

WETTRADE

Apprenticeships

Employer and Apprentice Information Handbook

2023



Building 7, Gate 3 The Construction Training Centre
460-492 Beaudesert Road Salisbury QLD 4107

PO Box 21 Salisbury QLD 4107

www.wettradeapprenticeships.com.au

Phone: 07 3277 8646

ABN: 37009 663674

Contents

Definitions.....	4
Office Locations And Contacts.....	5
Introduction	6
The Apprenticeship System	7
Who'S Who In Apprenticeships	7
The Apprenticeship System In Queensland	9
What Is A Group Training Organisation (Gto)?	10
How Will The Apprentice Receive Training?	11
Recruitment Of Apprentices.....	12
Language, Literacy And Numeracy Assessment.....	13
Employment And Induction Information.....	14
The Training Contract	14
Commencement And Nominal Term	15
Extending The Nominal Term Of The Training Contract	15
Probation Period Duration	16
Probation Period Extension	16
Ending The Apprenticeship During The Probation Period	17
Suspension	18
Temporary Suspension	18
Transfer Of The Training Contract	19
Cancellation Of The Training Contract	19
Stand Down	20
Completion Of The Training Contract	21
The Role Of The Trainer	21
The Training Plan	22
The Training Record	23
The Induction	23
What Are The Responsibilities Of The Gto?	23
Monitoring	24
Monitoring Schedule	25
Support	27
Induction	29
Rotation Between Hosts	30
Withdrawal From The Host Employer	30
What Are The Responsibilities Of The Host Employer?.....	30
What Are The Responsibilities Of The Apprentice?	31
Workplace Health And Safety (Whs)	32

Structured Training	33
What Are The Responsibilities Of Nics (The Srto)?	33
Monitoring Host Employers	34
Cancellation Of A Training Contract	34
Privacy Policy	35
Access And Equity Policy	39
Images And Recordings In Marketing Material	39
Seeking Feedback On Services	39
Complaints And Appeals	39

Definitions

In this Agreement the following definitions apply unless the context otherwise requires:

"the Act" in Queensland, apprenticeships and traineeships are established and governed under the *Further Education and Training Act 2014* (the Act) which makes them legal binding on all parties.

"Apprenticeship" generally an Apprenticeship is a Certificate III or higher qualification and takes three to four years to complete. Apprenticeships are usually in trade areas such as construction, electrical, commercial cooking, hairdressing etc.

"Australian Apprenticeship" (Apprenticeships and Traineeships) combine paid employment with structured training which result in a Nationally Recognised Qualification. Australian Apprenticeships are underpinned by an approved Training Contract that is registered with the State Training Authority in the State or Territory where the Australian Apprenticeship is being undertaken.

"Australian Apprentice" means a person employed by Wettrade Apprenticeships who is undertaking an Apprenticeship or Traineeship under a Training Contract arrangement.

"Services Contract" means (this Contract) between Wettrade Apprenticeships and the Apprentice.

"Host Employer" means the party agreeing to the Australian Apprenticeship placement and is a party under a corresponding "Host Employer Agreement" or similar.

"Industrial Instrument" means the instrument under which the Apprentice or Trainee are employed and paid and may include a Modern Award, Australian Workplace Agreement (AWA) or Enterprise Bargaining Agreement (EBA).

"Training Contract" means a Contract of Training registered with the State Training Authority.

"Training Plan" means a program of training which forms part of a Training Contract and is developed in agreement with the selected supervising registered training organisation (SRTO).

"Training Provider" means the approved SRTO that will deliver the accredited training.

Document name	Apprentice and Host Employer Information Handbook		
Version number	1	Review date	June 2024

Office locations and contacts

Head Office:

Phone: (07) 3277 8646

Address: Gate 3, Building 7, Construction Training Centre,
460-492 Beaudesert Road, Salisbury Qld 4107

Website: www.wtaqld.com.au

GTO Coordinator

Name: Lisa Grigg

Phone: (07) 3277 8646

Email: admin@wtaqld.com.au

Document name	Apprentice and Host Employer Information Handbook		
Version number	1	Review date	June 2024

Introduction

Welcome to Wettrade Apprenticeships, part of the Master Painters Decorators and Signwriters' Association of Queensland Union of Employers. The team is proud to welcome the apprentice and host employer on board and we trust that you will both find the time we share challenging, rewarding and fun.

Wettrade Apprenticeships specialises in engaging apprentices and linking them with host employers in the 'wet trades' including painting and decorating, wall and floor tiling, plastering and well and ceiling lining.

This handbook will serve as ongoing information that you can refer to at any time throughout the duration of the apprenticeship. It contains all the information you need to know as an apprentice or as a host employer including:

- Recruitment of apprentices and placement with host employers
- National Institute of Construction Skills (NICS)
- The apprenticeships offered by Wettrade Apprenticeships
- The durations of training and location of our NICS campuses
- Training and assessment services and arrangements provided by NICS
- Responsibilities, rights and obligations of apprentices and their host employer
- Responsibilities, rights and obligations of Wettrade Apprenticeships
- Employment conditions
- Support available to apprentices and their host employer

Wettrade Apprenticeships has an obligation to comply with the requirements of:

- The National Standards for Group Training Organisations 2017
- The Further Education and Training Act 2014; and
- The requirements of the Fair Work Commission

To ensure our ongoing compliance, we have systems in place to ensure we continually uphold these obligations including through regular internal quality audits and using feedback from apprentices and employers to improve our level of service provision.

Thank you for choosing NICS for your employment and training needs and we look forward to working with you.

Chris Munday

CEO

Wettrade Apprenticeships

Document name	Apprentice and Host Employer Information Handbook		
Version number	1	Review date	June 2024

The Apprenticeship System

Apprenticeships combine work with study, so they earn while they learn.

Apprentices learn practical skills at work, academic skills through a training organisation and at the end, graduate with a trade qualification or vocational certificate.

Apprenticeships can be full time, part time or school based and an apprentice can be a school student, school leaver, young adult or mature aged person. Apprentices can also fall into the category of an existing worker wanting to transition from a general employee role into a trade role.

Who's Who in Apprenticeships

There are several organisations involved in the training program that the apprentice and host employer need to be aware of, as well as many acronyms, which will become familiar to you in time.

Wettrade Apprenticeships is the apprentice's legal employer and is responsible for managing their training experience. Our team are responsible for finding opportunities with Host Employers, identifying the right people for a vacant position, mentoring and providing support throughout their Apprenticeship as well as administrative functions like payroll.

Host Employer – Host Employers are the organisations who will provide the apprentice with work experience and supervision during their Apprenticeship. Apprentices who show dedication to both their work and studies may be offered permanent roles by their host employers once they complete their training.

Department of Education (DET) – DET are the Australian Government Department who are responsible for national oversight and funding for the Australian Apprenticeship program covering apprenticeships and traineeships. DET also manages the national contract for AASN providers to ensure consistency in programs and services across Australia.

State Training Authority (STA) – In Queensland the STA is the Department of Youth Justice, Employment, Small Business and Training (DYJESBT). They are the government body responsible for the oversight of the Apprenticeship and Traineeship Legislation (*the Further Education and Training Act 2014*), overseeing the vocational education program, including the quality of coursework for the Apprenticeship or Traineeship. They are also responsible for providing advice to apprentices, trainees and employers.

Queensland Training Ombudsman – The Queensland Training Ombudsman provides a confidential and independent service to review and resolve enquiries and complaints from apprentices, trainees, students, employers and other stakeholders in the Queensland VET sector. The Training Ombudsman also helps individuals navigate the complex VET sector and find the best way to address concerns as well providing free and impartial advice about rights and responsibilities within the sector.

Document name	Apprentice and Host Employer Information Handbook		
Version number	1	Review date	June 2024

Supervising Registered Training Organisation (SRT0) – The SRT0, National Institute of Construction Skills (NICS) is responsible for setting and assessing the apprentice coursework during the training so they can earn a nationally recognised qualification upon completion. The apprentice's trainer will discuss the assessment procedures for the apprenticeship and will tailor a Training Plan for the apprentice. Whether in the worksite or in a training centre, the apprentice's coursework will be assessed by the host employer and the apprentice's trainer and will be monitored regularly. The apprentice is required to complete the competencies agreed in their Training Plan to successfully complete the apprenticeship.

