



Policy Manual

Group Training Organisation

Head Office

Gate 3, Building 7, Construction Training Centre
460 – 492 Beaudesert Road, Salisbury QLD 4107
(07) 3277 8646

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Governance and Compliance Framework

Governance, Compliance, and Board Oversight Policy

Purpose

This policy outlines WetTrade Apprenticeships' (WTA) governance, registration, compliance, and board oversight framework as a registered Group Training Organisation (GTO).

It ensures that WTA maintains compliance with all relevant legislation, standards, and regulatory requirements, and that its governance structures—comprising the Board of Directors and Management Committee—provide effective oversight of compliance, risk management, performance monitoring, and continuous improvement.

Policy Statement

WTA is committed to operating with integrity, transparency, and accountability. The organisation upholds strong governance practices that ensure compliance with all state and national regulatory requirements governing GTO operations, employment, and vocational education and training.

WTA's governance structure ensures that:

- Board and management decisions are made in accordance with legal and ethical obligations;
- Compliance and risk are regularly reviewed, monitored, and managed;
- Continuous improvement and audit findings are actioned and recorded; and
- WTA maintains an open, cooperative relationship with all regulatory authorities.

Scope

This policy applies to:

- The WTA Board of Directors and Management Committee;
- All employees with governance or compliance responsibilities; and
- All operations conducted under WTA's registration as a Group Training Organisation across South Australia, Queensland, and other jurisdictions.

1. Governance Responsibilities

WTA's governance framework establishes a clear separation of duties between strategic oversight (Board of Directors), operational management (CEO and senior management), and compliance coordination (Compliance Officer).

The organisation will:

- Maintain current and valid GTO registration in each operating jurisdiction;
- Operate only within the approved scope of registration;
- Comply with all conditions and requirements imposed by registering authorities;
- Provide accurate and timely reporting to regulators;
- Conduct regular internal audits and self-assessments against GTO Standards;
- Ensure policies, procedures, and controls are reviewed annually; and
- Embed compliance, risk management, and improvement practices across all operations.

2. Board and Management Oversight

2.1 Responsibilities of the Board of Directors

The WTA Board of Directors will:

- Provide overall governance and strategic direction for the organisation;
- Ensure compliance with all legislative and regulatory obligations;
- Review and approve governance and compliance policies;
- Review compliance, risk, and audit reports annually (or more frequently as required);
- Oversee internal audits and self-assessment results and ensure corrective actions are implemented;

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- Monitor the effectiveness of WTA’s risk management framework;
- Endorse and track progress of continuous improvement initiatives;
- Ensure all compliance actions are documented and closed out in the **Governance and Compliance Register**; and
- Provide reports, responses, or updates to the **South Australian Skills Commission (the Commission)** or other regulators as requested.

2.2 Responsibilities of the Management Committee

The Management Committee supports the Board by overseeing operational compliance and continuous improvement. It will:

- Monitor policy implementation and procedural compliance;
- Review and discuss legislative changes and their operational impacts;
- Analyse audit results, feedback, and self-assessment findings;
- Approve corrective actions and record outcomes in the **Continuous Improvement Register**;
- Escalate significant compliance or risk issues to the Board for review; and
- Ensure reports requested by the SA Skills Commission or DTET are prepared and submitted on time.

3. Compliance Obligations

3.1 Registration and Scope

WTA must:

- Hold valid GTO registration and operate within its approved scope in each jurisdiction;
- Maintain up-to-date registration records with all relevant authorities;
- Cease new sign-ups immediately if registration is suspended or cancelled;
- Comply with the Commission’s or DTET’s directives for renewal, audit, or corrective actions.

3.2 Legislative Compliance

WTA will comply with all national and jurisdictional legislation, including:

- **Fair Work Act 2009 (Cth)**
- **Work Health and Safety Act 2012 (SA)** and **Work Health and Safety Act 2011 (Qld)**
- **South Australian Skills Act 2008** and **Skills Regulations 2021**
- **Vocational Education, Training and Employment Act 2000 (Qld)**
- Privacy, anti-discrimination, and child safety legislation.

3.3 Reporting and Audit

WTA will:

- Maintain accurate and auditable records of all apprentices, host employers, and training contracts;
- Cooperate fully with audits, compliance reviews, and data requests from regulators;
- Submit required reports to the SA Skills Commission and DTET within specified timeframes; and
- Record audit outcomes and corrective actions in the **Compliance Register** for Board review.

3.4 Continuous Improvement

WTA will:

- Conduct annual self-assessments against national and jurisdictional GTO Standards;
- Document all improvement actions in the Continuous Improvement Register;
- Review progress at management and Board meetings; and
- Complete the SA GTO Self-Assessment Tool annually and address all identified improvement areas.

4. Communication with Regulators

WTA will maintain transparent and cooperative relationships with regulatory authorities in all jurisdictions.

- **South Australia:** Maintain open communication with the SA Skills Commission regarding audits, compliance reviews, and reporting obligations.
- **Queensland:** Maintain open communication with the Department of Trade, Employment and Training (DTET) regarding GTO performance monitoring, apprentice outcomes, and compliance data.

All correspondence, submissions, and notifications to regulators will be recorded in the Governance and Compliance Register.

5. Risk Management and Internal Audit

The Board and Management Committee will oversee WTA's risk management and internal audit framework.

WTA will:

- Maintain a **Risk Register** identifying operational, financial, safety, and compliance risks;
- Conduct internal audits annually or following significant changes in legislation;
- Analyse audit findings and ensure corrective actions are implemented; and
- Present audit and risk reports at annual Board meetings for review and endorsement.

6. Roles and Responsibilities

Role	Responsibilities
<i>Board of Directors</i>	Provide strategic governance, review compliance and risk reports, oversee audits, approve corrective actions, and report to regulators as required.
<i>Management Committee</i>	Monitor operational compliance, review policy implementation, and ensure improvement actions are completed and documented.
<i>Chief Executive Officer (CEO)</i>	Ensure overall compliance and governance alignment with state and national requirements; report outcomes to the Board.
<i>Compliance Officer</i>	Maintain registers, monitor compliance obligations, coordinate audits, and prepare reports for the Board and regulators.
<i>GTO Coordinator</i>	Implement compliance procedures, support audits, and assist in reporting to the Management Committee.

