alcohol

Under health and safety legislation, Victorian Group Training Company has the responsibility to make the workplace safe for all employees and third parties. Coupled with this responsibility is the right to make our workplaces safe by eliminating dangerous practices.

The consumption of alcohol and/or drugs whilst at work or immediately prior to coming to work, may put an employee, their fellow workers or visitors at risk of serious injury or death.

**Consequently the following policy applies:**

The consumption of alcohol within any of the company’s sites during working hours is banned as the safety of employees at work could be jeopardized by such practice.

The possession and taking of illegal drugs is banned by State Law and is prohibited on company

worksites.

**ANY EMPLOYEE FOUND CONSUMING ALCOHOL DURING WORK HOURS, POSSESSING, TAKING OR BEING AFFECTED BY ILLEGAL SUBSTANCES WILL FACE INSTANT DISMISSAL**.

An employee who presents themselves for work in an intoxicated state due to alcohol consumption or under the influence of a drug, either at the commencement of their shift or following a break, shall be sent home immediately without pay. The company’s disciplining procedures will be invoked following the employees return to work.

An “intoxicated state” and “under the influence of a drug” will be defined as,” **in the opinion of the**

**employee’s supervisor** the employee is intoxicated or under the influence of a drug to the extent in which the condition of the employee is likely to interfere with the company’s business or the ability of the employee to carry out his/her duties safely”.

#### Hearing Protection

Victorian Group Training Company commits to provide and maintain a work environment that is safe for all employees. As part of this commitment Victorian Group Training Company **provide hearing protection** to be worn in all areas where the noise level exceeds 85dB.

Maintenance employees and contractors must also ensure hearing protection is worn when appropriate during maintenance work, including while conducting repairs, installing new equipment, and when performing any building or construction work.

Any person entering a designated “hearing protection area” (where the noise level may exceed 85dB)

during work hours, must wear hearing protection. Air-Soft re-usable plugs with a cord are available from reception at Victorian Group Training Company offices.

Make sure you wear the correct hearing protection, have it properly fitted and know how to care for it.

**If in doubt re. noise levels**, please leave word for the Victorian Group Training Company OH&S officer to call at your worksite.

#### Materials Handling / Manual Handling

The term “Manual Handling” covers a range of activities including lifting, pulling, pushing, holding, throwing and carrying. It includes repetitive tasks such as packing, typing, assembling, sorting, cleaning, using hand tools, machinery and equipment.

Because most jobs involve some form of manual handling, most workers are at risk of manual handling injury. While not all manual handling tasks are hazardous, it is significant that around a quarter of all workplace injuries are caused by manual handling. Employees are asked to put some simple procedures into action to minimise the possibility of manual handling injury:

**To avoid back strain when lifting:**

* Stand close to the load, feet slightly apart, chin tucked in, back straight.
* Bend knees and grasp load underneath, elbows to side, back straight; grip with whole hand - use palm not just fingertips, then straighten up, using leg muscles to do the lifting - don't use your back.
* Use strong leg muscles to lift load, keeping the back as straight as possible; don't twist around while lifting.
* NEVER lift with legs straight and back bent over.
* Whether your work is with the plant or in the office you MUST lift correctly. Never lift objects that are too heavy for you or an awkward shape. Always get help from a workmate or use mechanical lifting equipment.

**Check your workplace or workstation layout:**

* Are you constantly bending, twisting or turning?
* Are things hard to reach?
* Are benches or seats at the wrong height for you?
* Is there insufficient space to move safely?

If so, make a report. These are classic examples of where injuries may be prevented by running through a “Hazard report / risk assessment” process. Develop a positive attitude. Never accept the idea that illness and injuries are part of the job. If you see something wrong, fix it or report it. We need all employees to help identify areas where we can improve our performance. Health and safety is everybody’s responsibility.

#### Dust & Fumes

For some jobs you may need to use breathing protection to reduce the effects of particles, vapors, gases or fumes. Exposure to these can cause rashes, sore eyes and respiratory problems. However, no one style of apparatus will protect you from everything. Always ask your supervisor for the correct respirator and filter cartridge to suit you and the conditions and make sure you are trained to use it correctly

Employees working in contact with dust, fumes, gases or vapors in excess of WorkSafe exposure standards must acquaint themselves with the hazards associated with these elements. Some dusts can also be a potential explosion hazard.

The best safeguard is to intercept the dust, fumes etc. at the point of origin to prevent entry into the work area. Employees in any doubt should talk with their supervisor before proceeding, or contact the OH&S Officer at Victorian Group Training Company

#### Chemicals, Dangerous Goods and Hazardous Substances

Some Host employers may use chemicals in the course of operating their business, however where chemicals are used, safety procedures must be followed.

Make sure you are trained to use any chemicals correctly before you touch, pour, mix, work with, store or dispose of them.

Common substances are chemicals too and can be poisonous (toxic). These include: fuels, lubricants, paints, solvents, inks, detergents, preservatives, adhesives, disinfectants.

All chemical spills (wet or dry) must be reported to your supervisor to be cleaned up and disposed of in the correct way.

If in any doubt, request a Safety Data Sheet (SDS) from your Supervisor and read it for any necessary precautions to be taken when working with the substance. The SDS should be available at the point of use where possible, and in a master manual.

Prior to using any hazardous substance, check that emergency showers and eyewash units are available for use if needed. In the event of a chemical burn, you should immediately wash the affected area with cold running water for at least ten minutes.

Flammable materials should be handled so that they do not come in contact with heat or flame.

#### Asbestos Removal and Confined Space Entry

The removal of Asbestos containing material and working in a confined space is high-risk work and not normally done by apprentices or trainees. Specific regulations requiring safe work practice, facilities and emergency procedures must be complied with. This work requires specialist training due to the high risks involved.

Asbestos may be used in items such as cement sheeting and pipes, tiles, flooring backing, roofing material and chimney flues. Asbestos containing material is required to be labelled once identified.

Asbestos is a risk to health if its loose fibres are breathed into the lungs. Asbestos fibres can cause a range of diseases, including mesothelioma, lung cancer and asbestosis.

**NOTE -** Apprentices and trainee are not permitted to do Asbestos removal work under any circumstances.

Confined space is a place which is substantially enclosed (although not always entirely) and where serious injury can occur for hazardous substances within the space or nearby. Confined spaces can also be places that can be difficult to get in and out of. Examples of confined spaces include pipes, tanks, trenches, vats and pits. Confined spaces must be labelled.

Apprentices and trainees are only permitted to do confined space work when **written authorisation** is provided by Victorian Group Training Company to the Host Employer. Authorisation is only provided once the Host Employer’s confined space procedures, facilities and practices have been reviewed as satisfactory by Victorian Group Training Company and the necessary certificate of competency achieve by the apprentice or trainee.

**NOTE -** Apprentices and trainee are not permitted to do confined space work unless authorised in writing by Victorian Group Training Company.

#### Heat Stress

Victorian Group Training Company recognizes that Heat Stress can contribute to hazardous situations in the workplace, in addition to affecting the well-being of employees. In particular, employees involved in outdoor work should use sunscreen liberally, wear appropriate protective clothing (hats, long sleeves, loose fitting garments) and drink lots of water

Each site has developed procedures for dealing with this situation, which are available by asking your supervisor or OHS representative. If you are affected by heat stress, report to your supervisor immediately.

#### Housekeeping

It is the policy of Victorian Group Training Company to maintain and promote a high standard of housekeeping by all employees. This assists accident prevention, enables better working conditions and helps lift the quality of our presentation to a host employer.

Housekeeping is every employee’s responsibility and an important part of your job. Keep work area clean by clearing up any mess you make. Everything you use has a home - keep it there when you are not using it!

Prevent slips, trips and falls. These are the causes of the majority of accidents. Put all scraps and waste material in waste containers immediately. Keep your area free from oil, grease and obstacles.

Prevent falling objects. Stack items neatly and safely or tie them on securely.

Clean and maintain all machines in accordance with procedures set down for each machine.

Keep work areas, aisles and passageways clean and clear at all times.

Store materials, tools and equipment safely and in the correct place.

Clean any spills or excess material as you go (Refer to specific instructions where appropriate).

Keep fire exits and equipment freely accessible.

Report all hazards immediately to your supervisor.

Always return borrowed tools when finished with.

Always clean up your mess when finished, particularly if you are working on someone else's section.

Good housekeeping is a major contributor to a safe work place.

Good housekeeping means cleanliness and orderliness. A place for everything and everything in its place.

#### 

#### Medication

If you are on prescribed medication be aware of warnings relating to drowsiness, you could be endangering your own life or the lives of your fellow workers. You must notify your supervisor before you start work if you are taking medication which could cause drowsiness.

#### Practical Jokes

Serious harm can be caused by thoughtless behavior and playing practical jokes on others.

This sort of behavior is not permitted at work.

**DISCIPLINARY ACTION WILL BE TAKEN AGAINST ANYONE WHO TAKES PART IN A JOKE THAT COULD RESULT IN PHYSICAL OR PSYCHOLOGICAL INJURY**.

#### 

#### Hand Tools

* Only use tools that are in good condition.
* Check all hand tools regularly.
* Check all wooden handles for splits.
* Oil handles regularly to prevent them drying out.
* Report all defects to your supervisor.

**NEVER USE DAMAGED TOOLS, REPORT THEM OR GET THEM REPAIRED.**

#### Ladders

Some jobs may require the use of ladders. Only ever climb a ladder if you feel perfectly safe, both personally and with the work situation and set-up at the time.