Australian Apprenticeship Support Network (AASN) – In Queensland, there are four (4) AASN providers contracted by DESE to be the first point of contact to provide information and advice to support to employers, apprentices and trainees including completing, lodging and maintaining the Training Contract. Our selected AASN provider and their contact details are:

NAME	ADDRESS	CONTACT DETAILS
The Busy Group Ltd (Consortium) <ul style="list-style-type: none"> • Busy at Work • Skill360 Australia Limited 	Suite 6 45 Nind Street PO Box 303 SOUTHPORT QLD 4215	Telephone: 132879 Fax: 5571 0192 Email: busy@busyatwork.com.au Web: www.busyatwork.com.au
MEGT (Australia) Ltd	5/5 Gardener Street MILTON QLD 4064 PO Box 311 TOOWONG QLD 4066	Telephone: 3871 4444 Fax: 3871 4499 Email: info@megt.com.au Web: www.megt.com.au
MAS National Pty Ltd	192 High Street NORTHCOTE VIC 3070 PO Box 2153 PRESTON VIC 3072	Telephone: 1300 627 628 Email: info@masexperience.com.au Web: www.masexperience.com.au

Fair Work Ombudsman - The Fair Work Ombudsman provides advice to employers and apprentices regarding various entitlements such as: wages, benefits and allowances, employment conditions and award requirements.

Parent or Guardian – If the apprentice is under 18 years of age when they commence their Apprenticeship their parent or guardian will need to be involved at various stages and will need to sign the Training Contract.

School – If the Apprenticeship is school based, the apprentice will need to have and maintain the support of their school. For the apprenticeship to be considered school based, the units of competency in the Training Plan for their qualification

Document name	Apprentice and Host Employer Information Handbook		
Version number	1	Review date	June 2024

must contribute to their Queensland Certificate of Education (QCE) and the work and training component **must impact** on the school timetable. The school also has a role in supporting the apprentice through their Apprenticeship.

The apprenticeship system in Queensland

Eligibility

- Meet minimum age requirements
- Employed and working for a Queensland based employer – most apprentices live and work in Queensland. However, if the apprentice resides in northern NSW, for example, but works for a Queensland based company, the apprentice may still be eligible
- Be an Australian citizenship or have a visa that allows completion of study in Australia through apprenticeship arrangements

Qualifications offered

- CPC30620 Certificate III in Painting and Decorating
- CPC31020 Certificate III in Solid Plastering
- CPC31220 Certificate III in Wall and Ceiling Lining
- CPC31320 Certificate III in Wall and Floor Tiling
- CPC31420 Certificate III in Construction Waterproofing

To complete an apprenticeship, an apprentice must be at least 13 years of age. If they are currently in school, they must be in year 10, 11 or 12.

Length of time to be served

The length of time required to complete an apprenticeship depends on the apprenticeship itself. It depends on:

- the allocated length of time or nominal term of the apprenticeship
- whether the apprenticeship is being undertaken full-time, part-time or school-based
- whether the apprentice is eligible for some time credit through recognition of prior learning or credit transfer from previously completed training
- how long the apprentice task to complete their training – all vocational education and training is competency based which generally means the apprentice need only demonstrate that they have the knowledge and the skills and can competently perform the allocated tasks without supervision

Wettrade Apprenticeships works with the National Institute of Construction Skills (NICS) to ensure consistency in the training being provided to its apprentices.

Hours of work

Document name	Apprentice and Host Employer Information Handbook		
Version number	1	Review date	June 2024

At Wettrade Apprenticeships, the hours of operation in the administration at 8am to 4pm. As an apprentice working with a host employer, these hours may vary depending on their needs. However, the total hours for a work week for a full time apprentice cannot exceed 38 hours without agreement between the host employer and NICS. Part time apprentice hours are negotiated with host employers upon commencement of a new apprentice.

How training works

In conjunction with the host employer, our partner RTO, the NICS will devise a training plan for the apprentice. The training plan describes what, when and how the apprentice will complete their training including the on the job training.

NICS provides formal learning through our LMS, MPA Online. This may be combined with face to face training conducted onsite by one of our qualified trainers. The host employer is responsible for the provision of the on the job training. The responsibilities of both parties in relation to training will be specified in the training plan which is negotiated, agreed and signed by the host employer, NICS, the apprentice and Wettrade Apprenticeships.

As the apprentice has access to MPA Online, they can complete their training at a time that suits their needs. However, host employers are encouraged to allow some time away from productive work to complete their training.

Fees

All apprentices are required to pay a contribution towards the cost of the training. This is calculated at \$1.60 per nominal hour. As an employee of Wettrade Apprenticeships, we will pay for the apprentice's tuition fees which are invoiced at the completion of each unit of competency.

What is a Group Training Organisation (GTO)?

The core purpose of a Group Training Organisations (GTOs) is to employ apprentices and trainees under a formal Training Contract and place them with host employers for the purposes of on the job training and assessment. GTOs take responsibility for the employment of apprentices and ensure continuity of employment and access to training and assessment with a Registered Training Organisation (RTO).

They are also responsible for the management of additional support to ensure apprentices have every opportunity to fulfill the obligations under their Training Contract.

GTOs are responsible for finding suitable employers who will 'host' the apprentice for the duration or a specified period of time throughout their apprenticeship. Most often, an apprentice may be rotated among several host employers where the range of work is not available with one host employer.

Host employers and apprentices alike benefit from the assistance of group training. In the case of employers, they may not be able to source an apprentice for a set period of time or be in a position to employ an apprentice as an ongoing concern. When partnering with a GTO, they have the opportunity to participate in the training system and host an apprentice for a set period of time to support their business needs. For an apprentice, being employed with a GTO offers

Document name	Apprentice and Host Employer Information Handbook		
Version number	1	Review date	June 2024

security in employment and the opportunity to complete their apprenticeship which may not have been available through traditional employment arrangements.

Wettrade Apprenticeships, part of the Master Painters and Decorators Queensland Association Limited, a not for profit membership based association, has numerous member organisations seeking apprentices.

How will the apprentice receive training?

Wettrade Apprenticeships partners with the National Institute of Construction Skills (NICS). NICS offers training and assessment services in the following trades:

- CPC30620 Certificate III in Painting and Decorating
- CPC31020 Certificate III in Solid plastering
- CPC31220 Certificate III in Wall and Ceiling Lining
- CPC31320 Certificate III in Wall and Floor Tiling
- CPC31420 Certificate III in Construction Waterproofing

NICS has trainers and assessors with appropriate qualifications & experience to deliver the training and conduct assessment for the above qualifications. NICS is committed to providing the best possible learning environment for all staff and apprentices to achieve the outcomes sought by industry. trainers will work with all apprentices to ensure each of their needs are met in accordance with their learning style.

As an apprentice employed by the GTO, they will undertake their training with NICS using an innovative, flexible approach to training including through a combination of:

- online learning
- traditional classroom based learning
- skills based training in our purpose built facilities in Salisbury and Caboolture or our mobile training facility
- on the job training with their host employer
- practical on-site activities under the supervision of a NICS trainer

Using our online learning, the apprentice can complete their study at a time that suits their needs including during down time and wet days. Any training to be undertaken in the classroom is scheduled so both the apprentice and host employer can program work activities around the training.

Representatives of NICS and Wettrade Apprenticeships maintain ongoing contact with host employers to ensure the apprentice has access to the necessary range of work to ensure continuity of training. Where the range of work is not available with a host, Wettrade Apprenticeships will make arrangements to rotate the apprentice with another host where possible or arrange simulated training at one of our facilities or through the use of our mobile training facility.

The only things the apprentice needs to supply are:

Document name	Apprentice and Host Employer Information Handbook		
Version number	1	Review date	June 2024

- laptop or desktop computer to complete online learning
- secure internet connection
- mobile phone to complete online learning and/or take video/photographic evidence to support the completion of workplace tasks and learning

NICS uses a range of assessment to support students in demonstrating competency. In most cases, assessment for each unit of competency in a qualification consists of:

- Written or theory test (online)
- Practical observation of tasks/activities being undertaken in a real or simulated workplace

The host employer plays a critical role in providing on the job training and may assist, where necessary, with the collection of valuable evidence to inform decisions on competency.

All apprentices and host employers are provided with information on the assessment process through MPA Online or via direct communications from the trainer or administration including:

- Where and when the assessment is to be conducted;
- How the assessment is to be conducted;
- The tasks to be completed;
- The evidence to be collected
- The NICS Complaints and Appeals Policy;
- Re-assessment

For more information on NICS training and assessment arrangements, the apprentice can refer to the Student Handbook available at www.nics.com.au.