7. Review

This policy will be reviewed annually or sooner if legislative or regulatory changes occur or if audit findings indicate a need for procedural amendment.

All changes will be approved by the Board and recorded in the Governance and Compliance Register.

Applicable Standards and Regulatory Frameworks

South Australian GTO Standards (2025)

- Standard 1: Governance and Accountability
- Standard 7: Continuous Improvement and Reporting

Queensland Department of Trade, Employment and Training (DTET) GTO Standards and Contract Requirements

- GTO Governance and Performance Management Framework
- Vocational Education, Training and Employment Act 2000 (Qld)

National Standards for Group Training Organisations (NSGTO)

- Standard 1: Governance and Administration
- Standard 7: Continuous Improvement and Reporting

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Legislative Frameworks

- South Australian Skills Act 2008
- Skills Regulations 2021 (SA)
- Vocational Education, Training and Employment Act 2000 (Qld)
- Fair Work Act 2009 (Cth)
- Work Health and Safety Act 2012 (SA)
- Work Health and Safety Act 2011 (Qld)
- Standards for Registered Training Organisations (RTOs) 2015

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Legislative and Regulatory Alignment and Compliance Policy

Purpose

This policy outlines WetTrade Apprenticeships' (WTA) commitment to maintaining full compliance with all applicable legislative and regulatory requirements governing Group Training Organisations (GTOs), apprenticeships, employment, and workplace safety.

It ensures that WTA identifies, monitors, and implements changes in legislation in a timely and systematic manner, updating internal policies and communicating relevant changes to apprentices, host employers, and staff.

Policy Statement

WTA recognises that compliance with legislative and regulatory frameworks is essential to its continued registration as a GTO and to the safe, lawful, and ethical delivery of apprenticeship programs.

WTA is committed to:

- Ensuring that all operations comply with current federal, state, and national laws;
- Actively monitoring new or amended legislation, codes, and standards;
- Promptly updating organisational policies, forms, and procedures to reflect these changes; and
- Communicating relevant updates to all stakeholders, including apprentices, host employers, and staff.

All revisions will be approved through WTA's governance structure and recorded in the Governance and Compliance Register.

Scope

This policy applies to:

- All employees, officers, and management of WTA;
- All apprentices and trainees employed by WTA; and
- All host employers engaged in WTA's Group Training operations across South Australia, Queensland, and other jurisdictions where WTA may operate.

1. Key Legislative and Regulatory Frameworks

WTA will ensure operational alignment with the following core legislative instruments:

1.1 South Australian Legislation

- **South Australian Skills Act 2008** – governs the registration, regulation, and obligations of GTOs.
- **Skills Regulations 2021 (SA)** – details GTO operational requirements, reporting obligations, and Commission oversight.
- **Work Health and Safety Act 2012 (SA)** – establishes duties for ensuring safe workplaces and protecting worker health.
- **Fair Work Act 2009 (Cth)** – sets national employment standards, rights, and conditions for apprentices.

1.2 Queensland Legislation

- **Vocational Education, Training and Employment Act 2000 (Qld)** – regulates apprenticeships, traineeships, and GTO responsibilities.
- **Work Health and Safety Act 2011 (Qld)** – mandates safety obligations for employers and host employers.
- **Fair Work Act 2009 (Cth)** – provides consistent workplace relations coverage across jurisdictions.

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1.3 National Frameworks

- **National Standards for Group Training Organisations (NSGTO)** – governs GTO operations, governance, and apprentice management.
- **Standards for Registered Training Organisations (RTOs) 2015** – ensures quality and integrity of training and assessment delivered through WTA’s partnered RTO.
- **Australian Qualifications Framework (AQF)** – defines the standards for Australian qualifications and competency outcomes.

1.4 Additional Relevant Legislation and Regulations

WTA will also comply with legislation applicable to its workforce and training delivery, including:

- National Vocational Education and Training Regulator Act 2011 (Cth)
- Industrial Relations Act 2016 (Qld)
- Workers’ Compensation and Rehabilitation Act 2003 (Qld)
- Building and Construction Industry (Portable Long Service Leave) Act 1991 (Qld)

2. Identification and Monitoring of Legislative Changes

The GTO Coordinator, in collaboration with the Compliance Officer, is responsible for actively monitoring changes to legislation, regulations, codes of practice, and guidelines affecting WTA’s operations.

Monitoring activities include:

- Regularly reviewing updates on official government and regulatory websites, such as:
 - Queensland Parliament
 - Federal Register of Legislation
 - South Australian Skills Commission
 - Fair Work Ombudsman
 - SafeWork SA and WorkSafe QLD
- Managing subscriptions to legislative update services and industry newsletters.
- Reviewing bulletins, alerts, and circulars issued by the Department of Trade, Employment and Training (DTET) and SA Skills Commission.
- Participating in relevant industry forums or consultations to stay informed of upcoming regulatory reforms.

3. Assessment and Implementation of Legislative Changes

When new or amended legislation or regulations are identified:

1. The GTO Coordinator and Compliance Officer will assess the impact on current policies, procedures, and forms.
2. A Legislative Impact Summary will be prepared outlining the change and recommended actions.
3. Revised documents will be drafted and reviewed by the Management Committee.
4. Once approved, updates will be recorded in the Governance and Compliance Register, and the revised documents uploaded to SharePoint, ensuring version control.
5. Relevant staff, apprentices, and host employers will be notified of the change and, where required, trained on new compliance obligations.

All documentation versions are maintained electronically in SharePoint with restricted access to authorised personnel to ensure document integrity.

4. Governance and Communication

- The **Management Committee** will review and approve all legislative and policy changes at monthly meetings following any legislative update.
- The **Compliance Officer** will report quarterly to the Board of Directors on legislative compliance, audit findings, and policy amendments.