**Always:**

* Tie tops and bottoms of ladders securely.
* Follow the 1:4 base rule - i.e. the foot of a four-meter ladder should be at least one meter away from the wall.
* Make sure the top of the ladder extends at least one meter above the landing.
* Use a rope or hand line to pull up work tools or materials.
* Face the ladder and use both hands when climbing up or down.
* Don’t over-reach past the sides of the ladder.
* Use only clear preserving oils, clear varnish or clear plastic to paint timber ladders so you can see any crack faults.

**NEVER USE DAMAGED OR UNSAFE LADDERS, REPORT THEM OR GET THEM REPAIRED**

## 

#### To Summarise OH&S

All employees are responsible for their own health and safety and for the health and safety of any other person around them. They have a further responsibility to comply with all health and safety rules and practices and must therefore:

1. Read, understand and comply with all of the health and safety rules applying to their position as set out in our Safety Manual and in “on the job” Site Rules

2. Set an example to fellow employees in observance of health and safety programs and procedures.

3. Correct where possible, or report any unsafe situation immediately, including "near miss" incidents.

4. Operate in a safe manner so as not to cause injury to self or fellow workers. Follow all verbal or written safe work procedures, practices and directions.

5. Report personal injuries immediately to the First Aid person or Supervisor.

6. Co-operate with and participate in all programs to make the work environment safer and healthier.

7. Maintain good housekeeping and hygiene standards at all times.

8. Observe all warning signs and notices.

9. Never do Asbestos removal work and never enter a confined space unless authorised in writing by Victorian Group Training Company.

10. Ask for specific instruction regarding the hazards associated with performing tasks with which you are not be completely familiar.

11. Wear clothing and footwear appropriate to the job and use all personal protective devices specified for the job.

12. Participate in any rehabilitation program if injured or sick.

1. Assist in the rehabilitation of other employees as required.

With OH&S it is impossible to cover all possible eventualities. The above are examples as illustrations of standards. Employees need to understand that radical departure from these standards will be dealt with in line with the Cartwright McCallum Enterprises disciplinary process and in extreme cases may lead to dismissal.

# NEW EMPLOYEES

### APPRENTICE & TRAINEE RECRUITMENT TO COMPLETION PROCESS

### NEW EMPLOYEES

Welcome onboard! As an apprentice or trainee you are now a member of the Victorian Group Training Company Team!

The purpose of this section is to assist you in understanding the expectations we have of all employees. We expect all employees of VGTC to uphold the following trademarks:

**Highly Professional**

**Leaders**

**Efficient**

**Reliable/Honest**

Victorian Group Training Company iscommitted to making employment as simple and safe as possible for you by assisting with paperwork, organising training and being available to help with any enquiries or concerns that you may have. In relation to your employment our company will take responsibility for your payroll, statutory record keeping and administration of superannuation, Workcover etc.

We recognize that people work for a variety of reasons. It is our wish that each employee – as far as is possible – achieves their work objectives in their own individual way. We accept the proposition that people are entitled to be safe and protected from harm in their workplace – even from the results of their own actions. This is why a lot of our resources, thinking and space in this manual are devoted to OH&S matters and the prevention of accidents.

**Please take the time to read the OH&S section of this manual carefully**. If at any time you require advice or assistance on OH&S or any other matter, we will be more than happy to discuss things and work with you toward an appropriate solution.

#### Training Contract Obligations for Employees & Parents/Guardians

**Employees**

1. Attend work, do my job, and follow my employers instructions, as long as they are lawful.
2. Work towards achieving the qualification stated in the Training Contract.
3. Undertake any training and assessment in the training plan

**Parents/Guardians**

1. Uphold the responsibilities listed above for the apprentice/trainee until this person is 18 years of age.

#### Business Ethics

Whilst an employee of Victorian Group Training Companyyou will be a representative of the company. It is vital that the conduct of each employee is at all times of the highest standard. This includes a commitment to satisfy the standards of honesty and quality workmanship. All employees should adhere to ethical practices and working principles

Employees have a responsibility to work in the best interests of both Victorian Group Training and their respective host employers. They should avoid situations and actions that may create the appearance of being in conflict with the either company’s overall objectives and principles. The following are examples of activities that have the potential to cause conflict and should be avoided:

* Accepting gifts from any business party involved with V.G.T.C or your Host Employer
* Disclosing business information or contravening privacy legislation
* Making unauthorised business related comment to the media
* Using or distributing any business related documents to outside parties
* Using equipment or facilities for unauthorised private gain

#### Contacting Victorian Group Training Company

Contact may be made by either:

3) Telephone **Head Office** 1300 158 100

4) Fax **Head Office** 1300 315 212

5) Email admin@vgtc.org.au

### ARRANGEMENT BETWEEN HOST EMPLOYER AND EMPLOYEE

**The Host Employer:**

* will provide supervision to any Apprentices and/or Trainees that it hosts either by constant or general instruction in accordance with guidelines provided to them by the Employer to allow those Apprentices and/or Trainees to be trained in a safe and harassment free environment;
* will provide such workplace training and instruction as would reasonably be required for the purpose of assisting any Apprentices and/or Trainees it hosts to gain the relevant trade qualification;
* will release any Apprentices and/or Trainees it hosts to attend training sessions as required;
* will ensure any Apprentices and/or Trainees it hosts complete time sheets setting out productive and non-productive hours of work;
* will not provide any Apprentices and/or Trainees it hosts with work which is unsuitable or unsafe;
* will ensure job specific personal protective equipment and clothing are satisfactorily used or worn when required by any Apprentices and/or Trainees it hosts; and
* will provide any Apprentices and/or Trainees that it hosts with alternative work in the event of conditions that prevent a job from being completed.

#### Payment of Wages

Employees are instructed to download the VGTC Timesheet app from Apple or Google play store. Employees will be emailed login details for the timesheet app. At sign up, Employees are shown how to input their hours worked and reasons for any missed time, (Public Hol’s, sick etc.) Once submitted the timesheet is electronically sent to the Host Employer for approval. The pay-week ends on different days of the week depending on each individual’s work classification.

At sign up the employee will be advised of the day of the week that timesheet must be submitted on the VGTC Timesheet app. Late submission of time sheets may result in employees not being paid on time for work performed in that week. These time-sheets when processed, trigger the employees’ wages, which will be electronically transferred into the employee designated account.

**Pay slips** are emailed to your nominated account weekly.

**NOTE: Anyone found to have submitted a fraudulent timesheet can be instantly terminated.**

#### Holidays

Full-time employees are usually entitled to 20 paid working days annual leave on completion of 12 months employment. This may vary with individual awards or agreements and should be clarified in a letter of offer prior to your beginning work. If you are uncertain as to your entitlements, please discuss the situation with your field officer contact.

**Part-time and short-term employees** are usually entitled to “Pro-rata” payment of the above based on actual hours worked.

Employees hired as casual are usually paid an extra rate to compensate for public holidays, annual, sick and personal leave, and are not eligible for payment again if these are taken.

#### Overtime

Employees may be required to work **reasonable amounts** of overtime (by negotiation) if covered by the relevant award. Overtime must be **recorded as such on time sheets** and signed off by both employer and employee.

#### Sick/Personal Leave

The number of **personal leave/sick days** an employee is entitled to vary between awards. Employees’ relevant awards will be advised in a letter of offer, prior to the employee beginning work. When the employee is sick they must **advise the Host Employer and Victorian Group Training Company** prior to their normal starting time on any day that they will not be at work.

Note: A doctor’s certificate may be required for sick days taken before or after a weekend or public holiday, and absences of more than one day. Victorian Group Training Company and the Host Employer reserve the right to request a certificate for any or all sick days. The medical certificate can be uploaded to the VGTC Timesheet app and at sign up the employee will be shown how this is to be saved and submitted.

#### EXIT POLICY

#### 1.) POLICY

To ensure all employees have the opportunityto participate in a formal exit from the company and the subsequent exit procedure is carried out.

#### 2.) PURPOSE

This policy applies to ensure all employees undertake a formal exit from the company and have the opportunity to provide feedback on his/her experience.

This policy will ensure the correct documentation is completed to satisfy internal and external stakeholder requirements. This policy will also enable our organisation to capture important data from the employee which will provide management with information regarding employee’s satisfaction with other company procedures.

#### 3.) PROCEDURE

On successful completion, termination, cancellation or resignation it is required that all employees have the opportunity to participate in an exit interview.

The exit interview will be conducted by the consultant preferably on the last day of employment with VGTC. A copy of an exit interview proforma and example is available on VGTC Intranet.

**Consultants are responsible for ensuring:**

**3.1)** Exit interviews are explained to the employee along with termination payment process

**3.2)** Employees have the opportunity to complete in private if requested.

In this case the employee can post back Attention: General Manager, VGTC, PO BOX 380 COLAC 3250

**3.3)** If the employee requests to complete in own time, consultants are to complete another exit interview (page one only) and give to payroll department for processing. If the employee completes in the presence of the consultant the completed exit interview should be forwarded to payroll along with the employee’s last timesheet (if possible. Employees may fax timesheet through).

If the employee does wish to participate in an exit interview (preferably in person) or over the phone this must be noted on VGTC Online and the consultant must forward the exit interview with page one completed to payroll.

**3.4)** The exit interview flags to the payroll department to process the employee’s termination payment.

**3.5)** The exit date of is to be the date the termination payment is processed.

**3.6)** In order to complete the relevant State Training Board requirements, one of the following forms are to be completed and sent to the relevant apprenticeship centre:

* Request to Cancel Traineeship Training Contract (Trainee Cancellation)
* Request to Mutually Cancel a Training Contract - Employer and/or Apprentice form

(Apprentice Cancellation)

* Application to Suspend a Training Contract
* Department of Innovation, Industry & Regional Development – Employer Declaration of Completion. All of these forms can be found on the VGTC Intranet - Exit Information folder.