Recruitment of apprentices

Recruitment of apprentices will be undertaken according to the requirements of the:

- Standards for Registered Training Organisations (RTOs) 2015
- National Standards for Group Training Organisations (2017)
- Requirements of the Fair Work Commission

Prior to recruitment, apprentices will be provided with the following information:

- Employment conditions including:
 - Wages
 - leave entitlements
 - hours of work including breaks

Document name	Apprentice and Host Employer Information Handbook		
Version number	1	Review date	June 2024

- expected levels of performance
- behavioural expectations while at work
- information on host employers
- Information on training contracts including the duration of the contract, including the rights, roles and responsibilities of the apprentice
- The rights, roles and responsibilities of Wettrade Apprenticeships
- Information on the role of the apprentice throughout the training contract
- The duration and locations of training
- Support to be offered by Wettrade Apprenticeships including providing assistance with issues experienced in the workplace
- Legislative and regulatory provisions designed to protect NICS, the apprentice and the host employer
- Workplace health and safety including the obligations of workers and employers in the workplace
- Termination of employment
- Cancellation of training contracts including the grounds on which a training contract may be cancelled

All apprentices will be employed under the Building Construction General on Site Award 2010. Further information on the award is available on the Fair Work Ombudsman website at www.fairwork.gov.au.

For more information refer to 027.New Apprentice Recruitment Procedure.

Language, literacy and numeracy assessment

During the recruitment process, Wettrade Apprenticeships will work with the apprentice to ensure we select the most appropriate qualification to suit their career needs and expectations. This will include undertaking a non-invasive language, literacy and numeracy (LLN) assessment to identify any specific LLN related learning needs that the apprentice may have.

LLN assessments will be conducted as part of the negotiation of the training plan so that the required support can be clearly documented in the training plan and built into the timing of the apprentice's learning and assessment timelines.

Where a specific learning need is identified, NICS will ensure that the support needs of apprentices are met at all times which may include making adjustments to the training and assessment methodologies or providing additional support.

Where the apprentice requires intensive specialist support that cannot be provided internally, NICS will refer them to a provider capable of providing the necessary support. This will be completed concurrently with the training and assessment being offered by NICS as part of the apprenticeship. LLN assessments are conducted electronically and automatically marked providing the trainer with information on the support needs of the apprentice. They will be completed under the general supervision of the representative responsible for negotiating their training plan/or their trainer.

Document name	Apprentice and Host Employer Information Handbook		
Version number	1	Review date	June 2024

Where the apprentice does not require specialist support, the trainer will work in conjunction with the apprentice to provide any additional support necessary which may include one on one tutorials, additional coaching or mentoring and assistance with their computer skills.

Employment and induction information

The training contract

As a GTO, Wettrade Apprenticeships must enter into a training contract with the apprentice. You can find out more about apprenticeships at www.australianapprenticeships.com.au. The training contract is a legally binding agreement between Wettrade Apprenticeships and the apprentice and outlines each party's responsibilities under the contract in relation to the apprenticeship.

In Queensland, the Training Contract for an Apprenticeship is established under the *Further Education and Training Act 2014* (the Act). Once the Training Contract has been completed and signed by the Apprentice and Employer, it is used to Register the Apprenticeship with DESBT. All information in the Training Contract must be accurate and truthful as it will not be Registered if it is known to have false information in it.

By entering into employment with Wettrade Apprenticeships, the apprentice is agreeing to sign and enter into the Training Contract with Wettrade Apprenticeships and the apprentice understand that they are bound by the conditions and obligations for the term of the apprenticeship.

If the apprentice is under the age of 18 when they commence their apprenticeship, they are required under the Act to have their parent or guardian sign the Training Contract.

The sign up and registration of the Training Contract will be facilitated by the selected AASN Provider.

Following the recruitment process, Wettrade Apprenticeships will work with an Australian Apprentice Support Network (AASN) provider to complete the training contract for the apprentice. This must be completed within 14 days of the commencement of the apprenticeship and may include:

- Providing evidence of eligibility including:
 - Date of birth
 - Residency status including Queensland residency
- Presenting any evidence of other nationally recognised training completed where credit transfer may be applied
- An induction completed by the AASN
- Confirm eligibility for funding under the Queensland User Choice program

Document name	Apprentice and Host Employer Information Handbook		
Version number	1	Review date	June 2024

The AASN will lodge the training contract with the Department of Youth Justice Employment Small Business and Training to formally register the apprentice. Once registered, the apprentice and Wettrade Apprenticeships will receive written confirmation from the Department.

Once the training contract is registered with the Department, NICS, will complete the enrolment process which includes a detailed induction, completion of the training plan and training on using MPA Online.

Commencement and Nominal Term

Section 9 of the Act identifies that the apprenticeship commences on a date agreed by the employer and the apprentice.

This Services Contract applies from the date the apprentice commences employment with Wettrade Apprenticeships under the Training Contract and ends when the apprentice completes the notional training period and / or obtains the necessary competencies during the term of the Training Contract.

Apprenticeships have different nominal terms depending upon whether the apprenticeship is full time, part time or school based and the qualification being undertaken. The qualification and nominal term for the apprentice is identified in Letter of Offer sent to the apprentice prior to signing the training contract.

The nominal term of the apprenticeship may be varied under certain conditions, these include:

- The apprentice may apply for a time credit if they have previously been in a Training Contract for the same qualification either in Queensland or Interstate.
- If the apprenticeship changes from school based or part time to full time, the nominal term may be reduced.
- The nominal term will automatically be extended if the apprenticeship changes from full time to part time or school based.

For additional information relating to the Nominal Term, refer to the Queensland Training Information Service (QTIS) at www.qtis.training.qld.gov.au.

Extending the Nominal Term of the Training Contract

Either Wettrade Apprenticeships or the apprentice may seek a variation of the nominal term if there is reason to believe that it will not be possible to obtain the necessary competencies during the term of Training or there is insufficient work available.

If a decision is made that there is insufficient time to complete all of the training and assessment before the end of the nominal term, an application to extend the nominal term must be made. This will require the completion and submission of the (ATF-014) *Extension of a registered training contract form* prior to the end of the nominal term.

If the apprentice believes a variation may be required, they are to discuss this with the GTO Coordinator in the first instance.

Document name	Apprentice and Host Employer Information Handbook		
Version number	1	Review date	June 2024

Probation Period Duration

The Act identifies that in Queensland, different probation periods exist depending upon the apprenticeship being undertaken and whether the apprenticeship is full time, part time or school based. The probation period for an apprenticeship is generally 90 days.

The purpose of the probation period is to allow Wettrade Apprenticeships and the apprentice time to assess their compatibility and the apprentice's suitability to the apprenticeship.

During the probation period Wettrade Apprenticeships will conduct a number of evaluations at which time the apprentice's suitability for the apprenticeship will be assessed.

The probation period for the apprenticeship is identified in Letter of Offer sent to the apprentice prior to signing the training contract.

For additional information relating to the probation period, refer to the Queensland Training Information Service (QTIS) at www.qtis.training.qld.gov.au.

Probation Period Extension

The Act allows for the probation period to be extended for a period of not more than 6 months from commencement of the Training Contract.

An extension may be necessary if:

- Wettrade Apprenticeships isn't satisfied with the apprentice's progress; or,
- if the apprentice is uncertain about their suitability to the apprenticeship and occupation.

An application to extend the probation period must be made at least 14 days prior to the end of the probation period and must be agreed by Wettrade Apprenticeships and the apprentice.

If the apprentice intends to request an extension, they need to discuss this with the GTO Coordinator in the first instance, allowing sufficient time for options to be determined and the necessary application to be made in accordance with the Act.

To apply for an extension an *(ATF 036) Extension of probationary period form* must be completed and signed by both parties and submitted to the DESBT or the identified AASN Provider.

If the apprentice is under 18 years of age at the time of the application, parental or guardian consent must be obtained for the application.

Document name	Apprentice and Host Employer Information Handbook		
Version number	1	Review date	June 2024

Ending the Apprenticeship During the Probation Period

The Act allows for the apprenticeship to be ended at any time throughout the probation period. This is achieved by the party intending to end the apprenticeship, providing the other party with a written notice stating the date the apprenticeship is to end, this date cannot be beyond the probation period end date.

If the apprentice intends to end the apprenticeship during the probation period, they are required to discuss this with the GTO Coordinator in the first instance who will assist them preparing their written notice and determining an appropriate date consistent with the requirements of the Act.