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- Communication of significant changes will occur through direct email notifications, team meetings, and updates to WTA's Policy and Procedure Manual.

5. Compliance Assurance and Continuous Improvement

- The **Compliance Officer** will conduct annual compliance audits to verify adherence to legislative and regulatory obligations.
- Any non-compliance identified will be recorded in the **Continuous Improvement Register**, with corrective actions documented and tracked to completion.
- The **CEO** and **Board of Directors** will oversee compliance performance and ensure resource allocation for training and implementation of legislative updates.

6. Roles and Responsibilities

Role	Responsibilities
Chief Executive Officer (CEO)	Ensure legislative alignment across WTA operations and approve implementation of policy updates.
Compliance Officer	Monitor legislative frameworks, prepare impact assessments, maintain compliance registers, and coordinate audits.
GTO Coordinator	Identify and report relevant legislative changes; ensure updates are integrated into operational practices.
Management Committee	Review and approve revised policies and procedures; maintain oversight of compliance performance.
Board of Directors	Provide governance oversight and strategic direction for compliance and legislative alignment.

7. Review

This policy will be reviewed annually, or sooner if legislative or regulatory changes occur, to ensure ongoing compliance.

All amendments will be approved by the CEO and recorded in the Governance and Compliance Register.

Applicable Standards and Regulatory Frameworks

South Australian GTO Standards (2025)

- Standard 1: Governance and Accountability
- Standard 7: Continuous Improvement and Reporting

Queensland Department of Trade, Employment and Training (DTET) GTO Standards and Contract Requirements

- Governance and legislative compliance requirements under the Vocational Education, Training and Employment Act 2000 (Qld)
- GTO Performance and Reporting Framework

National Standards for Group Training Organisations (NSGTO)

- Standard 1: Governance and Administration
- Standard 7: Continuous Improvement and Reporting

Legislative Frameworks

- South Australian Skills Act 2008
- Skills Regulations 2021 (SA)
- Work Health and Safety Act 2012 (SA)
- Vocational Education, Training and Employment Act 2000 (Qld)
- Work Health and Safety Act 2011 (Qld)
- Fair Work Act 2009 (Cth)
- National Vocational Education and Training Regulator Act 2011 (Cth)

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- Industrial Relations Act 2016 (Qld)
 - Workers' Compensation and Rehabilitation Act 2003 (Qld)
 - Building and Construction Industry (Portable Long Service Leave) Act 1991 (Qld)
 - Standards for Registered Training Organisations (RTOs) 2015
 - Australian Qualifications Framework (AQF)

Organisational Registration and Reporting Policy

Purpose

This policy outlines the requirements and procedures for maintaining WetTrade Apprenticeships' (WTA) registration as a Group Training Organisation (GTO) in all jurisdictions of operation. It ensures that WTA operates only within its approved scope of registration and meets all reporting, renewal, and notification obligations as required under relevant legislation and regulatory frameworks.

Policy Statement

WetTrade Apprenticeships (WTA) is committed to maintaining current and active registration as a Group Training Organisation (GTO) in each jurisdiction where it operates.

WTA recognises that registration is a legal prerequisite to employing and managing apprentices and trainees and that strict adherence to registration conditions is essential to its continued authority to operate.

The organisation will ensure that all information provided to the relevant regulatory authority is accurate, complete, and submitted within prescribed timeframes.

All staff and management share responsibility for maintaining regulatory compliance, ensuring accuracy in reporting, and supporting transparent communication with relevant departments and commissions.

Scope

This policy applies to WTA's Board of Directors, Chief Executive Officer (CEO), Compliance Officer, GTO Coordinator, and all management or administrative personnel responsible for governance, reporting, or operational activities related to apprenticeships and traineeships.

Registration Requirements

1. Maintenance of Registration

WetTrade Apprenticeships must:

- Maintain active registration as a GTO in each jurisdiction of operation.
- Operate only within the approved scope of registration and comply with all business, occupational, and geographic parameters set by the registering authority.
- Maintain all evidence supporting registration and renewal for inspection or audit.
- Ensure internal policies, procedures, and reporting systems remain consistent with national and jurisdictional GTO standards.

South Australia:

- Maintain registration under the *South Australian Skills Act 2008* and *Skills Regulations 2021*.
- **Operate within the scope approved by the South Australian Skills Commission (the Commission) and comply with all conditions of registration.**

Queensland:

- Maintain registration under the *Vocational Education, Training and Employment Act 2000 (QLD)*.
- Operate in accordance with all standards and contractual conditions set by the Department of Trade, Employment and Training (DTET).

2. Renewal of Registration

- WTA will monitor registration expiry and ensure renewal applications are lodged within prescribed timeframes.

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- Renewal applications will include all required supporting evidence of compliance and self-assessment documentation.
- The CEO, supported by the Compliance Officer and GTO Coordinator, is responsible for preparing and submitting renewal applications.
- Evidence of registration renewal will be recorded in the Governance and Compliance Register.

South Australia:

- Renewal documentation must meet all requirements of the SA Skills Commission, including submission of a self-assessment and proof of continuous compliance.

Queensland:

- Renewal and performance reviews must comply with DTET's *GTO Registration and Performance Management Framework*, including submission of audit and performance data as requested.

Notification of Organisational Changes

1. Mandatory Notification to the Regulator

WTA must notify the relevant regulator **within 14 days** of any change to:

- Ownership or controlling interest;
- Members of the Board of Directors or senior management;
- Trading or registered business name;
- Contact details or business address;
- Any other material change impacting GTO operations.

Notifications must be made in writing using the regulator's prescribed form or formal correspondence and include supporting documentation.

South Australia:

- Notifications are to be submitted to the South Australian Skills Commission using prescribed forms or approved correspondence methods.

Queensland:

- Notifications are to be submitted to the Department of Trade, Employment and Training (DTET) via the designated reporting channel or GTO portal.

2. Internal Communication

- The CEO and Compliance Officer must communicate approved organisational changes internally.
- The GTO Coordinator must update host employer and apprentice communication systems to ensure contact and operational details remain accurate.
- All internal records, forms, and templates must reflect updated organisational information.