**3.7)** Once completed all exit payments; payroll will forward the Exit Interview to admin to process the documents.

Payroll Department is responsible for ensuring:

The exit process is completed on the last week of employment; all forms are dated with the final payment/exit date and forwarded to admin for final processing as soon as possible.

Administration Department is responsible for ensuring:

VGTC Online reflects the Exit Interview including soft copy in Documents.

### TERMINATIONS / RESIGNATIONS / CANCELLATIONS / SUSPENSIONS (TRCS)

Victorian Group Training Company Limited asks that both **“Host Employers”** and **“Employees”** handle any breakdown in the employment with **fairness and sensitivity**. It must be remembered that Group Training employees **remain the employees of VGTC**, not the “Host” employer. Any termination of employment will be actioned **by, and from, VGTC**. Should a “Host” (for any reason) wish to terminate employment of a Group Trainee, it should be done by giving **2 weeks notice** to VGTC (or payment of wages in lieu).

Where an employee wishes to terminate their employment **(resign)**, they must provide their VGTC contact with the relevant period of notice, or risk the **withholding of moneys** owed to the employee, to a maximum amount equal to the ordinary time rate of pay for the period of notice.

|  |  |
| --- | --- |
| **Period of continuous service** | **Minimum notice period** |
| 1 year or less | 1 week |
| More than 1 year - 3 years | 2 weeks |
| More than 3 years - 5 years | 3 weeks |
| More than 5 years | 4 weeks |

### Supporting Out of Trade apprentices

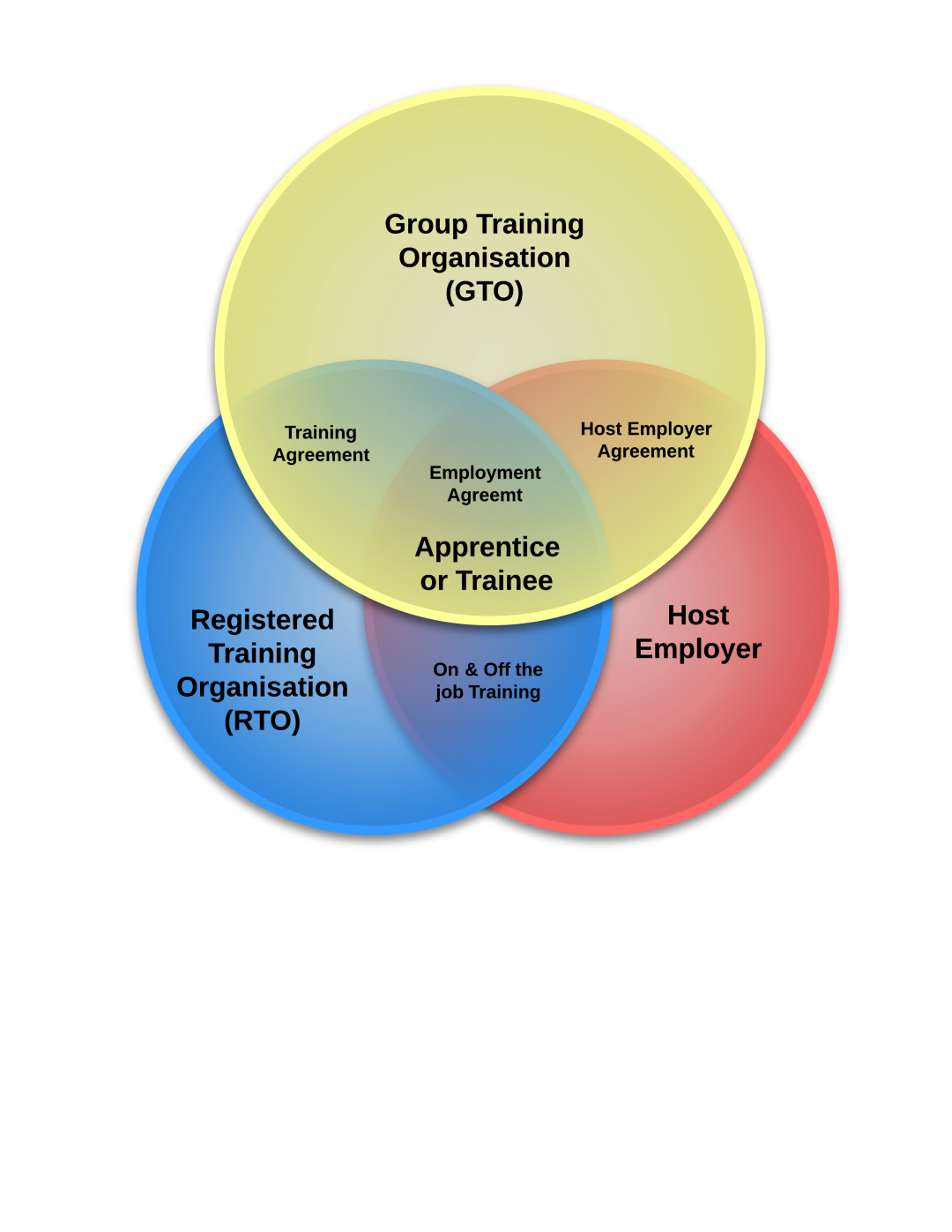
**Background**

One of the real benefits for utilising Victorian Group Training (VGTC) is the support we provide to both a Host employer and an apprentice/ trainee. VGTC provides flexibility so apprentices/ trainees (referred to as Apprentice) can commence within an industry. VGTC are able to “rotate” an apprentice through multiple host employers as needed until they gain the work experience and training needed to successfully complete their apprenticeship.

***Reasons for returning an apprentice/trainee to VGTC and/or rotating to another host employer could include;***

* The host employer does not have a large variety of work, so the apprentice may need to work with another host employer(s) to gain all the necessary work experience to complete the apprenticeship.
* The host employer does not have sufficient work to continue with the apprentice.
* Poor attitude/ performance / behaviour (of apprentice, host employer or other staff)  
  (Refer to VGTC Policies - 42 Employee Disciplinary Policy & Procedure, 51 Grievance Dispute Resolution Policy & Procedure)
* Poor training (attendance, performance) (host not allowing the apprentice to attend scheduled training or the apprentice not engaging with the training)
* The host employer fails to provide a safe work environment

VGTC is the legal employer of the apprentice at all stages through the employment period regardless of host employer.

****

#### Victorian Group Training's (VGTC) TRCS Policy and Procedure.

1. If an apprentice is returned to VGTC from a host employer while all other avenues are being investigated, the Apprentice may choose to suspend or cancel their training contract whilst the GTO searches for a new host employer. Note: Should the apprentice choose to suspend their training contract, the apprentice acknowledges that they are still an employee of VGTC.
2. Upon returning to VGTC, if the training contract has been suspended, the apprentice may choose to take any leave entitlements they have accrued during their employment with the GTO, paid out in either a lump sum or weekly payments reflecting their ordinary working hours. Upon cancellation, the entitlements will be paid out in a lump sum to the apprentice.
3. Upon returning to VGTC and/or once all entitlements have been exhausted, the apprentice will not be entitled to any further payment from VGTC as the legal employer whilst the training contract is suspended or cancelled.
4. If the training contract is suspended, the apprentice will also be encouraged to continue with their apprenticeship training with existing arrangements / or could even increase their training loads whilst “out of trade”, if RTO has ability in increase training.
5. Once all leave is exhausted the apprentice has two options.

*One: continue to be supported by the GTO and continue their training without pay until the GTO can secure a new host employer (Suspended training contract).*

*Two: The Apprentice and GTO can terminate the training and employment contracts – the apprentice is still eligible to continue their apprenticeship training, and may look for a new employer (Cancelled training contract).*

Apprentices are also encouraged to use the free “needanapprentice” website jobs portal, this site is used by many GTO’s and employers who post specific apprenticeship/ traineeship vacancies by trade and geographical location. [www.needanapprentice.com.au](http://www.needanapprentice.com.au) which may assist in funding a new employer.

### Employee Disciplinary Policy & Procedure

|  |  |
| --- | --- |
| **Purpose:** | To establish rules pertaining to employee conduct, performance, and responsibilities so that all personnel can conduct themselves according to certain rules of good behavior and good conduct. To achieve this result through support and encouragement rather that discipline and penalties. |
| **Policy:** | Victorian Group Training expects employees to display high standards of conduct and accountable and ethical behavior. This will be achieved by providing established rules for conduct, performance, and responsibilities so that all personnel work with a clear vision of those expected standards. Where a deviation from acceptable standards has occurred, Victorian Group Training staff will be made aware of, and encouraged to comply with, expectations. |

**Process**

Depending on the circumstances, various factors will be taken into consideration to determine the appropriateness of a particular form of disciplinary action. Degrees of discipline are generally progressive and are used to ensure that the employee has the opportunity to correct his or her performance. There is no set standard of how many oral warnings must be given prior to a written warning. 3 written warnings throughout duration of employment must precede termination.

Factors to be considered are:

• How many different offences are involved

• The seriousness of the offence

• The time interval and employee response to prior disciplinary action(s)

• Previous work history of the employee

For serious offences, such as violence, theft, insubordination, threats of violence, the sale or possession of drugs or abuse of alcohol on company property, etc., termination may be the first and only disciplinary step taken.   
Any step or steps of the disciplinary process may be skipped after investigation and analysis of the total situation, past practice, and circumstances. This is especially true in those cases where the time interval between offences is short and the employee demonstrates a poor desire to improve his/her performance.