Should Wettrade Apprenticeships instigate ending the apprenticeship, the apprentice will be provided with written advice identifying the end date and the reasons for the termination.

Regardless of which party ends the apprenticeship during the probation period, Wettrade Apprenticeships will inform the AASN Provider that the apprenticeship has ended within 7 days after it ends.

Wettrade Apprenticeships is to ensure the Training Contract is signed by the apprentice and their parent or guardian (if under 18 years of age) within 14 days of the apprenticeship commencing. They are also required to provide the signed Training Contract to an authorised person within 28 days of commencement.

The sign up and registration of the Training Contract is facilitated by the nominated AASN provider and therefore the timing of these events is based on their availability.

By signing this Services Contract, the apprentice (and their parent or guardian if required) are agreeing and committing to provide all required information and to sign the required documentation necessary to establish the Training Contract within the timeframes required by the AASN provider.

Document name	Apprentice and Host Employer Information Handbook		
Version number	1	Review date	June 2024

Suspension

The Act allows for the Training Contract to be suspended on application for a period of up to one (1) year.

The training contract may be suspended for a variety of reasons, such as; taking time for a study period outside of the apprenticeship, if the apprentice suffers a long term illness that prevents them from attending work and completing their training or they may need access to maternity or paternity arrangements.

The purpose of a suspension is to prevent a potential cancelation and recommencement as the suspension allows the apprentice and Wettrade Apprenticeships to place the responsibilities to the Training Contract “on hold” and preserves their interests.

Suspension of the Training Contract requires agreement by the apprentice and Wettrade Apprenticeships, however the Act allows for a suspension to be requested by one (1) party if they believe the other party cannot agree to the proposed suspension. *For example: this may occur if the apprentice cannot work due to a medical condition that prevents them from being able to discuss or agree to what happens to the Training Contract while they are unable to work.*

If the suspension is at the agreement of both parties the *ATF-037 – Suspension of a registered training contract form* must be completed, signed and submitted to the nominated AASN provider not less than seven (7) days prior to the suspension commencing.

If the suspension is being requested by one (1) party only, the *ATF-049 – Suspension of a registered training contract (by one party) form* must be completed, stating the reason for the proposed suspension, why it is believed the other party cannot consent, the period of the proposed suspension and the date the suspension is to commence.

If the apprentice identifies any reason why they may intend to request a suspension of their Training Contract, they are required to discuss this with the GTO Coordinator in the first instance who will provide them with the options available and completing any necessary documentation.

Once the suspension period has been completed the Training Plan must be reviewed and updated as required.

Temporary Suspension

If the host employer is not able to provide the apprentice with adequate work for a short period of time due to a lack of available work or economic downturn and Wettrade Apprenticeships are unable to identify another suitable host for the apprentice to be placed with, a temporary suspension of the Training Contract may be requested. The Act allows for a temporary suspension for a period of up to 30 days on application by Wettrade Apprenticeships.

During this period Wettrade Apprenticeships will make every effort to identify and engage suitable ongoing employment to enable the apprenticeship to continue.

Document name	Apprentice and Host Employer Information Handbook		
Version number	1	Review date	June 2024

Transfer of the Training Contract

During the course of the apprenticeship, the apprentice may be offered alternative employment to continue their r apprenticeship outside of the arrangement with Wettrade Apprenticeships, this may be with the current or a previous host or through another employer identified by the apprentice.

Should this situation arise, we require that before accepting an alternative employment offer the apprentice discuss the matter with the GTO Coordinator in the first instance. The GTO Coordinator will work with the apprentice to determine the reason for the proposed move and if there are issues that may need to be resolved to maintain their r continued employment with Wettrade Apprenticeships.

If, following discussions with the GTO Coordinator it is the apprentice's preferred option to relocate to the new employer and Wettrade Apprenticeships agrees to the move, we will work with the apprentice and the new employer to facilitate a transfer of the Training Contract to enable the apprentice to continue their training without the disruptions and delays that may occur through a cancellation and recommencement.

Cancellation of the Training Contract

A training contract is a binding contract of employment between the employer (in this case the group training organisation) and the apprentice (and their parent/guardian if they are under the age of 18). However, the Act allows that the Training Contract may be cancelled on application, if it is agreed by the parties.

That being said, cancellation can occur for a variety of reasons such as the apprentice moving away and are not able to continue the apprenticeship, a change of career outside of the apprenticeship occupation or extended long term illness (beyond a 1 year suspension period).

If an apprentice wishes to cancel their training contract, they can do so within the probationary period (90 days) without the consent of Wettrade Apprenticeships. However, after the probationary period has expired, all parties to the training contract must agree to the cancellation.

If the date on which the apprentice decides to cancel their training contract is within the probationary period, they must notify Wettrade Apprenticeships in writing including the applicable end date, ensuring this date is within the 90 day probationary period. The apprentice can then also notify the Australian Apprenticeship Support Network provider or the Department within seven (7) days of the apprenticeship ending.

If the date on which the apprentice decides to cancel their training contract and both parties agree to the cancellation, Wettrade Apprenticeships will contact the Australian Apprenticeship Support Network provider to progress the cancellation. This involves completing and submitting a form directly to the Department.

If the apprentice intends to cancel the Training Contract (i.e. to move to another employer) and Wettrade Apprenticeships does not agree, an application will be made to the DYJESBT for a decision.

Document name	Apprentice and Host Employer Information Handbook		
Version number	1	Review date	June 2024

We strongly encourage all apprentices to speak with the GTO Coordinator or their trainer before they make the decision to cancel their training contract.

An apprentice can change their employer, in this case Wettrade Apprenticeships, to a new employer which may include their host employer. However, where the host employer and apprentice have agreed to that the apprentice will be employed by the host employer on a full time or part time basis, NICS requires the host employer to provide 60 days' notice to enable the apprentice to finalise any training that is partially completed. To transfer a training contract, the apprentice and their employer must contact an Apprenticeship Support Network provider to make the necessary arrangements and submit the required documentation to DYJESBT.

If the proposed cancellation is due to performance or interpersonal issues, Wettrade Apprenticeships will engage with DESBT in an attempt to resolve the matter and continue with the Training Contract.

Wettrade Apprenticeships will not terminate the apprentice's employment if the host runs out of work unless we have approval from DYJESBT to do so.

Stand down

Stand down may occur during a period of time in which the apprentice cannot be usefully employed due to a number of circumstances including:

- Industrial action (other than industrial action organised or engaged in by the host employer)
- A breakdown of machinery or equipment, if the host employer cannot reasonably be held responsible for the breakdown, or
- A stoppage of work for any cause for which the host employer cannot reasonably be held responsible.

Under the *Fair Work Act 2009* Wettrade Apprenticeships is not required to pay its employees during a period of stand down.

In the event of a stand down initiated by the host employer Wettrade Apprenticeships will make every effort to identify and relocate the apprentice to an alternate host employer for the period of the stand down.

If a suitable alternate host cannot be located, the apprentice will be required to utilise any accrued leave and continue to undertake their training. Wettrade Apprenticeships will engage with the National Institute of Construction Skills (NICS) to enable continued delivery until a suitable host employer can be identified. If the apprentice does not have sufficient accrued leave for the identified stand down period, Wettrade Apprenticeships may apply to DYJESBT for a temporary suspension of the Training Contract.

Recommendation

If your apprenticeship is or has been cancelled, an apprentice can start again by setting up a new training contract with a new employer. Recommendation involves:

Document name	Apprentice and Host Employer Information Handbook		
Version number	1	Review date	June 2024

- Finding a new employer
- Signing and new training contract
- Completing the probationary period (90 days) again

Out of trade apprentices

www.tradeapprentices.com.au is a free service funded by the Department of Youth Justice, Employment, Small Business and Training which allows apprentices to register as an out of trade apprentice. Apprentices can register free on the website in the event that their training contract is cancelled. The register serves as a portal linking out of trade apprentices with potential employers who may also register, using the tool to assist in their search for an out of trade apprentice to fill a workforce gap.

Completion of the Training Contract

Apprenticeships are competency based, therefore when the apprentice, Wettrade Apprenticeships and NICS are satisfied and agree that all training and assessment required by the Training Plan has been completed, the completion of the Training Contract process may begin.

As a result, the apprentice may complete their apprenticeship earlier than the expected completion date determined by the nominal term.