Suspension or Cancellation of Registration

1. Conditions for Suspension or Cancellation

A registering authority may suspend or cancel WTA's GTO registration if:

- WTA fails to comply with registration conditions;
- There is a substantiated breach of legislation or regulations;
- False or misleading information is provided; or
- The organisation becomes insolvent or ceases operation.

Suspension or cancellation removes or limits WTA's authority to engage apprentices and host employers within the affected jurisdiction.

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South Australia:

- Suspension or cancellation may occur under the *Skills Act 2008* for non-compliance or breach of registration conditions.

Queensland:

- Suspension or withdrawal of registration may occur under the *Vocational Education, Training and Employment Act 2000 (QLD)* or through DTET's performance management process.

2. Organisational Obligations During Suspension or Cancellation

During a suspension period, WTA must:

- Cease all new apprentice or trainee sign-ups immediately.
- Notify all affected apprentices, host employers, and RTO partners of the suspension.
- Continue to support current apprentices until directed otherwise by the regulator.

In the event of cancellation, WTA must:

- Cooperate fully with the regulator to transfer apprentices to another registered GTO or authorised employer.
- Provide all required records, data, and documentation within the specified timeframe.
- Retain evidence confirming completion of all handover obligations.

South Australia:

- All transitional arrangements must be approved by the SA Skills Commission.

Queensland:

- Transfers and data handovers must follow DTET's GTO transition and cessation protocols.

Compliance and Record Keeping

- All registration, renewal, and correspondence records must be securely stored within WTA's Governance and Compliance Register.
- The Compliance Officer, in collaboration with the GTO Coordinator, must maintain a reporting calendar to ensure all notifications and renewals occur within required timeframes.
- The Board of Directors must review compliance with this policy annually and document outcomes in meeting minutes.
- Evidence of all communications, renewals, and audit outcomes must be retained for inspection for a minimum of seven years.

Responsibilities

Role	Responsibilities
Chief Executive Officer (CEO)	Ensure ongoing compliance with registration and reporting requirements. Approve and submit notifications, renewals, and correspondence to regulators in all jurisdictions.
Compliance Officer	Maintain the Governance and Compliance Register. Track renewal and reporting deadlines. Prepare and submit documentation for audits. Coordinate communication of compliance matters internally.
GTO Coordinator	Support the Compliance Officer and CEO by verifying and submitting operational data required for registration, renewal, or audit. Maintain accurate apprentice and host employer records aligned with regulator data requirements.
Board of Directors	Provide governance oversight of registration compliance, review audit and risk reports, and ensure the organisation operates strictly within its approved registration scope.

Review

This policy will be reviewed **annually** or sooner if required by amendments to:

- *South Australian Skills Act 2008 and Skills Regulations 2021*
- *Vocational Education, Training and Employment Act 2000 (QLD)*
- Directions or compliance standards issued by the South Australian Skills Commission or the Department of Trade, Employment and Training (DTET)

Applicable Standards and Regulatory Frameworks

South Australian GTO Standards (2025)

- Standard 1: Governance and Accountability
- Standard 5: Governance, Compliance and Reporting
- Standard 7: Continuous Improvement and Reporting

Queensland Department of Trade, Employment and Training (DTET) GTO Standards and Contract Requirements

- GTO Registration and Performance Management Framework
- Vocational Education, Training and Employment Act 2000 (QLD)
- DTET Annual Performance Review Requirements

National Standards for Group Training Organisations (NSGTO)

- Standard 1: Governance and Management
- Standard 5: Governance and Administration
- Standard 7: Continuous Improvement and Reporting

Legislative and Regulatory Frameworks

- South Australian Skills Act 2008
- Skills Regulations 2021 (SA)
- Vocational Education, Training and Employment Act 2000 (QLD)
- Fair Work Act 2009 (Cth)
- Work Health and Safety Act 2012 (SA)
- Work Health and Safety Act 2011 (QLD)
- Corporations Act 2001 (Cth)

Supporting Standards and Guidelines

- Australian Government – National Standards for Group Training Organisations (NSGTO)
- South Australian Skills Commission – Registration and Compliance Guidelines for GTOs
- Department of Trade, Employment and Training (DTET) – GTO Quality and Performance Standards (QLD)

Reporting to the South Australian Skills Commission Policy

Purpose

This policy establishes WetTrade Apprenticeships' (WTA) obligations and internal procedures for mandatory and requested reporting to the **South Australian Skills Commission** (the Commission) under the *Skills Act 2008 (SA)* and *Skills Regulations 2021*.

The policy ensures that all required reports, notifications, and data submissions are accurate, timely, and compliant with the Commission's standards for registered Group Training Organisations (GTOs).

Policy Statement

WTA is committed to maintaining transparency and accountability in all dealings with the South Australian Skills Commission. The organisation will provide accurate and complete reports in accordance with prescribed timeframes and promptly notify the Commission of any events or risks affecting apprentices, host employers, or the GTO's compliance status.

WTA recognises that consistent and timely reporting supports regulatory oversight, quality assurance, and the integrity of the South Australian apprenticeship system.

Scope

This policy applies to all WTA operations and staff involved in governance, compliance, and program delivery functions related to apprentices and host employers based in South Australia.

1. Mandatory Reporting Requirements

WTA will comply with all reporting obligations set by the *Skills Act 2008 (SA)* and *Skills Regulations 2021*, including but not limited to:

1.1 Biannual Host and Apprentice Data Submission

- WTA must submit to the Commission a **biannual report** listing all current apprentices and host employers operating under the South Australian GTO registration.
- Data must include:
 - Apprentice names, qualification codes, and training progression status;
 - Host employer names, ABN, and primary work locations;
 - Supervision arrangements and duration of placements; and
 - Any changes in hosting arrangements since the previous report.
- The **Compliance Officer** will prepare and verify all data prior to submission to ensure accuracy and completeness.