Counselling

Prior to enacting any disciplinary procedure, VGTC and/or Host Employer will consider whether it is appropriate to attempt to resolve the matter by counseling. If it is felt that there is a problem that requires rectification, but not one that requires disciplinary measures, then this is the option that should be adopted. Such counseling would normally involve the Host Employer and Apprentice/Trainee Consultant. Where counseling is inappropriate or has proved to be unsuccessful in rectifying a particular problem, then disciplinary procedures may be considered.

Documentation will include recording details relating to counseling sessions and any action taken to that point of time.

First Warning

Where the Host Employer or VGTC believes that it is necessary to undertake disciplinary action, the person concerned is to be consulted and made aware of the problem. The person is entitled to be represented by someone of their choosing including an independent advocate.

A full and frank discussion of the matter of concern will take place in addition to the person being afforded an opportunity to respond and explain the reasons for their actions.

If, following the discussion, it is decided that disciplinary action is appropriate, a warning will be given. In providing such warning, clear reasons will be provided to the person and appropriate objectives set down to assist in the rectification of the performance and/or behavior.

A period of review should also be established during which the conduct of the individual will be monitored. If required, appropriate assistance and/or counselling may also be arranged.

The person being warned must be provided with written advice clearly setting out the reasons for such warning and the action that is required to address the problem. The person should sign off on the letter of warning, acknowledging the warning was given and that they understand what is required of them. They will be provided with a copy for their own records and a copy will be placed on their personnel file.

Second Warning

If the problem with the person is not rectified and continues, then a further meeting must be held where the matter will be discussed again with the person. The person will be invited to discuss the matter fully and be given the appropriate opportunity to explain and respond to the allegations.

A second warning may be a final warning, unless it is considered that a further warning is appropriate. It is imperative that the person is made aware of all of the problems and that unless there is substantial change in performance and/or rectification, the end result will be dismissal and that such dismissal may be instigated without further warning.

As with the first warning situation, appropriate counselling and/or assistance may be offered to the person. The person is entitled to be represented by someone of their choosing including an independent advocate. The person should be given the opportunity to make a written statement.

All discussions and undertakings must be carefully documented and placed on the person’s file. The person will be provided with a letter of second and/or final warning, which again clearly sets out all the reasons for the action and should set objectives to enable rectification of the problem.

Termination

If a person is to be terminated, then the processes of steps one and two must be undertaken in like manner. The VGTC representative must be present. The person must have the reasons clearly explained to them and be given an opportunity to respond, discuss and explain their position. It is imperative that clear and concise reasons for termination are provided to the person. These reasons must then be confirmed in a letter of termination that also provides appropriate notice and or payment in lieu of notice, as the case may be.

It is lawful for an employer to dismiss an employee if it is a genuine redundancy or if the dismissal would not be considered harsh, unjust or unreasonable or if the dismissal is consistent with the [Small Business Fair Dismissal Code](http://www.fairwork.gov.au/termination/small-business-fair-dismissal-code/pages/default.aspx).

When Fair Work Australia considers whether a dismissal is harsh, unjust or unreasonable, they take into account a range of factors including:

* if there's a valid reason for the dismissal relating to the employee’s conduct or capacity
* if the employee is notified of the reason and given an opportunity to respond
* if the dismissal relates to unsatisfactory performance, then whether the employee is warned about it before the dismissal.
* A letter of termination is to be provided to the person. Should they decline to accept the letter, then it is to be posted to their home.

Instant Dismissal

Where a person’s actions are such as to constitute serious or willful misconduct, then instant dismissal may be undertaken. In such cases there is no requirement for notice to be given. When considering issues that may warrant summary dismissal, the following procedures will be followed:

1. All circumstances pertaining to the issue and the involvement of the person will be carefully investigated.
2. It will be clearly outlined what has been alleged that the person has in fact done, or failed to do.
3. The allegations will be put to the person and they will have the opportunity to respond and explain their position.
4. All matters, which may have influenced the person’s action, will be carefully considered and assessed.
5. It may be appropriate in certain circumstances to stand-down the person, preferably on full pay, while a full and appropriate investigation of all allegations and the circumstances relating to the conduct in question are investigated.
6. Notice of termination will be provided, clearly setting out the reasons for the termination and the serious or willful misconduct upon which the decision has been based.

**Penalties for Specific Offences**

|  |  |
| --- | --- |
| **Penalties for group 1:**  • First offence: Oral or written reprimand  • Second offence: Suspension  **Group 1:** Offences include:  • habitually unpunctual without reasonable cause  • Being absent without notification or excuse  • Leaving your job or your regular working place during working hours for any reason without authorisation from your supervisor, except for lunch, rest periods and going to the restrooms  • Disorderly conduct on company property  • Immoral conduct or indecency on company property  • Leaving work before end of shift or not being ready to go to work at the start of shift  • Interfering with the work of other employees  • Inefficiency or lack of application of effort on the job  • Violations of company policies outlined in Information Manual  • Contributing to unsanitary conditions or poor housekeeping  • Not cooperating with OH&S requirements of safety systems in place  • Endangering the safety of any person at work  • Malicious gossip and/or the spreading of rumours | **Penalties for group 2**:  • First offence: Suspension or termination  **Group 2:** Offences include:  • Possession of narcotics, or consuming narcotics on company property  • Reporting for work in an intoxicated condition  • Responsibility for instigating violence on company property   * Instigating or participating in bullying or harassment   • Dishonesty or removal of another employee's property or company property without permission  • Willful destruction of company property   * Intentionally or recklessly interfering or misuse of something provided for health and safety   • Insubordination (Refusal to perform service or refusal to obey any reasonable order given by an employee's supervisor or by management)  • Absence for two consecutive working days without notification to the company or without acceptable excuse  • Petty theft  • Willingly or carelessly performing a criminal act   * Submitting a time sheet with intent to defraud |

# TRAINING

### WHAT IS AN APPRENTICESHIP OR TRAINEESHIP?

An apprenticeship or traineeship is a training contract between an employer and an employee in which the apprentice or trainee learns the skills needed for a particular occupation or trade.

An apprenticeship or traineeship can be undertaken on a full-time or part-time basis and can be used as a valuable stepping stone to start a career in an industry you want to work in.

### WHAT IS the DIFFERENCE BETWEEN AN APPRENTICESHIP OR TRAINEESHIP?

The main difference between apprentices and trainees is the level of commitment that both the apprentice or trainee and the employer make.

#### Apprenticeships

Under an apprenticeship:

* an employer (VGTC) agrees to employ you for the term of the apprenticeship and to support you in your training for that period of time, and you agree to follow instruction and attend off-the-job and/or workplace-based training
* if your Host Employer sells the business during your apprenticeship, the new Host Employer must continue with the training contract - VGTC is your employer so will take care of all this and will help to ensure you can continue your training with a new Host Employer.
* once the probationary period of the training contract has passed, all parties must agree in order for the contract to be cancelled.

#### Traineeships

Under a traineeship:

* an employer (VGTC) agrees to employ you for the term of the traineeship and to support you in your training for that period of time, and you agree to follow instruction and attend structured training
* if the Host Employer's business is sold, the new Host Employer does not have to keep you on as a trainee. In this case, VGTC will assist you in finding a new Host Employer to continue your training
* either party may cancel the contract by signing a cancellation form or letter stating the date of cancellation. Mutual agreement is not required.

### TYPES OF EMPLOYMENT

#### What is a full-time employee?

A full-time employee has ongoing employment and works 38 hours each week. The actual hours of work for an employee in a particular job or industry are agreed between the employer and the employee and/or set by an award or registered agreement.

#### What is a part-time employee?

**A part-time employee:**

* works, on average, less than 38 hours per week (minimum 13 hours per week)
* usually works regular hours each week
* is entitled to the same benefits as a full-time employee, but on a [**pro rata**](https://www.fairwork.gov.au/Dictionary.aspx?TermID=2016) basis
* is a permanent employee or on a fixed-term contract.

#### What is a school-based employee?

A school-based apprenticeship/traineeship is done while the student is still in high school. This means an employee can stay in high school and train for a qualification at the same time.

A school-based employee typically works 1 day per week and 1 day per week in training (on or off the job) equalling an average of 13 hours per week (7 hours work and 6 hours training).

**MODES of training**

#### On-the-job training

On-the-job training is the training that is provided to an employee whilst they are at work. This training is provided by the Host Employer and/or supervisors on a day to day basis and is provided in conjunction with the off-the-job training an employee receives from their Registered Training Provider (RTO) as part of their traineeship or apprenticeship.

Typically employees that have an on-the-job training arrangement are released from their normal work duties for an average of 1.5 hours per week for part-time, and 3 hours per week for full-time in order to complete the relevant book work component of their training or receive direct and relevant training from their Host Employer.

#### Off-the-job training

Off-the-job training is the training that is provided to an employee from a Registered Training Provider. This training comes in the following forms:

#### Block release

Block release training is where an employee attends training on RTO premises for week long 'blocks' or duration. Typically, 8 week blocks per year.

#### Day release

Day release training is where an employee attends training on RTO premised for 1 day per week averaging 40 days per year.

#### Blended delivery

Blended delivery is a mix of both block/day release and on the job training arrangements.

### What is a training contract?

The National Training Contract is a legally binding apprenticeship/traineeship agreement to provide employment and structured training for the duration of the contract. It outlines the employer and apprentice or trainee obligations for the period of the apprenticeship/traineeship.

The Training Contact is generated by an Australian Apprenticeship Centre (AAC). Their role is to generate and lodge the training contract with the Australian Government which registers the Australian Apprentice/Trainee into their Apprenticeship or Traineeship on the Government database (DELTA).

### What is a registered training organisation (RTO)?

A Registered Training Provider or RTO is the organisation you and your Host Employer choose to deliver the off-the-job training for your apprenticeship or traineeship.