Completion of the Training Contract will also initiate the completion of the employment arrangement and this Services Contract, unless alternate arrangements have been put into place.

If the apprentice believe that they are not ready to complete their apprenticeship, they are required to raise this with the GTO Coordinator who will facilitate discussions between the apprentice and NICS to determine appropriate actions or alleviate their concerns.

Actioning the completion requires a *Completion Agreement* to be signed by all parties and for NICS to have issued the qualification.

The role of the trainer

Support staff are integral to the group training model as they provide a unique service and support mechanism to both Host Employers and apprentices. At Wettrade Apprenticeships, we work in collaboration with NICS, the supervising registered training organisation. As such, the apprentice will be supported by their NICS trainer and the GTO Coordinator and:

- ensure a continuous point of contact and duty of care, the apprentice's trainer will be their first point of contact for all issues or enquiries.

Document name	Apprentice and Host Employer Information Handbook		
Version number	1	Review date	June 2024

- provide assistance with pre-employment processes and induction training.
- provide information on the competencies to be delivered and advice and assistance with the development of the Training Plan.
- provide mentoring and coaching on all aspects of the apprentice's work including attitude and performance.
- fulfil the expectations and legal obligations of the Training Contract on behalf of Wettrade Apprenticeships.
- assist with planning and implementation of any identified additional training requirements.
- provide WHS information and guidance.
- liaise with NICS regarding attendance, assessment and progress.

The apprentice will also need to contact their trainer as early as possible to:

- advise of absences (planned und unplanned).
- raise or discuss issues related to payroll or timesheets.
- report incidents that occur in the workplace.
- identify and raise issues or concerns related to their training (on or off the job)
- raise complaints.

Where their trainer does not hold direct responsibility, they will ensure that this issue is raised with the appropriate delegated personnel from Wettrade Apprenticeships or NICS, depending on the area of concern, usually on the day but within 24 hours.

The training plan

NICS is responsible for negotiating the training plan with Wettrade Apprenticeships and the apprentice. This must be completed within 90 days of commencement of the apprenticeship and includes:

- Selecting the elective units of competency
- Start and end dates of all units of competency
- Confirming any credit transfers that apply
- Confirming any language, literacy and numeracy needs of the apprentice
- Responsibilities for training and assessment
- Training and assessment modes and methods
- Principle location of training

The training plan will be made available to the apprentice through their account in MPA Online immediately on signing and they will have access to the training plan for the duration of their training contract.

Document name	Apprentice and Host Employer Information Handbook		
Version number	1	Review date	June 2024

The training record

The training record is the apprentice's learning diary. Apprentices are required to document their progress and achievement of competencies outlined in the training plan. It provides an opportunity for the apprentice and NICS to gauge the progression of the apprentice throughout their training contract.

MPA Online houses the apprentice's training record, the Workplace Activity Recorder, which is also made available immediately on signing of the training contract.

Apprentices must ensure they maintain the Workplace Activity Recorder on a regular basis. The completion of the training record will be monitored on an ongoing basis and more formally, during reviews every three (3) months.

The induction

NICS, will undertake an induction of the apprentice to ensure they are fully informed of their role, rights, responsibilities and obligations for completion of their apprenticeship including:

- Completion of the enrolment form including having a parent or guardian present and signing where the apprentice is under the age of 18
- Review of all information detailed in the NICS Student Handbook and Apprentice Handbook
- Roles, rights, responsibilities and obligations of the apprentice
- Roles, rights, responsibilities and obligations of NICS
- Roles, rights, responsibilities and obligations of Wettrade Apprenticeships
- Maintaining progress throughout the term of the apprenticeship
- Completing the Workplace Activity Recorder
- Completing the LLN assessment and identifying any specific/additional learning needs and support to be provided
- Training on how to use MPA Online
- Collection of identification evidence and saving to MPA Online
- Collection and saving of concession evidence
- Explanation of contribution fees to be paid by the apprentice or the GTO including payment arrangements and scheduling of payments
- Training modes and methods including on the job or simulated arrangements
- Assessment arrangements including on the job or simulated arrangements

What are the responsibilities of the GTO?

As the legal employer in an apprenticeship arrangement, Wettrade Apprenticeships holds responsibilities to support the apprentice throughout their training period, these include:

Document name	Apprentice and Host Employer Information Handbook		
Version number	1	Review date	June 2024

- Providing and maintaining a safe system and environment of work.
- Providing employment under this Services Contract between Wettrade Apprenticeships and our apprentices, either through a Modern Award or other registered industrial agreement
- Ensuring pay and entitlements are consistent with the selected Modern Award or industrial instrument and that the apprentice receives a pay advice within one (1) day of pay day.
- Developing the Training Plan in consultation with the apprentice and NICS and ensuring training is provided as per the Training Plan.
- Ensuring Host Employers are able to provide the facilities and range of work required by the Training Plan and the occupation.
- Ensuring the apprentice is supervised by adequately qualified people.
- Ensuring the apprentice is released from work to attend off the job training.
- Ensuring the apprentice receives the correct pay when attending off the job training.
- Publishing clear conditions of employment.
- Providing support through personal and professional development opportunities that assist developing and keeping skills needs up to date.
- Adhering to the Complaints and Appeals Policy to provide a framework to resolve disputes.
- Providing a fair and impartial environment for hearings related to complaints and disciplinary matters.
- Providing access to relevant workplace inductions including access to policy and procedure documentation.
- Providing a flexible workplace that accommodates personal and family needs when possible, in line with published policies.
- Not withholding approval for external work unless the work is in direct conflict with Wettrade Apprenticeships interests.

Monitoring

Wettrade Apprenticeships has an obligation to ensure that the host employer is suitable for the provision of on the job training. To ensure this obligation is maintained, Wettrade Apprenticeships works in conjunction with NICS. We will conduct regular monitoring through the following means:

- Review of the Employer Resource Assessment (ERA) on a minimum three monthly basis to ensure the host employer has access to the resources, equipment and range of work necessary for the apprentice to complete the on the job training
- Review of the apprentice's training record on a minimum three monthly basis to ensure the apprentice is completing their obligations for maintaining and recording workplace tasks

As part of this review process, Wettrade Apprenticeships will, seek feedback from the host employer and the apprentice to:

- Confirm the apprentice is progressing in accordance with the training plan
- Confirm the apprentice is logging tasks and having them verified by the host employer

Document name	Apprentice and Host Employer Information Handbook		
Version number	1	Review date	June 2024

- Identify any workplace issues that have arisen and not been reported to NICS
- Seek feedback on the learning and assessment modes and methods and identify any opportunities to improve
- Any support needs that have arisen at any point throughout the training contract

This information will be recorded on the apprentice's file for future use and to determine any specific mechanisms to be implemented to provide support.

Wettrade Apprenticeships prides itself on the professionalism of our staff and will work in partnership with our host employers to identify opportunities to improve the services we offer. Where an employment related issue has arisen, these will be addressed separately with the apprentice.

Monitoring Schedule

Table 1 sets out a schedule of planned meetings and contact points that will occur during the apprenticeship. In addition, the GTO Coordinator will contact the apprentice regularly and NICS about their coursework and the host employer about the apprentice's workplace performance.

If the apprentice experiences challenges in their workplace that they can't resolve with their host employer, they must contact the GTO Coordinator. It's always easier to **address problems early** rather than after they escalate.

Wettrade Apprenticeships has active working arrangements with a number of support organisations, if the apprentice is having issues and feels they need support, the GTO Coordinator will help them to arrange what is needed.

If the apprentice needs support or assistance with their training, the GTO Coordinator can liaise with NICS to provide tutoring or help them with language, literacy and numeracy (LLN).

The table below is an example only and is based on a three month probationary period and regular monthly and quarterly monitoring. Scheduled dates for monitoring will be agreed between the GTO Coordinator, apprentice and host employer.