1.2 Immediate Notification Requirements

WTA must immediately notify the Commission in writing of:

- Any host employer added to or identified on the **Prohibited Employer Register**;
- Any incident or audit outcome that identifies an unsafe or non-compliant host environment;
- Suspension or withdrawal of host employer approval under the *Host Employer Management and Agreement Policy*; or
- Critical incidents involving apprentice safety, welfare, or employment status.

Notifications must be submitted within **24 hours** of WTA becoming aware of the issue.

1.3 Quarterly or Ad-Hoc Reporting

If requested, WTA will provide the Commission with **quarterly compliance summaries**, detailing:

- Status of host employer monitoring and verification activities;
- Summary of apprentice placements and completions;
- Results of self-assessment or internal audit findings; and
- Continuous improvement actions undertaken.

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2. Responding to Commission Information Requests

- The Commission may request additional information at any time to verify compliance or investigate specific matters.
- WTA must acknowledge receipt of any written request within **48 hours** and provide the requested documentation within the timeframe specified by the Commission.
- The **Compliance Officer** is responsible for coordinating and verifying all information provided, ensuring it is complete, accurate, and authorised by the **Chief Executive Officer (CEO)** before submission.
- All submissions and correspondence will be logged in the **Governance and Compliance Register** for traceability.

3. Data Management and Quality Assurance

- All reports and notifications must be generated from WTA's approved internal data systems and verified by the **Compliance Officer** prior to submission.
- Supporting records (e.g., Host Employer Agreements, Training Contracts, incident reports) must be stored digitally for a minimum of **seven years**.
- Data discrepancies identified by the Commission will be investigated immediately, with corrective actions documented and tracked through the **Continuous Improvement Register**.

4. Roles and Responsibilities

Role	Responsibilities
Chief Executive Officer (CEO)	Approve all official submissions to the Commission; ensure reporting timeframes and accuracy are met.
Compliance Officer	Prepare, verify, and submit reports; coordinate data collection; maintain the Governance and Compliance Register.
GTO Coordinator	Provide accurate apprentice and host employer information; identify reportable incidents or changes.
Management Committee	Review compliance reports quarterly; monitor submission performance and regulatory communications.

5. Review

This policy will be reviewed annually or when legislative or regulatory requirements are amended by the SA Skills Commission.

All updates will be approved by the CEO and recorded in the Governance and Compliance Register.

Applicable Standards and Regulatory Frameworks

South Australian GTO Standards (2025)

- Standard 1: Governance and Accountability
- Standard 6: Reporting and Data Management
- Standard 7: Continuous Improvement and Reporting

Queensland Department of Trade, Employment and Training (DTET) GTO Standards and Contract Requirements

- Included for cross-jurisdictional alignment of reporting processes.

National Standards for Group Training Organisations (NSGTO)

- Standard 7: Continuous Improvement and Reporting

Legislative Frameworks

- South Australian Skills Act 2008
- Skills Regulations 2021 (SA)
- Fair Work Act 2009 (Cth)
- Work Health and Safety Act 2012 (SA)
- Privacy Act 1988 (Cth)

Risk and Governance Policy Framework

Purpose

This policy defines the governance and risk management framework for WetTrade Apprenticeships (WTA). It establishes the structures, oversight mechanisms, and reporting obligations that ensure organisational integrity, compliance, and accountability in accordance with South Australian, National, and Queensland GTO Standards.

The policy links daily operational risk management with Board-level governance, providing a transparent pathway for risk identification, escalation, and assurance reporting.

Policy Statement

WTA maintains a structured and integrated **Risk and Governance Framework** that ensures:

- Risks are identified, assessed, and controlled at both operational and strategic levels.
- Oversight responsibilities are clearly defined across all governance layers.
- The Board of Directors is provided with accurate, timely, and complete information on risk and compliance matters.
- Decisions are informed by evidence-based risk data, including Key Risk Indicators (KRIs) and trend analysis.
- The organisation complies with all applicable GTO standards, legislation, and regulatory frameworks.

WTA commits to embedding risk awareness into every business process and to maintaining continuous improvement through audit, review, and learning cycles.

Scope

This policy applies to:

- The **Board of Directors, Chief Executive Officer, and Management Team.**
- All WTA operational areas, including governance, finance, training, host management, WHS, HR, ICT, and compliance.
- Activities across all WTA and host employer sites, training venues, and digital environments.

Governance Framework

WTA's governance structure is designed to ensure effective oversight, accountability, and communication between operational staff and the Board.

Governance Layers:

1. **Operational Level** – Daily monitoring, reporting, and mitigation of risks by coordinators, mentors, and compliance staff.
2. **Management Level** – Monthly review of risk dashboards, financial controls, and compliance outcomes; approval of corrective actions.
3. **Governance & Compliance Committee** – Bi-monthly review of organisational risk profile, audit findings, and regulatory submissions.
4. **Board of Directors** – Quarterly strategic review of risk registers, assurance reports, and continuous improvement outcomes.

Reporting Mechanisms:

- **Risk Register:** Master record of identified risks, treatment status, and control effectiveness.
- **KRI Dashboard:** Monthly summary of performance metrics and early warning indicators.
- **Quarterly Governance Report:** Consolidated summary presented to the Board outlining risk trends, compliance outcomes, and audit findings.

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- **Annual Assurance Statement:** Signed by the CEO and Chairperson confirming compliance with GTO Standards and relevant legislation.

Risk Management Integration

The **Strategic and Internal Oversight Procedure** operationalises this policy by detailing daily, weekly, and monthly controls. It requires:

- Daily risk huddles to review KRIs and incidents.
- Weekly risk reviews to track unresolved actions.
- Monthly assurance audits across key operational areas.
- Quarterly risk and compliance reporting to the Governance & Compliance Committee and the Board.