The RTO has a responsibility to deliver and assess quality-assured and nationally recognised training and qualifications in conjunction with the Employer, Host Employer and the Apprentice/Trainee.

### What is a training plan?

A Training Plan is a documented plan developed between you, your Host Employer and the RTO that details the following information:

* Units of competency that form your qualification
* Modes of delivery
* Duration

This document is a changeable document throughout the duration of your traineeship/apprenticeship.

### What is an enrolment fee?

An enrolment fee is the cost per year of the off-the-job training for your apprenticeship/traineeship.

These fees are payable to the RTO prior to commencement of training and it is the responsibility of the employee or the Host Employer by agreement to pay these fees. VGTC is not responsible for payment of fees.

### What is competency based completion?

All apprenticeships and traineeships in Victoria are competency based.  
Training Packages are made up of units of competency endorsed by industry. Apprentices are assessed against these units of competency by a Registered Training Organisation (RTO).  
Employees can demonstrate competency through successfully doing a task, exercise or activity.   
This way, employees may complete their training program at their own rate based on their own abilities.​

Employers assist employees to gain the necessary skills in the workplace by aligning the apprentice’s tasks with what they are learning through their RTO. Employers then need to confirm with the RTO once the employee is able to apply the skills to the standard required in the workplace.

### RTO Student Processing Flowchart

**This flowchart is not an exhaustive list of RTO processes and is intended as a broad example**

**Completion**

RTO issues student with Certificate once DELTA has been completed

**During Training - Trainer**

* Site visits
* Mentoring
* Progress reports
* Assessments
* Enrolment form
* LLN/Special Needs check
* Eligibility form (if applicable)
* Course information
* Assessment information
* Draft training plan
* Application for RPL/Credit Transfer

**DELTA Registration completed**

* Student attends session for enrolment/induction
* Trainer provides pre-enrolment kit and completes documentation
* Arrange Training Plan
* Carry out induction
* Arrange class & start date
* Issue workbooks

**NOTE:** For funded training, students must meet the criteria outlined in the latest Guidelines about Determining Student Eligibility & Supporting Evidence.

RTO Authorised person attends

**Student Request for Training at GTO sign up**

* Check eligibility for funded training
* Advise Student regarding the DELTA process

# POLICIES & PROCEDURES

### Internet and Social Media Policy

#### Purpose of the policy

The aim of this policy is to ensure that all employees understand their obligations and rights in relation to the use of the internet.

This policy applies to all employees and contract staff.

This Policy sets out the appropriate standard of behaviour for all employees accessing on-line services, including the Internet, Social Media and Email.

This Policy is designed to protect the Company and its employees from legal liability arising from breaches of equal opportunity, anti-discrimination and other laws. Please be aware that emails, posts and blogs can be subject to court orders for production as evidence in legal proceedings.

#### Personal Usage

Employees are provided with Internet access and email for legitimate business purposes. Sending and receiving personal emails or accessing the internet for non-work related purposes must not impact your work performance.

Personal usage is to be kept to a minimum and should only occur before or after the employee’s normal working hours or during the employee’s prescribed breaks. In the case of an emergency, prior approval must be gained from the appropriate supervisor.

Personal Usage includes the use of Personal PDA’s for activities including but not limited to games, telephone calls, the sending and receiving of text messages, and accessing the internet including Social Media and Emails.

#### All Media

For the sake of clarity, online activities:

* Must not interfere with your work commitments;
* Must not contain or link to libelous, defamatory, discriminatory, harassing or unlawful content, including by way of example of illustration.
* Must not publish information that is confidential or proprietary to the Company or our affiliates; and
* Must do nothing to bring the Company into disrepute.

#### Communication Usage

#### 

When using the Company’s communication equipment it is expected that employees will conduct themselves in a professional manner at all times.

 For the purposes of this policy, Communications Equipment includes:

* E-mail
* The Internet
* Phones
* Faxes
* Mobile Phones
* Photocopiers
* Printers

Each staff member and user of the Company’s computer system must adhere to this policy and employees will be held responsible for their e-mail and internet activities.

All e-mail contained in Company e-mail systems remains the property of the Company. The Company has the right to access and disclose, within legislative and contractual limits, any item of e-mail stored on its computer systems or sent over its network, whether business related or not.

By accessing the Internet and email through facilities provided by the Company, each staff member and user consents to and acknowledges the Company’s right to monitor and examine all individual connections and communications. The company directors are authorised to access, inspect, monitor or disclose the email and Internet activities of staff members and users. The Company may also restrict access to inappropriate information on the internet by staff.

The Company will respect the privacy of individuals in the application and enforcement of this code.

#### Prohibited Activities

Prohibited activities include but are not limited to:

* Transmitting or sending emails which give the impression that you are representing, giving

opinions, or otherwise making statements on behalf of the Company unless expressly authorised to do so.

* Transmitting or sending another party’s personal information, confidential or internal documents, advices or emails to any external parties or organisations unless expressly authorised to do so.
* Using the Company’s time and resources for personal gain.
* Using the Internet, email or any form of messaging service to send defamatory, threatening or obscene messages to other employees or to anyone outside the Company.
* Using the Internet, email or any form of messaging service to send racially and or sexually harassing messages to other employees or to anyone outside the Company.
* Downloading, retrieving or sending sexually explicit, racist or otherwise discriminatory or illegal material from the Internet or from email at any time while you are on work premises, or while using the Company’s computers outside of work premises.
* Accessing, without express authority, access (hack) any computer, whether owned by the Company or by any other organisation. This behaviour will result in disciplinary action by the Company and may also leave employees open to criminal prosecution.
* Using another employee’s PC to gain unauthorised access to the Internet or on-line services.
* Distributing confidential information of the Company via any means without express authorisation.

The Company expects its employees to maintain a high standard of conduct and work performance to ensure the business maintains its high reputation with both staff and customers.

#### Social Media

With the rapid growth and application of social media, the Company recognises the need to have a policy, which provides guidelines for employees who use social media.

The aims of these guidelines are intended to provide clarity to employees of their responsibilities when using social media.

These social media guidelines apply to all employees of the Company.

Social media tools are defined in this policy as all online media which allow user participation and interaction.

Some common examples are:

1. social media tools include:
2. social networking sites eg Facebook, MySpace, Bebo, Friendster
3. video and photo sharing websites eg Flickr, YouTube
4. micro-blogging sites eg Twitter
5. blogs and Blogging Platforms eg Wordpress, Blogger
6. forums and discussion boards such as Yahoo! Groups or Google Groups
7. online encyclopaedias such as Wikipedia
8. Any other web sites that allow individual users or companies to use simple publishing tools e.g. wikis.

#### Usage

Employees should only access high-bandwidth web sites, such as YouTube or other streaming media services, for work related activities. Streaming of radio or video for non-work related purposes is not permitted. Employees are not permitted to download large files such as video, music or disk images for personal use.

#### Updating your social media page/status/activity stream during work time

You are permitted to access and update Facebook or LinkedIn as long as it doesn't impact on your work e.g. Usage is restricted to designated breaks or lunchtime on personal equipment only.

#### Use of Personal Communication Equipment

This policy includes the use of employee’s personal communication equipment.

#### Social Media Principles

The internet is not anonymous.

Social Media Forums are Public information that is freely available to anyone. Messages posted may impact on your co-workers. Misuse can have serious consequences.

Be respectful to the Company and your co-workers at all times. The Company is an organisation whose employees and customers reflect a diverse set of customs and values.

Ensure you do not post material that is obscene, defamatory, threatening, harassing, discriminatory or hateful to another person employee, its contractor or business related individuals or organisations.

Do not use your external blog or other online social media to air your differences in an inappropriate manner.

Ensure you do not disclose other people’s personal information in social media venues.

Disclose only publicly available information. You must not comment on or disclose confidential Company information.

Consider carefully when something may be relevant. A comment on a friend’s blog or wall is still broadcast across a Public Form.

Be guided by the content of your comment not the context.

Ensure that usage is conducted in personal time in accordance with this Policy.

#### Non Compliance

Breach of the Policy will result in disciplinary action. In cases of serious breaches, such as accessing sexually explicit material from the Internet, the employee(s) involved will be dismissed.

### FIT FOR WORK POLICY

#### Fit Condition for Work - Policy Framework

# Scope

* 1. This policy prescribes the company’s intention to ensure a safe work place and safe work practices by ensuring that all employees are in a fit condition to perform their work without compromising their own safety, the safety of fellow employees or members of the public.
  2. There is a legal obligation on the Company to exercise a Duty of Care to all employees and members of the public.
  3. This policy was developed in consultation with all employees.

# Definitions

* 1. **Fit Condition.**   
     A personal state of an employee at work where the employee is able to exercise the physical and intellectual abilities to perform their work at the required level of concentration, precision and skill and to present an appropriate behaviour. An employee may not be fit due to illness, tiredness, emotional upset or the effects of prescribed medication or drugs including alcohol.
  2. **Suspension.**   
     A decision by the Company to prevent an employee from performing their normal work duties. A suspension of duty may or may not entitle the worker to pay for the period of suspension.
  3. **Investigation.**   
     A process of obtaining all relevant facts concerning an incident including those presented by the employee. External advice from appropriate expertise may also be obtained. An investigation will commence and conclude in a timely manner and will be conducted to the degree necessary.
  4. **Counselling.**   
     The process of establishing objectives with an employee and developing an agreement that attempts to ensure the continuation of the employment relationship to the satisfaction of the parties.
  5. **Random Testing.**   
     In positions specified in the policy a random selection of employees will be required to provide a sample for testing for the presence of drugs (including alcohol) which may affect performance.