Table 1

WEEK / MONTH	ACTIVITY
Prior to start date	<p>The GTO Coordinator will hold an Induction meeting with the apprentice prior to starting the apprenticeship.</p> <p>The AASN provider will meet with the apprentice to complete the Training Contract documentation.</p>

First week	In this week, the apprentice will undertake induction and orientation training including completion of the General Construction Induction training where applicable
Day 1 with host employer	The GTO Coordinator will meet the apprentice and host employer on the first day of commencement with the host employer to assist both parties to settle into the new arrangement, identify any issues, confirm hours of work, resources at work and whether either party have any questions.
Week 4	<p>The Training Contract should be approved and issued. GTO Coordinator, the apprentice and the host employer to introduce the coursework.</p> <p>During this week, an evaluation will also be completed with the apprentice and host employer to confirm suitability and progression</p>
Week 8	The GTO Coordinator will conduct a site visit with the apprentice and host employer to conduct an additional evaluation to confirm ongoing suitability and progression
2 weeks prior to 3 Month review	<p>The GTO Coordinator will need to determine the apprentice's probation results.</p> <p>As part of this determination, they will contact the host employer and NICS to ensure the apprentice's training has started and to identify if any issues exist.</p>
Month 3	<p>The GTO Coordinator will meet with the apprentice and host employer to advise of the probation outcome and advise of any further action required.</p> <p>If the apprentice's performance has been poor, they may be advised that their probation period may be extended or the Training Contract may be withdrawn and their apprenticeship terminated.</p>
Month 4 and 5	The GTO Coordinator will contact the apprentice and host employer and review progress against any actions required from the 3-month evaluation.
Month 6	<p>The GTO Coordinator will hold a formal performance evaluation with the apprentice and host employer.</p> <p>The Australian Apprentice Support Network representative may also schedule a monitoring visit to check on their progress.</p>
Month 9	The GTO Coordinator will hold a formal performance evaluation with the apprentice and host employer. These will be conducted quarterly throughout the duration of the apprenticeship.

	<i>In the last year of the apprenticeship or 3 months prior to the scheduled completion of the apprenticeship, we will also have a discussion with the host employer on whether they are interested in offering them an ongoing position</i>
Month 10 and 11	The GTO Coordinator will contact the apprentice and host employer and review progress against any actions required from the 9 month evaluation
Month 12	The GTO Coordinator will contact the apprentice and the Host Employer to notify of progression to 2 nd , 3 rd /4 th year as appropriate
Last month prior to scheduled completion	Final contact at or before completion. The GTO Coordinator will contact the apprentice and host employer about 1 month prior to book a visit and check that no training is outstanding, provide a new job contract (if available), provide job seeking advice and conduct an exit interview. Once everything is complete, the Certificate of Completion will be issued

****Note:** This 12-month schedule is extended and repeated for the duration of the apprenticeship.

Support

At Wettrade Apprenticeships, we are dedicated to creating a supportive and empowering work environment where our employees can thrive.

We understand that the success of our organisation relies on the well-being and satisfaction of our employees and clients. That is why we are committed to providing comprehensive support to our employees and their host employers, recognising their value and contributions, and fostering an atmosphere of growth and development. With a range of resources, programs, and initiatives, we strive to ensure our employees are supported in their day-to-day work commitments and have the tools and assistance necessary to reach their full potential.

Host employers play a vital role in the provision of on the job training, mentoring and coaching for apprentices. We therefore extend support to our hosts to ensure that are fully conversant with and provided with access to information and tools to assist them carry out their roles and responsibilities.

Wettrade Apprenticeships' commitment to providing support to workers is underpinned by excellence in service provision. We prioritise the well-being and success of our workers by committing to and providing comprehensive support including for apprentices:

Professional Development:

- We offer ongoing training, workshops, and development programs to enhance the skills and knowledge of our staff and apprentices. We believe in investing in their growth, enabling them to excel in their roles and pursue long-term career aspirations.

Document name	Apprentice and Host Employer Information Handbook		
Version number	1	Review date	June 2024

Work-Life Balance:

- We recognise the importance of maintaining a healthy work-life balance and aim to ensure the physical and mental well-being of our staff is at the forefront of our employer obligations.

Open Communication:

- We value and foster a culture of open and transparent communication and value the opinions and ideas of our employees by encouraging them to express their thoughts, concerns, and suggestions. Our approachable management team ensures that every employee's voice is heard and respected.

Resources and Tools:

- We equip our workers with the necessary resources, tools, and technology to perform their duties efficiently, striving to provide a conducive work environment that enables our employees to thrive.

Mentorship and Support:

- We assign experienced staff members to guide and support our employees through regular check-ins, feedback sessions, and employment guidance. We aim to nurture their talent, enhance their skills, and provide the support needed for their professional growth.

Recognition and Rewards:

- We value the contributions and achievements of our workers and believe in recognising their efforts. We have established recognition programs, including our annual awards function, that acknowledge outstanding performance, innovative ideas, and exemplary dedication. By celebrating their accomplishments, we create a culture of appreciation and motivation.

For host employers:

Open Communication:

- We value and foster a culture of open and transparent communication and value the opinions and ideas of our host employers by encouraging them to express their thoughts, concerns, and suggestions. Our approachable management and administration teams will ensure ongoing open and valuable communication at all times to support an honest and open professional relationship.

Resources and Tools:

- We equip our host employers with a range of information, including this information handbook, to provide the necessary information relevant to their role as a host employer. The Host Employer Agreement confirms the Wettrade Apprenticeships and host employers' commitment to the process including the provision of access to

Document name	Apprentice and Host Employer Information Handbook		
Version number	1	Review date	June 2024

tools and equipment necessary for the apprentice to carry out their daily work tasks. A workplace equipment check completed as part of host employer recruitment confirms the availability of tools, equipment and range of work and provides valuable insight into planning for the rotation of apprentices where necessary. Additional simulated environments that replicate real working conditions have been established at our campus where host employers are unable to provide the range of work.

Mentorship and Support:

- The GTO Coordinator and apprentice's nominated trainer are available to guide and support our host employers through regular check-ins, feedback sessions, and general guidance. We aim to foster relationships with our host employers to support the development of the skills of our apprentices, and provide the support needed for the professional growth of this relationship.

Support is available to apprentices and host employers by contacting the GTO Coordinator or the apprentice's trainer through email or phone at any time during working hours. Where Wettrade Apprenticeships is unable to provide specific support internally, we will work with the host employer and apprentice to source the most suitable support.

Induction

When the apprentice commences with Wettrade Apprenticeships, they will participate in a detailed induction that will provide them with information on:

- An overview of Wettrade Apprenticeships including a full tour of our facilities
- Their employment conditions including their role, rights and obligations
- Their obligations as an apprenticeship
- The obligations of our host employers
- An introduction to our fantastic team

All employment conditions are outlined in the Apprentice Handbook and will be provided to apprentices as part of their induction along with access to:

- Employment policies
- Employment procedures
- Forms

Apprentices and host employers can contact Wettrade Apprenticeships at any time for additional support and assistance. Apprentices should speak directly with their trainer in the first instance to discuss their specific needs before any arrangements are made. Host employers should contact the GTO Coordinator to request assistance.

Document name	Apprentice and Host Employer Information Handbook		
Version number	1	Review date	June 2024

Rotation Between Hosts

Employment by Wettrade Apprenticeships as an apprentice in a group training arrangement is conditional upon the apprentice accepting that during the term of the apprenticeship, they may be required to change the location at which they work and the Host Employer that they work with.

Rotations are required for several reasons including being able to provide the apprentice with continuity of work if the Host Employer has to reduce hours, ensuring their training outcomes are being met and providing the apprentice with the scope and range of work activities and experience to support the successful completion of the qualification and apprenticeship.

Failure to accept future placement offered to the apprentice by Wettrade Apprenticeships will constitute a breach of the apprentice's employment contract and may result in the suspension or cancellation of the Training Contract and subsequent termination of employment.

In the event that the apprentice is rotated back to Wettrade Apprenticeships by the Host Employer, we will work with the apprentice to find a new rotation better suited to their needs. If a suitable placement cannot be secured within 14 days, alternative arrangements will need to be explored, with the possibility of the Training Contract changing.

Withdrawal from the Host Employer

Where Wettrade Apprenticeships considers the Host Employers workplace, work practices or environment is unsatisfactory or where the Host Employer does not honour their Agreement with us, we reserve the right to remove the apprentice from the Host Employers workplace.

If the apprentice is directed to cease work with the Host Employer, they shall immediately do so. In the event that the apprentice returns to the Host Employer without the express consent of Wettrade Apprenticeships, they will be considered to be employed outside the terms and conditions of the Training Contract and this employment contract. In that event, the apprentice's employment will be suspended and all employment entitlements will immediately cease.

What are the responsibilities of the host employer?

The Host Employer is responsible for the apprentice's day to day supervision and training and has no legal status over their employment.

To support the apprentice's development and safety throughout the apprenticeship, the Host Employers are responsible for the following:

- Providing a safe, hazard free working environment in accordance with Workplace Health and Safety (WH&S) regulations and ensuring the apprentice compliance with workplace rules, regulations and permit requirements.

