

Code of practice

This code applies to all staff of Wettrade Apprenticeships (WTA QLD) and represents the minimum standards to be applied in the conduct of our responsibilities as a group training organisation and in our dealings with host employers and apprentices.

This code aims to ensure the highest quality of service delivery to all clients and the upholding of ethical standards by all parties and must be read in conjunction with the WTA QLD policies available to apprentices through the portal.

WTA QLD will ensure that are staff:

- Remain open and honest in all dealings with host employers, their workers, representative and our apprentices
- Act respectfully and with courtesy at all times
- Ensure that all clients, host employers and apprentices are advised of their rights, roles and obligations
- Provide all parties with current and accurate information relating to the apprenticeship system in Queensland including in relation to their rights, roles and obligations
- Ensure apprentices and host employers are assessed for suitability and that the needs and expectations of the parties are met wherever and whenever possible
- Remain contactable through email and telephone and ensure all communications received are responded to without delay
- Treat all complaints and appeals seriously and ensure the safety of all staff including apprentices at all times
- Make certain that no false or misleading information is distributed to our clients including host employers and apprentices and that any and all information distributed is accessed through WTA QLD's SharePoint registry
- Have open communication and work with honesty and integrity in all dealings including with regulators including the Department of Youth Justice, Employment Small Business and Training (DYJESBT) including in relation to requests for information
- Implement this code of practice at all times when making representations or representing WTA QLD

Marketing practices

WTA QLD will ensure:

- All products and services are marketed with honesty, accuracy and integrity
- All material is approved prior to its distribution

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- Marketing materials including flyers, brochures and the WTA QLD website accurately represents the products and services offered and provides no misleading information
- Marketing and promotional material does not make any guarantees or warranties that it cannot honestly provide including in relation to securing a position as an apprentice with WTA QLD or securing an agreement to act as a host employer
- Marketing and promotional material is developed, approved and distributed in accordance with the requirements of the Standards for Group Training Organisations
- All marketing and promotional material is free from discrimination including in relation to ethnicity, culture, gender, religion, disability, political persuasion, pregnancy (See also Discrimination Policy and Access and Equity Policy)

Employment of apprentices

WTA QLD will ensure:

- It has succinct processes in place to ensure the effective recruitment of apprentices to fill full time and part time places in wet trade apprenticeships
- Apprentices are selected on merit and employed either full time or part time for the duration of their apprenticeship
- Ensure access and equity principles are applied when recruiting apprentices
- Apprentices are fully informed of their rights, roles and obligations associated with signing a training contract and participating in a structured training program
- Provide all necessary information, including updated information, prior to their employment and on an as needs basis in a timely fashion
- Apprentices are able to make informed decisions about their employment with WTA QLD based on information provided before employment and during their orientation
- All apprentices have access to a fair and equitable complaints and appeals process
- All apprentices are monitored and provided with any support necessary

Engagement of host employers

WTA QLD will ensure:

- It has succinct processes in place to ensure the effective engagement of host employers to provide on the job training in the wet trades for full and/or part time apprentices
- All host employers are selected based on their business needs, ability to provide the range of work, financial viability and genuine need to support the wet trades
- Host employers are fully informed of their rights, roles and obligations associated with hosting an apprentice for a short or longer time period including in relation to the provision of the range of work, tools and equipment, support and the management of workplace safety

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- Provide all necessary information, including updated information, prior to their engagement and on an as needs basis in a timely fashion
- All host employers have access to a fair and equitable complaints and appeals process
- Host employers are monitored and provided with any support necessary to ensure ongoing contribution to the apprentice's employment

Complaints and appeals

WTA QLD will ensure:

- All complaints and appeals from apprentices or host employers are investigated and the outcomes provided in writing
- The complaints and appeals process incorporates the principles of natural justice and that all parties have the opportunity to present their case

(See also the Complaints and Appeals Policy)

Pastoral care and providing support

WTA QLD will ensure:

- Pastoral care is provided on an ongoing basis with site visits occurring at minimum three (3) monthly intervals (with the exception of monthly visits during the probationary period) with apprentices to:
 - Track their progress
 - Provide any necessary support
 - Providing welfare and guidance services within the scope of experience
 - Referring apprentices to external services where necessary
- All apprentices are provided with support in accordance with the Apprentice Support policy
- Encourage students to contact the GTO Coordinator to make a consultation appointment
- Ensure all potential apprentices and host employers are provided with information on mentoring and support offered by WTA QLD

Training and assessment

WTA QLD will ensure:

- NICS provides all required training in accordance with the agree training plan
- Where possible, the training plan is amended through negotiation with the apprentice and NICS
- Apprentices maintain adequate progression throughout the duration of their apprenticeship

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- Host employers provide all necessary on the job training required to achieve the training plan
- All training records are reviewed in consultation with NICS
- DYJESBT is advised of the completion of the training contract in accordance with DYJESBT requirements

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