# Implementation

* 1. This policy was developed in consultation with employees and information explaining its purpose and application is made available to all employees.
  2. Line management as part of their supervision function determine the functional ability of each employee in their jurisdiction at the commencement of and throughout the shift.
  3. Line management are empowered to suspend work or amend the employees work schedule if in their judgement the worker is not in a fit condition to perform work to the required standard or to perform work safely.
  4. Following any suspension or change to work duties the company will investigate the facts of the matter including the workers reasons as to why they were unfit for work.
  5. If serious wilful misconduct had occurred which resulted in the continuation of the employment contract being untenable, termination of the employment by summary dismissal will be necessary.
  6. At the conclusion of the investigation a Counselling session will be called with the worker (who will be entitled to representation). The participation of the workers medical or other advisers will be sought if relevant. Following the counselling session an agreement will be made with the employee to ensure the worker can perform their work in the future.
  7. That agreement will be monitored and the employee evaluated.
  8. Failure to work in accordance with the agreement may result in termination of employment.
  9. As part of this policy alcohol or drugs will not be permitted to be brought onto or consumed on the company’s premises without the prior permission of company senior managers. Failure to comply with this section will likely result in summary dismissal.
  10. Any employee found to be trafficking or attempting to traffic drugs to any person while on company premises or while engaged in company employment (whether those drugs are present on the premises or to be provided to the other person off the premises) will be summarily dismissed.

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* 1. The areas specified as being areas where random drug and alcohol testing will be conducted are;  
     + 1. All industries and occupations in which Victorian Group Training employs
  2. Specific testing may be required as part of a special employment agreement arising from a counseling session with an individual employee.
  3. This policy will be reviewed annually by the Occupational Health and Safety Committee and recommendations for improvement put to senior management for approval.

# SUMMARY OF RESPONSIBILITIES

* 1. **Supervisors and Line Managers**
     1. Ensure all employees are aware of and understand this policy.
     2. As part of their daily function assess each employee for alertness and physical well being to perform their functions safely.
     3. If an employee appears in a condition which may render them unfit for their scheduled work the supervisor will assess that ability through testing or monitoring and direct the employee to either cease work or arrange a task which is within their capacity to manage safely.
     4. The first priority is to care for the employee. Move them to a safe area and arrange medical or other assistance if required.
     5. If the employee is intoxicated arrange transport to their home and do not attempt to investigate their state until they are no longer under the influence.
     6. Notify senior management of the incident as soon as the workers safety is assured.
     7. Where a specific work agreement has resulted as a result of this policy ensure that agreement is implemented by all parties.
  2. **General Manager**
     1. The General Manager will act as an adviser to the Supervisor in the implementation and application of this policy.
     2. The General Manager will develop and maintain information and resources available to Supervisors and Employees who require referral to qualified assistance.
     3. The General Manager will publish and promote this policy.
     4. The General Manager will ensure that principals of procedural fairness are followed in every investigation.
     5. The General Manager will attend as a representative of senior management any counselling session with any employee if the worker is represented.
     6. The General Manager will arrange any random screening tests for drugs and alcohol in the positions specified.

### GRIEVANCE / DISPUTE RESOLUTION POLICY AND PROCEDURES

A grievance or dispute is an unresolved concern relating to an employee, host employer or Victorian Group Training Company that is affecting an employee’s employment and / or performance.

It is Victorian Group Training Company policy to ensure that there are set grievance / dispute resolution procedures in place that are fair and reasonable to employees, host employers and VGTC which can enable satisfactory resolution of any problems or issues that arise.

**PROCEDURES**

Should **Victorian Group Training Company**, a **Host Employer** or an **Employee** have a **grievance or dispute** in relation to the employee’s employment, then such grievance or dispute must be dealt with in the following manner, with documentation:-

1. Discussions to be held in good faith between the employee and his/her manager.

2. If after a period of two weeks following the commencement of discussions referred to in clause 1, the grievance or dispute has not be resolved, then it should be raised with the appropriate Victorian Group Training Company consultant (who may refer the issue to the General Manager) who will attempt to resolve the issue in conjunction with the employee and his/ her manager.

1. Should the grievance or dispute not be resolved by the Consultant or General Manager within a period of two weeks after referral as per clause 2, then at the option of either Victorian Group Training Company or the employee, the matter can be referred to the VGTC director responsible who shall attempt resolution in the manner deemed to be appropriate in the circumstances.
2. If, after the GTO’s internal complaints and appeals processes have been completed, you still believe the GTO is breaching or has breached its legal requirements, you can submit a complaint to the Victorian Registrations & Qualifications Authority (VRQA) contacting them on 1300 722 603 or at the VRQA website complaint link: <http://www.vrqa.vic.gov.au/StateRegister/Public.aspx/LodgeComplaint>

Except in exceptional circumstances, you must attach evidence to your complaint form showing:

* that you have followed your GTO’s formal complaints procedure, and
* the GTO’s response.

VRQA’s processes require you to identify yourself to VRQA as a complainant, although you may request that your identity is kept confidential throughout any investigation that VRQA undertakes.

4. If the grievance or dispute is either not referred to the General Manager or, having been so referred, is not resolved within a further two week period, then the parties consent to arbitration by an accredited arbitrator. The parties further agree to abide by the decision of such arbitrator and share in the costs of arbitration equally.

5. Once the grievance or dispute has been resolved, a review is to be undertaken by the General Manager with all parties involved after a period of one month. Further reviews may be held if required.

During the course of steps above, the employee is entitled to have a representative present who may be either the Victorian Group Training Company General Manager or another agreed member of staff.

### Equal Opportunity, Harassment & Bullying Policy

#### Policy Statement

Victorian Group Training Company is committed to providing a workplace free of all forms of discrimination and harassment including bullying. They aim for equality of opportunity for all employees – both permanent and temporary – consistent with our merit-based selection and promotion. By effectively implementing our Equal Opportunity (EO) Policy we will attract talented people and use their abilities to maximum advantage for both the organization and employee alike.

Quality EO programs are a part of what best-practice companies do. They ensure the maximum contribution from their people by managing diversity effectively Victorian Group Training Company seeks to make this best practice approach an integral part of our organization’s culture.

Discrimination or Harassment is not only unacceptable it is unlawful, pursuant to State legislation (Equal Opportunity Act 1995) and Federal legislation (Sex Discrimination Act, 1984; Racial Discrimination Act 1992; Human Rights and Equal Opportunity Commission Act 1986) and various pieces of Occupation Health & Safety legislation.

It is the responsibility of management to provide a working environment free from discrimination, harassment and bullying. To this end Victorian Group Training Company will take all practicable steps to ensure our clients provide a similar working environment.

In addition, management and their delegates are to ensure all complaints are treated confidentially, serious and sympathetically. To this end we have developed an internal complaint resolution process to assist anyone found to have breached this policy.

No employee will be penalised or disadvantaged as a result of raising concerns or complaints relating to discrimination or harassment.

#### What is Discrimination?

Unlawful discrimination occurs when a person considers they have been treated less favourably owing to an attribute (listed below) when compared with a person not of that attribute.

**Protected attributes in Victoria include:**

* Age
* Disability/impairment
* Industrial activity/inactivity
* Lawful sexual activity
* Gender identity
* Marital status, including defacto
* Physical features
* Political belief or activity
* Pregnancy
* Race
* Religious belief or activity
* Sex
* Status as a parent or carer
* Irrelevant criminal conviction

#### What is Harassment?

Harassment is an unwanted behaviour and can take many forms. It may involve inappropriate actions, behaviour, comments or physical contact that is objectionable or causes offence. Unlawful harassment may relate to any of the attributes protected in various equal opportunity statements mentioned above.

It is important to note that it is irrelevant at law as to whether or not the inappropriate behaviour was intended.

It is also important to understand that it is the person being subject to the behaviour, who determines whether the behaviour is welcome or unwelcome. In Victoria, co-workers can be named sole respondents in cases of alleged sexual harassment.

Harassment may be seen to have occurred if the behaviour makes the victim feel:

* Offended and humiliated;
* Intimidated or frightened;
* Uncomfortable at work

#### What is Sexual Harassment?

Sexual harassment occurs when a person makes an unwelcome sexual advance or an unwelcome request for sexual favors to another person, or engages in any other unwelcome conduct of a sexual nature in relation to another person. It has nothing to do with mutual attraction or private, consenting friendships whether sexual or otherwise.

**Some examples of sexual harassment include:**

* Persistent unwelcome demands or even subtle pressures for sexual favours or outings;
* Leering, patting, pinching, touching or unnecessary familiarity;
* Offensive comments on physical appearance, dress or private life;
* The public display of pornography (especially when it is directed at particular individuals) ranging from material that might be considered mildly erotic through to material that is sexual explicit.

This company recognises that comments and behaviour which do not offend one person can offend another.

The management accepts that individuals may react differently and expects this right to be generally respected.

#### What is bullying?

Bullying can be defined as persistent, offensive, abusive, intimidating or insulting behaviour, abuse of power or unfair penal sanctions which make the recipient feel upset, threatened or vulnerable.

#### What is Victimisation?

Victimisation is seen to occur when someone who has raised an EO complaint suffers a negative consequence as a result of raising that concern.

#### What can you do if you are being discriminated against?

If you consider you have been discriminated against, raise your concerns with your manager. There may be an unseen rationale behind a decision which may have caused you to feel disadvantaged.

#### What can you do if you are being harassed or bullied?

* Do not ignore the harassment (ignoring the behaviour could be taken as tacit consent). Inform the offender that the behaviour is offensive and unacceptable and against company policy
* If necessary, (after the above) seek assistance in having the behaviour stopped. This may include making a report or a complaint

#### Who can assist you in Making a Report or Complaint?

Your manager or you may approach the Equal Opportunity Commission and Human Rights Commission for independent advice.