Roles and Responsibilities

Role	Responsibilities
Board of Directors	Provide strategic oversight of governance, risk, and compliance. Review quarterly risk and assurance reports and endorse the Annual Assurance Statement.
Chief Executive Officer (CEO)	Maintain the integrity of the Risk and Governance Framework. Approve major risk treatments, ensure resourcing for audits and reporting, and escalate critical risks to the Board.
General Manager (GM)	Lead organisational risk reviews, chair risk huddles, approve operational controls, and ensure compliance with GTO Standards.
Compliance Officer	Manage the Risk Register, compile KRI dashboards, coordinate Board reports, and ensure timely escalation of issues.
GTO Coordinators / Mentors	Identify, assess, and report operational risks arising from apprentices, hosts, and worksites. Implement immediate controls and record outcomes.
Finance Officer / IT / RTO Liaison	Monitor financial, data, and training-related risks; provide monthly assurance data to the Compliance Officer.
All Staff	Report hazards, incidents, or issues promptly; participate in training; support continuous improvement initiatives.

Reporting and Escalation Protocols

- **Critical Risks:** Immediately reported to the CEO and Board Chair within four (4) hours.
- **High Risks:** Escalated to the CEO within 24 hours, with corrective actions approved and tracked.
- **Moderate Risks:** Addressed within three (3) business days, verified during weekly management meetings.
- **Low Risks:** Managed locally, monitored for recurrence, and reported monthly in the risk summary.

All escalations are documented in the **Risk Register** and reviewed at the next Governance & Compliance Committee meeting.

8. Continuous Improvement and Assurance

- Audit findings and near-miss reports are reviewed quarterly and logged in the **Continuous Improvement Register**.
- Lessons learned are integrated into policy updates, training, and procedural refinements.
- Annual stress-testing and risk appetite reviews are conducted to verify organisational resilience and adaptability.

9. Linkages to Other Documents

- Strategic and Internal Oversight Procedure
- Governance, Compliance and Board Oversight Procedure
- Quality Assurance and Internal Audit Procedure
- Continuous Improvement Procedure
- Records Management Procedure
- WHS and Psychosocial Hazards Procedures
- Organisational Registration and Reporting Procedure

10. Review

This policy will be reviewed annually, or earlier if required by legislative, regulatory, or organisational change. Updates will be approved by the Board of Directors and recorded in the Governance and Compliance Register.

Applicable Standards and Regulatory Frameworks

South Australian GTO Standards (2025)

- Standard 3 – Apprentice Support and Welfare
- Standard 5 – Governance, Compliance and Reporting
- Standard 7 – Continuous Improvement and Reporting

National Standards for Group Training Organisations

- Standard 5 – Governance and Administration
- Standard 7 – Continuous Improvement and Reporting

DTET GTO Standards (Queensland, 2025)

- Clause 3.1 – Risk Management and Oversight
- Clause 5.1 – Governance, Assurance and Reporting

Legislation and Codes

- *South Australian Skills Act 2008 and Skills Regulations 2021*
- *Work Health and Safety Act 2012 (SA) and Regulations 2012 (SA)*
- *Work Health and Safety Act 2011 (Qld) and Regulation 2011 (Qld)*
- *Fair Work Act 2009 (Cth)*
- *Privacy Act 1988 (Cth)*
- *Corporations Act 2001 (Cth)*
- *AS ISO 31000: Risk Management – Guidelines*
- *AS ISO 15489: Records Management*
- *Managing Psychosocial Hazards at Work – Codes of Practice (SA and Qld)*

Risk Management Policy

Purpose

WetTrade Apprenticeships (WTA) is committed to proactive, systematic risk management across all operations. This policy establishes a framework to identify, assess, mitigate, monitor, and review risks that could impact the safety, reputation, finances, operations, and strategic objectives of WTA.

By embedding effective risk management practices, WTA ensures compliance with state and national GTO standards, promotes the wellbeing of staff and apprentices, and supports the delivery of high-quality training and employment outcomes.

Scope

This policy applies to:

- All WTA staff, including management, trainers, mentors, and coordinators
- Apprentices and trainees employed or hosted by WTA
- Host employers and supervisors
- Contractors, consultants, and service providers engaged by WTA
- All WTA-controlled worksites, training centres, host employer premises, and off-site projects

Policy Statement

WTA will implement and maintain a consistent, organisation-wide approach to risk management aligned with:

- **South Australian GTO Standards (2025)**
- **National Standards for Group Training Organisations (NSGTO)**
- **Queensland DTET GTO Standards and Contract Requirements**
- **ISO 31000: Risk Management – Guidelines**

Risk management will be integrated into all planning, operational, and decision-making processes. WTA's approach ensures early identification, evaluation, and control of risks to protect people, property, and organisational integrity.

1. Objectives

WTA's risk management objectives are to:

- Identify and manage risks across all operations
- Promote a culture of safety, accountability, and continuous improvement
- Support evidence-based decision-making
- Protect WTA's workforce, apprentices, assets, and reputation
- Ensure compliance with relevant laws and contractual requirements

2. Risk Management Principles

WTA's risk management will be guided by the following principles:

- **Proactive Identification:** Detect potential risks early across all operational areas.
- **Comprehensive Assessment:** Evaluate risks for likelihood, impact, and consequence.
- **Prioritisation:** Rank risks to focus resources effectively.
- **Mitigation:** Implement control measures to reduce or eliminate risks.
- **Accountability:** Define clear roles for risk ownership and management.
- **Monitoring:** Review risk controls regularly for effectiveness.
- **Transparency:** Communicate risk information clearly across all levels of the organisation.