Document name	Apprentice and Host Employer Information Handbook		
Version number	1	Review date	June 2024

- Providing a workplace induction relevant to their business and the workplace / site.
- Appointing a supervisor who is responsible for providing the apprentice with work direction and supporting the apprentice's training needs whether they are on or off the job.
- Ensuring the apprentice is supervised by a person who is licensed or qualified to carry out the work that they are doing.
- Providing on the job training and instruction on the use of equipment appropriate for the occupation.
- Ensuring all staff understand the supervision and duty of care requirements for working with the apprentice during their Apprenticeship.
- Maintain day to day discipline and assist Wettrade Apprenticeships in meeting our duty of care obligations under WH&S regulations.
- Assist with workplace assessments and record competencies according to the requirements of the Training Plan and NICS.
- Immediately notify Wettrade Apprenticeships of any injury, harm or disease suffered by the apprentice during their placement or any circumstances that may give rise to any claim by or against the apprentice.
- Approve the apprentice's timesheets for hours worked and approve and submit leave requests to Wettrade Apprenticeships on their behalf.
- Immediately notify Wettrade Apprenticeships of any breach of employment conditions.
- Notify Wettrade Apprenticeships if the apprentice has any performance or attendance issues.

What are the responsibilities of the apprentice?

Through the apprentice's employment as an apprentice, the apprentice has a range of responsibilities to Wettrade Apprenticeships, the host employers that they are placed with and NICS.

These responsibilities include:

- Agreeing to sign the Training Contract and enter into an employment contract with Wettrade Apprenticeships as an employee under a Group Training arrangement.
- Understanding and agreeing that under the Group Training arrangement they are employed as an apprentice with Wettrade Apprenticeships and then placed into work with an organisation called a Host Employer.
- Working with Wettrade Apprenticeships and NICS to develop the Training Plan.
- Attending work at the times directed by Wettrade Apprenticeships and/or as specified by the Host Employer and follow all lawful instructions.
- Working diligently and making all reasonable efforts to acquire the competencies set out in the Training Plan and achieving the qualification.
- Taking all reasonable care for their own health and safety and for the health and safety of anyone else who may be affected by the apprentice's actions.
- Cooperating with Wettrade Apprenticeships staff and / or the Host Employer on health and safety issues and follow health and safety rules within the workplace.

Document name	Apprentice and Host Employer Information Handbook		
Version number	1	Review date	June 2024

- Maintaining a high standard of personal hygiene and present for work in a clean and neat appearance wearing clothes that are appropriate for the industry including any personal protective equipment (PPE).
- Completing the Wettrade Apprenticeships WHS induction and any further inductions required by the Host Employer or Wettrade Apprenticeships and reading and understanding the policies provided that relate to and include Drug and Alcohol use.
- Accurately completing timesheets and ensuring they are authorised by the Host Employer prior to being submitted within the required timeframes.
- Not publicly criticising past or present Host Employers or taking any action that may directly or indirectly discredit the Host Employer or prejudice the placement of future apprentices.
- Directing all concerns or issues immediately to Wettrade Apprenticeships if the apprentice experiences harassment, unsafe work practices or difficulties, including workplace injuries.
- Authorising Wettrade Apprenticeships to deduct any over payments or the cost of any retained Wettrade Apprenticeships or Host Employer equipment from their termination pay or undertake other recovery action.
- Complete an exit interview on completion or cancellation of the Training Contract and this Services Contract.

Workplace Health and Safety (WHS)

Wettrade Apprenticeships is committed to ensuring, so far as practical, that the apprentice works in an environment that is safe and without risk to health. Whilst Wettrade Apprenticeships and the Host Employer have a legal duty to ensure the apprentice are protected from injury or illness whilst at work, the apprentice also has a responsibility for their own actions whilst at work and training and must follow all WHS policies, procedures and legislative requirements.

Personal protective equipment and clothing must be worn at all times when performing relevant duties in the workplace and / or the training environment. The apprentice must not willfully or recklessly interfere with or misuse safety equipment that is provided and must not willfully put at risk the health and safety of others and must report hazards or potential hazards to the Host Employer immediately.

Wettrade Apprenticeships will supply the first issue of PPE to all new apprentices including:

- Head protection
- Eye protection
- Hand protection
- Sunscreen
- Steel capped boots

On the day of commencement, all apprentices will be issued with all the required PPE with the exception of steel capped boots. They may be purchased by the apprentice and reimbursed by Wettrade Apprenticeships upon producing a tax invoice. Alternatively, apprentices may go with a staff member of Wettrade Apprenticeships to purchase the boots through their preferred supplier.

Document name	Apprentice and Host Employer Information Handbook		
Version number	1	Review date	June 2024

All apprentices must attend the workplace wearing enclosed shoes such as workboots at all times until they are provided with the required steel capped boots.

In the event of a workplace accident or injury, Wettrade Apprenticeships will provide rehabilitation and return to work support to the apprentice, which they are required to participate in.

If directed by Wettrade Apprenticeships, the apprentice will be required to attend a compulsory WHS training program. The cost of the training will be covered by Wettrade Apprenticeships.

Structured Training

Structured Training is a compulsory part of the apprenticeship and may include off the job training / trade school with NICS. Failure to participate in structured training, not attending off the job training or failing to complete all assignments and assessments by the due date as required by the Training Plan may result in disciplinary action including cancellation of the Training Contract and or termination of employment.

What are the responsibilities of NICS (the SRTO)?

NICS is responsible for:

- Negotiating the training plan in consultation with Wettrade Apprenticeships and the apprentice
- Determining and confirming how the training will be delivered and assessment will be conducted
- Completing the Employer Resource Assessment (ERA)
- Assessing the learning needs of the apprentice to identify any adjustments that need to be made to suit their needs
- Providing a copy of the signed training plan to the apprentice and employer and a copy of the training record to the apprentice
- Preparing the apprentice for training
- Providing training and assessment according to the training plan
- Providing support to apprentice's throughout the duration of their training
- Monitoring progress of apprentices to ensure they complete their apprenticeship within the designated timeframes
- Managing and negotiating adjustments to training plans
- Carrying out reviews of training records and ERAs
- Managing the completion of the apprentice in accordance with the requirements of the Department
- Managing transition of apprentices from superseded qualifications
- Communicating with the Department on matters impacting the completion of the apprenticeship and supporting the apprentice with any forms to be completed and submitted to the Department
- Maintaining ongoing communication with Wettrade Apprenticeships

Document name	Apprentice and Host Employer Information Handbook		
Version number	1	Review date	June 2024

Monitoring host employers

Monitoring of employers will be undertaken by the Wettrade Apprenticeships at minimum three (3) monthly intervals. During these meetings, which may be conducted over the telephone, via teams or in person, the NICS representative will also discuss the findings from surveys issued to the apprentice and host employer at least two (2) weeks prior to the meeting. The surveys address:

- Apprentice Survey – feedback from the apprentice about the performance of the host employer while on placement
- Host Employer Survey – feedback from the host employer about the performance of the apprentice while on placement

The short survey is not mandatory but, by completing it, the apprentice and host employer can provide Wettrade Apprenticeships with valuable feedback to be used to inform the performance of the placement arrangement and how Wettrade Apprenticeships may improve our processes. The surveys will be discussed during the three monthly meetings with each provided with the opportunity to offer suggestions for improvement. The apprentice and host employer can request a copy of the Evaluate Apprentice and Host Employer Performance Procedure by contacting the administration team of Wettrade Apprenticeships.

Cancellation of a training contract

A training contract is a binding contract of employment between the employer (in this case the group training organisation) and the apprentice (and their parent/guardian if they are under the age of 18).

If an apprentice wishes to cancel their training contract, they can do so within the probationary period (90 days) without the consent of the employer. However, after the probationary period has expired, as a general rule, all parties to the training contract must agree to the cancellation.

If the date on which the apprentice decides to cancel their training contract is within the probationary period, they must notify NICS in writing including the applicable end date, ensuring this date is within the 90 day probationary period. The apprentice can then also notify the Australian Apprenticeship Support Network provider or the Department within seven (7) days of the apprenticeship ending.

If the date on which the apprentice decides to cancel their training contract and both parties agree to the cancellation, Wettrade Apprenticeships will contact the Australian Apprenticeship Support Network provider to progress the cancellation. This involves completing and submitting a form directly to the Department.