Initially direct your inquiry to: **Enquiries officer**

Equal Opportunity Commission and Human Rights Commission

Level 3, 204 Lygon St

Carlton Vic 3053

**Phone 1300 292 153**

#### What will happen if you make a Complaint or Report?

Any complaints or reports of discrimination, harassment or bullying will be treated quickly, seriously and sympathetically. They will be investigated thoroughly, impartially and confidentially. Managers must act immediately on any reports of harassment. Employees will not be disadvantaged in their employment conditions or opportunities as a result of lodging a complaint.

#### What will happen to the person against whom you have made a complaint?

Where complaints of discrimination have been substantiated, appropriate disciplinary action will apply. Serious breaches of the policy will lead to termination of employment.

Similarly, action where necessary will be taken against anyone including employees, who have been found to have harassed a co-worker, or any other person during the course of their employment. All parties involved in a complaint have the option of accessing personal counselling.

### Student Support Services Policy and Procedure

1. **Policy**

This policy/procedure supports the requirements to provide student support services to all trainees and apprentices (employees).

This policy ensures that all employees are given support whilst employed with Victorian Group Training Co Ltd (VGTC). This support includes personal support and assist in arranging academic support through the relevant training provider. The following procedures ensure that employees are made aware of the support available.

1. **Procedure**

**Employee Induction**

At the beginning of employment with VGTC, employees are to be inducted by VGTC (including WHS induction) and it must include the following:

* WHS Induction
* Employment terms and conditions
* Information on RTO (including trainers and student administration)
* Details on the program structure and course details
* Details on student support information (referencing VGTC Information Manual)

**Dedicated Consultant**

Whilst all staff employed by VGTC has the responsibility to provide support to all employees, VGTC shall nominate each employee with a dedicated Consultant who shall be available to them during business hours. Victorian Group Training will provide mentoring and support to the Apprentice/Trainee throughout the duration of employment across all aspects of work, training, OHS and general wellbeing.

Employees can access their Consultant directly or via Head office and an appointment will be organised as soon as practicable.

**Head Office Contact Information:**

***Ph:***  ***1300 158 100 Email: admin@vgtc.org.au***

**Student Support Services Referral List**

Your Consultant is able to provide links to external sources of support where staff at VGTC are not qualified to provide, or it is in the employee's best interests to seek professional advice.

All preferred/ suitable external links will be listed on the Student Support Services Referral List.

### Student Support Services Referral List

The following support services are to be available and accessible for all employees employed with Victorian Group Training Co Ltd (VGTC).

VGTC will provide students with contact details to refer any matters that require further follow up with relevant professionals.

* ***Personal / Social issues***

There are many issues that may affect a student’s social or personal life, and some students may require gaining advice and guidance on personal issues. A counseling service can be suggested if applicable.

|  |  |
| --- | --- |
| **Referral Services Available** | **Contact Phone** |
| Lifeline  *Lifeline provides all Australians experiencing a personal crisis with access to online, phone and face-to-face crisis support and suicide prevention services. Find out how these services can help you, a friend or loved one.* | **Ph**: 13 11 14  [www.lifeline.org.au](http://www.lifeline.org.au) |
| Kids Helpline  *If you're between 5 and 25 and you're feeling depressed, worried, sad, angry or confused about things like your studies personal relationships, Kids Helpline offers free 24 hour, 7 day telephone counseling support (anonymous if you prefer).* | **Ph:** 1800 551 800  <http://www.kidshelpline.com.au/> |
| Sexual Assault Crisis Line  *The Sexual Assault Crisis Line Victoria (SACL) is a state-wide, after-hours, confidential, telephone crisis counseling service for victim/survivors of both past and recent sexual assault.* | **Ph:** 1800 806 292  [www.sacl.com.au](http://www.sacl.com.au) |
| Safe Steps - Family Violence Response Centre  *Safe Steps is the Victorian State-wide service for women experiencing violence and abuse from a partner or ex-partner, another family member or someone else you are close to.* | **Ph:** 1800 015 188 (Toll Free) or (03)9928 9600  www.safesteps.org.au |

* ***Academic issues***

Employees may have concerns with their attendance, academic performance or other related issues that are placing them at risk of not achieving the requirements of their traineeship/apprenticeship.

All employee progress is monitored and guidance and support provided where non satisfactory results are identified.

An employee is able to access their dedicated Consultant to discuss any academic, or other related issues to studying with their training provider at any time. The Consultant will be able to provide advice and guidance, or referral, where required.

|  |  |
| --- | --- |
| **Referral Services Available** | **Contact Phone** |
| VGTC will arrange in conjunction with the relevant Registered Training Organisation for academic support to be provided to you. | **Contact your dedicated Consultant** |

* ***Workplace issues***

Employees may have questions/ concerns in direct reaction to their place of employment. It is recommended that you contact your Consultant first and foremost for any matters, however, if necessary the following services can be suggested to contact if applicable.

|  |  |
| --- | --- |
| **Referral Services Available** | **Contact Phone** |
| Worksafe Victoria | **Website:** [www.worksafe.vic.gov.au](http://www.worksafe.vic.gov.au)  **Phone:**  For general enquiries contact our [Advisory Service](http://www.worksafe.vic.gov.au/contact-us/advisory-service) on  **1800 136 089** (toll free).  Otherwise email [info@worksafe.vic.gov.au](mailto:info@worksafe.vic.gov.au) |
| Fair Work Ombudsman | [www.fairwork.gov.au](http://www.fairwork.gov.au)  **Phone:** 13 13 94 |

* ***Medical Issues***

Local medical services close Victorian Group Training's Head office are as follows:

|  |  |  |
| --- | --- | --- |
| **Referral Services Available** | **Name & Location** | **Contact Phone** |
| Hospital (Emergency) | Colac Area Health  2-28 Connor Street  Colac VIC 3250  Epworth Healthcare  Richmond  Geelong | 0352 325 100  0394 266 666  0352 717 000 |
| Doctor | Colac Medical Centre  6 Murray Street  Colac VIC 3250 | 0352 321 128 |
| Dentist | Colac Dental Practice  36 Hesse Street  Colac VIC 3250 | 0352 312 755 |

**The emergency phone number for an ambulance in Australia is ‘000’.**

**(This number should only be dialed in an emergency and you require ambulance, police, or fire attendance)**

### Our Commitment

We place great emphasis on attracting and rewarding the best people. We are committed to providing an environment, which is safe and free of harassment. This harassment policy has the full support and commitment of the Management and Directors.

Please help us to help you by giving support in monitoring and avoiding practices, attitudes and traditions which lead to harassment.

### Privacy Policy

In accordance with the Privacy Act 1988, Victorian Group Training Co Ltd is required to comply with the 13 Australian Privacy Principles (APPs).

Victorian Group Training Co Ltd takes its privacy obligations seriously and will seek to take all reasonable steps in order to comply with privacy legislation in order that we can protect the privacy of the personal and health information that we hold. This policy sets out how we intend to do so. Where any difference exists between privacy legislations, any other legislation or any other lawful requirement, the legislation or other lawful requirement with the strongest application is to be applied.

#### Collection

***Victorian Group Training Co Ltd*** collects personal and/or health information from both individuals and third parties. Whenever such information is collected it will always be for one or more of our functions or purposes; it will only be collected by lawful and fair means; it will not be collected in an unreasonably intrusive way; and will only be collected in accordance with any other requirement under the relevant privacy principle/s.

The types of personal and/or health information we may collect, generally, are as follows:

**The type of information collected by Victorian Group Training Co Ltdregarding individuals generally includes the following:**

|  |
| --- |
| Names;  Addresses (including email addresses);  Telephone and facsimile numbers;  Date of Birth;  Occupation;  Gender;  Education;  Details about next of kin including spouse and children's names;  Membership and professional associations;  Social interests. |

***Victorian Group Training Co Ltd*** collects personal and/or health information for a number of different primary purposes, which have been identified as follows:

Potential employees;

Existing and new contacts

Recruitment for Host Employers

ATO

Worksafe and or agent

Superannuation Insurance

On any occasion of personal and/or health information being collected it will only be for one of these primary purposes, which will be identified in the collection statement (as required by NPP 1.3, IPP 1.3 and for which reasonable steps will be taken to provide such information to the individual.

**Use and Disclosure**

***Victorian Group Training Co Ltd*** will only use and disclose personal and/or health information for the primary purpose for which it was collected, or for a secondary purpose (where that secondary purpose is related to the primary purpose) when the requirements, as detailed in the privacy principles, for the use or disclosure of that personal and/or health information for a secondary purpose can be met. Generally this will mean;

* the individual will have a reasonable expectation that ***Victorian Group Training Co Ltd*** may use and/or disclose such information for the secondary purpose; or
* the individual, or if unable, their authorised or legal representative, has consented; or
* such use and/or disclosure is required, authorised or permitted under law, or for lawful action, or for the prevention of unlawful activity; or
* the use and/or disclosure is for statistical purposes; or
* the use and/or disclosure is necessary to lessen or prevent a serious and imminent threat to the life, health, safety or welfare of an individual or the public; or

***Victorian Group Training Co Ltd*** may usually disclose personal and/or health information to:

Any law that requires the particular information to be collected; and

The main consequences (if any) for the individual if all or part of the information is not provided.

***Victorian Group Training Co Ltd*** will ensure that personal and/or health information will only be used or disclosed for a secondary purpose when it can be demonstrated that there is a relationship with the primary purpose.