3. Roles and Responsibilities

Role	Responsibilities
Chief Executive Officer (CEO)	- Provide strategic leadership and ensure a risk management framework is maintained. - Approve the Risk Management Policy and major mitigation strategies. - Ensure compliance with legislative, contractual, and governance standards. - Report significant or critical risks to the Board of Directors.
Compliance Officer	- Oversee implementation of the risk management framework. - Maintain and update the Risk Register and Governance and Compliance Register. - Coordinate risk assessments, internal audits, and reporting to management. - Monitor regulatory updates and ensure compliance with SA and QLD GTO standards.
GTO Coordinator / Field Officer	- Identify, assess, and report operational and site-specific risks. - Implement mitigation measures in collaboration with host employers. - Monitor apprentice safety, welfare, and compliance on-site. - Report risks, incidents, and hazards to the Compliance Officer.
Trainers and Mentors	- Identify and report training-related or behavioural risks. - Reinforce safe work practices and ensure risk awareness among apprentices. - Support corrective and preventive actions identified in audits or reviews.
Apprentices and Trainees	- Follow WTA and host employer safety policies and procedures. - Report hazards, near-misses, or unsafe conditions immediately. - Participate in training and risk management awareness sessions.
Host Employers	- Provide a safe and compliant workplace under WHS legislation. - Notify WTA of incidents or hazards affecting apprentices. - Participate in joint risk assessments and corrective actions. - Ensure supervision and task allocation align with apprentice competency levels.
Contractors and Service Providers	- Comply with WTA's risk management and WHS policies. - Identify and communicate risks observed during contracted work. - Implement control measures as directed by WTA management.
Board of Directors	- Provide oversight of the organisation's risk management performance. - Review quarterly risk reports and mitigation outcomes. - Ensure accountability and transparency in the risk governance process.

4. Risk Management Process

4.1 Risk Identification

- Conduct site audits, safety inspections, and program reviews.
- Gather feedback from apprentices, hosts, and staff.
- Analyse incident reports and emerging industry risks.
- Monitor external influences (e.g., regulatory, economic, or environmental changes).

4.2 Risk Assessment

- Evaluate likelihood and potential impact.
- Classify risks as **Low, Medium, High, or Critical**.
- Prioritise actions according to severity and potential harm.

4.3 Risk Mitigation and Controls

- Implement appropriate control measures such as engineering, administrative, or behavioural interventions.
- Assign accountability and monitor progress.

4.4 Monitoring and Review

- Maintain a current **Risk Register** and review quarterly.
- Table findings and updates at Governance and Compliance Meetings.
- Address any deviations from planned controls promptly.

4.5 Continuous Improvement

- Conduct annual framework reviews.
- Integrate feedback from audits and stakeholders.
- Share lessons learned to prevent recurrence of similar risks.

5. Reporting and Escalation

- Staff and apprentices must report hazards or risks immediately to the GTO Coordinator or Compliance Officer.
- Significant risks must be escalated to the CEO and, where applicable, the **SA Skills Commission** or **DTET**.

6. Records and Documentation

WTA maintains:

- **Risk Register** – Active tracking of identified and mitigated risks.
- **Incident and Hazard Reports** – Documentation of events and resolutions.
- **Governance and Compliance Register** – Tracking of continuous improvement outcomes.

Records are retained for at least seven (7) years and made available for external audit as required.

Applicable Standards and Regulatory Frameworks

South Australian GTO Standards (2025)

- Standard 1: Governance and Accountability
- Standard 2: Apprentice and Trainee Employment
- Standard 3: Work Health and Safety and Risk Management
- Standard 5: Governance, Compliance and Reporting
- Standard 7: Continuous Improvement and Reporting

Queensland Department of Trade, Employment and Training (DTET) GTO Standards and Contract Requirements

- Vocational Education, Training and Employment Act 2000 (Qld)

National Standards for Group Training Organisations (NSGTO)

- Standard 1: Governance and Administration
- Standard 3: Apprentice and Trainee Welfare
- Standard 5: Governance and Risk Management
- Standard 7: Continuous Improvement and Reporting

Legislative and Regulatory Frameworks

- Work Health and Safety Act 2012 (SA)
- Work Health and Safety Act 2011 (Qld)
- South Australian Skills Act 2008
- Skills Regulations 2021 (SA)
- Vocational Education, Training and Employment Act 2000 (Qld)
- Fair Work Act 2009 (Cth)
- Privacy Act 1988 (Cth)
- ISO 31000:2018 Risk Management – Guidelines

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Quality Assurance and Internal Audit Policy

Purpose

This policy establishes the framework for WetTrade Apprenticeships (WTA) to maintain compliance, ensure continuous improvement, and uphold the standards required under the South Australian GTO Standards, Queensland Department of Trade, Employment and Training (DTET) GTO Standards and Contract Requirements, and the National Standards for Group Training Organisations (NSGTO).

It ensures that WTA's systems, procedures, and performance are consistently reviewed, verified, and improved to meet the requirements of all jurisdictions in which it operates.

Policy Statement

WTA is committed to maintaining an effective Quality Assurance and Internal Audit system that demonstrates compliance with all legislative, contractual, and regulatory requirements in South Australia and Queensland.

Regular internal audits and self-assessments are undertaken to ensure that WTA's operations meet the expectations of the SA Skills Commission, the Queensland DTET, and the NSGTO.

All findings, actions, and improvements are recorded in the Continuous Improvement Register and reviewed by senior management to verify that corrective actions are implemented and effective.

1. Scope

This policy applies to all areas of WTA operations, including:

- Governance and compliance systems
- Apprentice recruitment, supervision, and pastoral care
- Host employer management
- Safety and welfare processes
- Contractual compliance with the SA Skills Commission and Queensland DTET
- Continuous improvement and performance reporting obligations

It applies to all staff and managers involved in the quality assurance, compliance, or audit processes.

2. Annual Self-Assessment

Under SA GTO Standard 7, WTA must complete the South Australian GTO Self-Assessment Tool annually to demonstrate compliance and quality assurance practices.

This self-assessment will:

- Evaluate performance against each SA GTO Standard and the National Standards
- Identify areas for improvement and document non-conformances
- Be coordinated by the Compliance Officer and verified by the CEO prior to submission to the South Australian Skills Commission

In Queensland, WTA will also complete an Annual Self-Assessment Review as required under the Queensland DTET GTO Standards and Contract Obligations, addressing:

- Governance and management
- Compliance with Fair Work and WHS legislation
- Apprentice welfare and supervision
- Host employer engagement and satisfaction
- Training outcomes and completion rates

The completed self-assessments will be stored in the Governance and Compliance Register and reviewed at the next management meeting.

3. Internal Audit Process

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3.1 Audit Planning

- The Compliance Officer will develop an Annual Internal Audit Schedule covering both SA and QLD compliance areas.
- The schedule will be approved by the CEO and include review of governance, host management, apprentice supervision, WHS, and reporting obligations.
- Audit frequency will reflect organisational risk, previous findings, and regulatory requirements.