If the date on which the apprentice decides to cancel their training contract and both parties do not agree to the cancellation, either party may complete the application form to cancel a registered training contract by one party. This form must be submitted to the Department for their approval before the training contract is cancelled.

We strongly encourage all apprentices to speak with the GTO Coordinator before they make the decision to cancel their training contract.

An apprentice can change their employer, in this case Wettrade Apprenticeships, to a new employer which may include their host employer, they may request to transfer training contract to their new employer. However, where the host employer and apprentice have agreed that the apprentice will be employed by the host employer on a full time or part time basis, NICS requires the host employer to provide 30 days' notice. To transfer a training contract, the apprentice and their employer must contact an Apprenticeship Support Network provider to make the necessary arrangements and submit the required documentation to the Department.

Privacy Policy

Wettrade Apprenticeships takes the privacy of apprentices and host employers very seriously and complies with all legislative requirements including the Privacy Act 1988 and Australian Privacy Principles.

This policy applies to all existing and prospective employees and contractors connected to Wettrade Apprenticeships.

By submitting personal information to us, apprentices and host employers agree to the use and disclosure of this information as explained in this policy.

Our Commitment

Wettrade Apprenticeships is committed to protecting the personal and sensitive information that is collected in relation to our employees and contractors, while also ensuring that we comply with the Privacy Act 1988.

Personal information defined

Personal information is any information and opinion (whether true or not) collected by Wettrade Apprenticeships. It may range from the very sensitive (e.g. medical history or conditions) to the every day (e.g. address and phone number).

It may also include the opinions of others about an apprentice's or host employer's performance (whether true or not), the apprentice's work experience and qualifications, aptitude test results and other information obtained by Wettrade Apprenticeships.

Sensitive information defined

Sensitive information is personal information which may include:

- Racial or ethnic origin
- Membership of a political association or religious beliefs, affiliations or philosophical beliefs
- Membership of a professional or trade association or membership of a trade union
- Sexual preferences or practices

Document name	Apprentice and Host Employer Information Handbook		
Version number	1	Review date	June 2024

- Criminal record
- Health or disability (at any time)
- Vaccination status – if required under directives of State or Federal Governments

Collection of personal information

Personal and sensitive information will be collected by Wettrade Apprenticeships for its own use in connection with work placements and employment.

This information will be collected in a variety of ways, including, but not limited to, via recruitment practices of both the apprentice and host employer.

Personal and sensitive information will also be collected when Wettrade Apprenticeships:

- completes reference checks to verify an apprentice's work history and experience and host employer's suitability
- receives the results of any competency or medical tests
- receives any performance feedback
- receives any complaint from or about an apprentice or host employer
- receives any information about a workplace accident or incident
- receives any information about any insurance investigation, litigation, criminal matter, inquest or inquiry the apprentice may be involved in

How personal information may be used

Personal and sensitive information may be used in connection with (but not limited to):

- Apprentice work placement
- Recruitment of host employers
- Apprentice and host employer performance appraisals
- Our identification of the apprentice's training needs
- Any injury management or workplace rehabilitation plan or program
- Our investigation into any complaint or incident in which the apprentice or host employer may be involved
- Any insurance matter that requires disclosure of the apprentice's or host employer's personal or sensitive information
- To assess the apprentice's ability to meet any mandatory requirements to attend a worksite

Disclosure of sensitive and personal information

Wettrade Apprenticeships may disclose personal and sensitive information for the purpose for which it was collected. Personal and sensitive information may be disclosed to, but not limited to:

- Potential employers and clients of Wettrade Apprenticeships
- Referees for the purpose of identification

Document name	Apprentice and Host Employer Information Handbook		
Version number	1	Review date	June 2024

- A workers compensation body or insurer
- Our contractors and or suppliers
- Any person with a lawful entitlement to obtain the information or as a result of an investigation or audit which requires disclosure of personal and or sensitive information – including but not limited to Government, Statutory and Regulatory bodies, Superannuation Funds, The Department of Human Services and the Australian Taxation Office
- NICS for the purpose of pre-vocational training and up skilling

Storage and security of personal and sensitive information

Wettrade Apprenticeships will only store personal and sensitive data as required for an apprentice's employment and host employer's recruitment in line with record keeping minimum requirements as set out by government standards. To ensure the security of data we have implemented high quality security standards across our business which includes but is not limited to:

- High level security protection software
- High level Microsoft Business Premium security measures
- A mail filtering software which blocks potential threats
- Administrator controlled software and programs
- Anti-ransomware, anti-virus and snit-spyware measures
- Limitations to levels of access of information by our internal employees who manage or use the apprentice's data

Provision of personal and sensitive information

If an apprentice or host employer chooses not to provide the requested information, it may be limiting our ability to locate suitable work opportunities for apprentices.

Gaining access to information

Subject to some exceptions, which are set out in the National Privacy Principles (principal 6 – Access and Correction), an apprentice or host employer have a right to see and have a copy of personal and sensitive information collected.

If it can be established that the information is not accurate, Wettrade Apprenticeships will take reasonable steps to correct it so that it is accurate and up to date. Access and correction of personal and/or sensitive information may be completed by contacting the Wettrade Apprenticeships head office and speaking to the GTO Coordinator or our administration staff.

Changing or deleting information

Apprentices and host employers are able to update personal information that they have submitted to Wettrade Apprenticeships. Personal information must be kept up-to-date to ensure that we are able to provide services to apprentices and host employers to the best of our ability. Please contact the Wettrade Apprenticeships administration team who will help to update the information.

Document name	Apprentice and Host Employer Information Handbook		
Version number	1	Review date	June 2024

An apprentice or host employer may also request their personal information be deleted. Wettrade Apprenticeships is required by law to retain certain information for a designated length of time. This information is unable to be deleted from our records. We will inform apprentices and host employers if their information is unable to be deleted for legal reasons. For more information on this Policy and how we use information, contact the Wettrade Apprenticeships head office:

GTO Coordinator

National Institute of Construction Skills

(07) 3277 8646

Document name	Apprentice and Host Employer Information Handbook		
Version number	1	Review date	June 2024

Access and Equity Policy

This Policy outlines the commitment of Wettrade Apprenticeships to promoting access, equity, and inclusivity in all aspects of our operations. We are dedicated to creating a diverse and inclusive environment where all individuals have equal opportunities to participate in our training and employment programs, regardless of their background, abilities, or characteristics.

Images and recordings in marketing material

Wettrade Apprenticeships may use images or recordings of apprentices in the marketing of its services. If the apprentice or their employer do not agree to the use of their image or recording being used in marketing, they may advise and opt out during the recruitment process or during the development of the training plan.

Seeking feedback on services

Wettrade Apprenticeships is responsible for ensuring the services it provides are compliant with the National Standards for Group Training Organisations. This process may involve the collection of feedback from host employers and apprentices including through surveys or one on one interviews.

The information collected will be stored by Wettrade Apprenticeships in its secure student management system and will be used to improve among other things:

- Marketing practices
- Enrolment practices
- Induction practices

While it is not mandatory to participate, input will assist us to improve the services we offer and ensure our apprentices have every opportunity to complete their apprenticeship.

Complaints and Appeals

All apprentices, host employers and other stakeholders have the right to make a complaint on the products and services offered by Wettrade Apprenticeships at any time. Where an apprentice, host employer or other stakeholder disagrees with a decision made by Wettrade Apprenticeships, they also have the right to appeal the decision. All complaints and appeals will be addressed confidentially directly with the complainant or appellant, documented and records retained to support the continuous improvement Wettrade Apprenticeships systems and practices.

Document name	Apprentice and Host Employer Information Handbook		
Version number	1	Review date	June 2024

Legislation and Regulation

Wettrade Apprenticeships has developed its policies and procedures to ensure ongoing compliance or cognisance with the following legislation and regulation:

- Building and Construction Industry (Portable Long Service Leave) Act
- Fair Work Act Volume 1
- Fair Work Act Volume 2
- Further Education and Training Act
- Further Education and Training Regulation
- Industrial Relations Act
- Industrial Relations Regulation
- National Standards for Group Training Organisations
- National VET Regulator Act
- Standards for RTOs
- Work Health and Safety Act
- Work Health and Safety Regulation
- Worker's Compensation and Rehabilitation Act

For more information refer to 062.Legislative Compliance Policy.

Document name	Apprentice and Host Employer Information Handbook		
Version number	1	Review date	June 2024