###### Data Quality

***Victorian Group Training Co Ltd*** will take all reasonable steps to ensure the personal and health information it collects, uses, holds and discloses is accurate, complete, up to date and relevant. We will do this by;

* verifying the accuracy, completeness and relevance of personal and/or health information when it is collected; and
* maintaining the accuracy, currency, completeness and relevance of the personal and health information we hold by:
* If it is reasonable and practical to do so, ***Victorian Group Training Co Ltd*** will collect personal information about an individual only from that individual. If however this information is collected from someone else, ***Victorian Group Training Co Ltd*** will act reasonably to ensure the individual is or has been made aware of the matters listed above, unless certain exemptions apply.

**Data Security and Data Retention**

***Victorian Group Training Co Ltd*** will take reasonable steps to ensure the personal and health information we hold is protected from misuse and loss, and from unauthorised access, modification or disclosure. We will do this through:

* the provision and use of lockable storage facilities for paper based records;
* the provision and use of appropriate security measures for electronic records, including firewall and password protection
* the maintenance of appropriate physical security measures for ***Victorian Group Training Co Ltd*** offices and facilities; and
* restricting employee access to personal and health information on a “need to know” basis

Much of the personal information held by ***Victorian Group Training Co Ltd*** is required to be kept for 7 years under contractual or legal requirements. Nonetheless, we will take reasonable steps to ensure that personal and/or health information we hold, which is no longer required, including under any contractual or legal requirement, is destroyed or de-identified in a secure manner.

**Openness**

***Victorian Group Training Co Ltd*** will be open in how it manages the personal and health information it collects. It will do so by having in place a publicly available statement setting out how personal and health information is handled and through the establishment of this privacy policy, which will be made available to an individual if requested.

**Access and Correction**

Upon request, ***Victorian Group Training Co Ltd*** will provide individuals with access to their personal and/or health information, unless one of the exceptions which requires or allows access to be refused, as set out in the respective privacy principles, is exercised.

Such exceptions apply generally as follows:

* providing access would pose a serious threat to the life or health of any individual;
* providing access would have an unreasonable impact on the privacy of another individual;
* for personal information, the request for access is frivolous or vexatious;
* for health information, the request is unreasonable and repeated, with access to the same information having previously been provided
* there are considerations with regard to legal proceedings which are underway, being investigated or anticipated
* providing access would be unlawful

Any request for access made to ***Victorian Group Training Co Ltd*** is to be made in writing. Individuals requesting access will be required to establish their identity, and if a third party legally able to request access on behalf of another individual, the bona fides of their right to be provided with access.

For requests for access to personal information, access will be provided within 14 days for simple requests and 30 days for more complicated requests. For requests for access to health information, access will be provided within 45 days. If a request for access is refused, the individual will be advised in writing of the reason for refusal, and the same timeframes will apply.

For access to health information, the individual may request the way in which they wish access to be provided. ***Victorian Group Training Co Ltd*** will endeavour to provide access in the manner requested, whenever reasonably possible.

***Victorian Group Training Co Ltd*** may charge an individual for providing them with access. Should such a charge be levied for access to personal information it will be done so on a “cost recovery basis” only. Should such a charge be levied for access to personal information (under the IPPs) or health information, the charge applied will be in accordance with the schedule of charges set from time to time by the State Privacy Commissioner or Health Services Commissioner, as applicable. If possible, individuals will be informed at the time of making a request for access if a charge will be applied and an estimation of those charges.

If an individual identifies that the information ***Victorian Group Training Co Ltd*** holds on them is inaccurate, incomplete, misleading or not up to date, they may request that information be corrected. ***Victorian Group Training Co Ltd*** will then make all reasonable effort to correct the information, unless we are not willing to correct it. Should we not be willing to correct the information, written reasons for refusal will be provided to the individual. In such a circumstance the individual may request an appropriate notation be appended to the information that was sought to be corrected.

Requests for access or correction of personal or health information are to be made to:

General Manager

111-113 Bromfield Street, Colac Vic 3250 Ph: 1300 158 100 Email: [admin@vgtc.org.au](mailto:admin@vgtc.org.au)

**Identifiers**

It is necessary for ***Victorian Group Training Co Ltd*** to adopt identifiers for the personal and health information we hold, however we will not adopt as an identifier any identifier assigned by a commonwealth or state agency.

**Anonymity**

Wherever lawful and practicable, ***Victorian Group Training Co Ltd*** will provide individuals with the option of being provided with a product or service by us on an anonymous basis.

**Transborder Data Flows**

Under the NPPs ***Victorian Group Training Co Ltd*** will not disclose an individual’s personal information to an organisation or individual outside Australia unless, generally, the country to which it is being disclosed has a similar level of privacy protection or the individual, or their authorised or legal representative, has consented to the disclosure.

Under the IPPs and HPPs we will not disclose an individual’s personal and/or health information to an organisation or individual outside Victoria unless, generally, the state or country to which it is being disclosed has a similar level of personal information and health records protection or the individual, or their authorised or legal representative, has consented to the disclosure, or the disclosure is required by law.

**Sensitive Information**

***Victorian Group Training Co Ltd*** will not seek to collect sensitive information unless there is a requirement to collect such information and, generally;

* the individual has consented to such collection; or
* the collection is required by law; or
* the collection is necessary to prevent or lessen a serious and imminent threat to the life or health of any individual

Furthermore, ***Victorian Group Training Co Ltd*** will not disclose any sensitive information without the consent of the individual.

**Complaint Resolution**

Should an individual, or their authorised or legal representative, have a complaint regarding our privacy practices or wish to make a complaint about how their personal and/or health information has been managed they should in the first instance contact the General Manager on 1300 158 100. Any complaints received will be handled in accordance with our Privacy Complaints Policy.

### Risk Management Strategy

#### Risk Assessment

Risk assessments are carried out prior to the commencement of work. Risk assessment involves investigation of potential hazards and identifying risk to determine the specific factors that can cause injury or disease important of those factors. (Host Employer Workplace)

The method of risk assessment is undertaken with reference to existing occupational health and safety regulations, codes of practice and Australian Standards. However where such guidance is not available, consultation with host employers and our employees will establish methods on the basis of external advice from other organizations within the industry, the WorkCover Authority or other sources of expert advice.

#### Risk Control

Once a problem has been identified and assessed, it must be carefully considered how best to control the hazard.

It should be noted that an objective of the Occupational Health and Safety Act is the elimination, at the source, of risks to health, safety and welfare of persons at work.

It is important that host employers control the risk to health and safety appropriate and uses a combination of control measures to minimise the risk.

#### Elimination/Substitution

Removal of a hazard by eliminating the process will eliminate the risks associated with the hazard.

If the process cannot be eliminated, substitute the substance or hazard with one known to be less harmful to health.

Ensure all engineering machinery has the appropriate guards fitted and noise is reduced. Isolate or enclose hazards, use mechanical aids to minimise manual handling injuries.

Ensure personal protective equipment is used by the employee and training is provided in its use. Ensure that equipment is maintained and serviced regularly.

### Compliance to Legislative Requirements Policy

# Policy

This policy has been developed to provide an overview of how Victorian Group Training (VGTC) will ensure compliance with all legislative requirements.

VGTC will ensure compliance is maintained with legislative requirements through the following methods:

* VGTC will ensure that it regularly reviews legislative requirements and adjust policies and procedures accordingly. An annual review of policies and procedures will ensure this is completed (at least) annually.
* VGTC will also conduct a range of further activities to ensure that compliance with legislative requirements including but not limited to:
* Staff training and professional development activities
* Board/Consultant Meetings (including management and staff related meetings)
* Annual Review process of policies & procedures
* Legislative requirements will be reviewed and relevant documents updated as required as part of Annual Review process. VGTC has incorporated the following legislative requirements into policies and procedures:
* The Commonwealth Privacy Act 1988 (amended by the Commonwealth Privacy Amendment (Private Sector) Act 2006)

[http://www.privacy.gov.au](http://www.privacy.gov.au/)

* National Vocational Education and Training Regulator Act 2011 (Cth) (amended by the National Vocational Education and Training Regulator Amendment Act 2015) <http://www.comlaw.gov.au/Details/C2015C00186>
* The Equal Opportunity Act 2010 (Vic)

<http://www.legislation.vic.gov.au>

* The Work Health and Safety Act 2011 (Vic)

<http://www.comlaw.gov.au/Details/C2011A00137>

* The Occupational Health and Safety Act 2004 (Vic)

<http://www.legislation.vic.gov.au>

* The Victorian Information Privacy Act 2000 (Vic)

<http://www.legislation.vic.gov.au>

* Charter of Human Rights and Responsibilities Act 2006 (Vic)

<http://www.legislation.vic.gov.au>

* Working with Children Act 2005

<http://www.legislation.vic.gov.au>

* The Racial and Religious Tolerance Act 2001 (Cth)

<http://www.comlaw.gov.au>

* The Sex Discrimination Act 1984 (Cth)

<http://www.comlaw.gov.au>

* The Disability Discrimination Act 1992 (Cth)

<http://www.comlaw.gov.au>

* The Copyright Act 1968 (Cth)

<http://www.austlii.edu.au/au/legis/cth/consol_act/ca1968133/>

* VGTC will ensure that all employees and Host Employers are made aware of the relevant legislation through the induction process.
* VGTC will implement pro-active continuous improvement processes and will ensure that any areas that are identified as requiring improvement or immediate action are addressed appropriately. Where VGTC finds that it is not meeting all requirements of the legislation, the CEO will immediately implement processes to ensure that all legislation is complied with, and will:
* Amend all relevant documentation
* Advise all staff of the changes required
* Advise students of the effect of the changes