3.2 Conducting Audits

- Audits will be carried out by trained personnel independent of the area being reviewed.
- Evidence will be collected through documentation review, stakeholder interviews, and data sampling.
- Each audit will result in a written Internal Audit Report that outlines the scope, findings, non-conformances, and recommendations.

3.3 Corrective and Preventive Actions

- Identified non-compliances or risks will result in a documented corrective or preventive action plan.
- Each action will have an assigned responsible officer and completion timeframe.
- The Compliance Officer will monitor progress and verify that actions are implemented effectively.

4. Management Review and Reporting

Following each internal audit or self-assessment:

- The CEO and Board will review audit findings and improvement actions at the next Governance and Compliance Meeting.
- A Management Review Report will be produced summarising findings, corrective actions, and recommendations.
- Key outcomes and systemic risks will be recorded in the Continuous Improvement Register.
- A summary of results will be included in the annual reporting to the SA Skills Commission and the Queensland DTET, where required.

5. Continuous Improvement Register

All audit findings, self-assessment outcomes, complaints, and identified improvement opportunities will be recorded in the Continuous Improvement Register.

The register must contain:

- Description of the issue or improvement
- Source (audit, self-assessment, complaint, feedback, etc.)
- Assigned responsibility and due date
- Corrective or preventive action taken
- Verification of completion by the Compliance Officer

The register will be reviewed quarterly to monitor progress and evaluate the effectiveness of implemented improvements.

6. Documentation and Record Keeping

All quality assurance and audit documentation will be stored in the Governance and Compliance Register for a minimum of seven years, including:

- SA and QLD self-assessment reports
- Internal audit reports and evidence
- Management review minutes and reports
- Continuous Improvement Register entries
- Corrective action plans and verification records

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7. Compliance Obligations

South Australia

WTA will ensure ongoing compliance with:

- South Australian Skills Act 2008 and Skills Regulations 2021
- SA GTO Standards (Standard 7 – Quality Assurance and Continuous Improvement)
- SA Skills Commission requirements for self-assessment, audit participation, and documentation submission

Queensland

WTA will ensure compliance with:

- Department of Trade, Employment and Training (DTET) GTO Standards and Contractual Obligations
- Fair Work Act 2009 and Work Health and Safety Act 2011 (Qld)
- DTET requirements for reporting, audit participation, and continuous improvement

National

WTA will also align its quality system with the National Standards for Group Training Organisations (NSGTO), particularly Standard 5 (Governance and Administration) and Standard 7 (Continuous Improvement).

8. Roles and Responsibilities

Role	Responsibilities
Chief Executive Officer (CEO)	Approve the annual audit schedule; review audit and self-assessment results; ensure resources for continuous improvement.
Compliance Officer	Coordinate self-assessments and audits; maintain registers; monitor corrective actions; prepare reports for SA and QLD regulators.
GTO Coordinators and Managers	Participate in audits; provide evidence; implement corrective and preventive actions.
Board of Directors	Provide governance oversight; review improvement reports; endorse key quality assurance decisions.

9. Review

This policy will be reviewed annually or sooner if:

- SA or QLD GTO Standards are updated
- Legislative or contractual changes occur
- Audit or self-assessment results identify the need for improvement

All updates will be approved by the CEO and recorded in the Governance and Compliance Register.

Applicable Standards and Regulatory Frameworks

WTA's Quality Assurance and Internal Audit processes are guided by the following regulatory and operational frameworks:

South Australian GTO Standards (2025)

- Standard 1: Governance and Accountability
- Standard 2: Financial Management
- Standard 3: Risk Management
- Standard 4: Employment, Supervision, and Support of Apprentices and Trainees
- Standard 5: Host Employer Management
- Standard 6: Work Health and Safety
- Standard 7: Quality Assurance and Continuous Improvement

Queensland Department of Trade, Employment and Training (DTET) GTO Standards and Contract Requirements

- Governance and Financial Viability
- Risk Management and Reporting
- Compliance with Industrial and WHS Legislation
- Apprentice Supervision, Welfare, and Employment Obligations
- Host Employer Monitoring and Support
- Data Reporting and Contract Compliance under the Apprenticeships and Traineeships Act 2001 (Qld)

National Standards for Group Training Organisations (NSGTO)

- Standard 1: Effective Governance and Management
- Standard 2: Compliance and Risk Management
- Standard 3: Apprentice and Trainee Employment
- Standard 4: Host Employer Management
- Standard 5: Apprentice and Trainee Support and Development
- Standard 6: Work Health and Safety
- Standard 7: Continuous Improvement and Reporting

Continuous Improvement and Feedback Policy

Purpose

This policy establishes a structured framework for the collection, analysis, and implementation of feedback to ensure ongoing improvement across all aspects of WetTrade Apprenticeships' (WTA) operations.

It outlines the processes for gathering feedback from apprentices, host employers, and staff, documenting improvement actions, and embedding continuous improvement principles in compliance with state, national, and industry standards for Group Training Organisations (GTOs).

Policy Statement

WTA is committed to maintaining a culture of continuous improvement that promotes accountability, quality, and responsiveness. Feedback from apprentices, host employers, and staff is essential to identifying opportunities for enhancing training quality, workplace support, compliance, and governance practices.

The organisation will use structured and transparent systems to collect and analyse data, develop improvement actions, and evaluate outcomes. All actions will be documented in the **Continuous Improvement Register** and reviewed by management to inform decision-making and policy development.

Scope

This policy applies to all WTA staff, apprentices, and host employers, as well as all operational processes, programs, and administrative functions of the organisation.

1. Continuous Improvement Framework

WTA's continuous improvement process includes:

1. **Feedback Collection** – Structured collection of input from apprentices, host employers, and staff at key points in the apprenticeship lifecycle.
2. **Data Analysis** – Review and evaluation of feedback, survey results, audit outcomes, and performance reports to identify recurring themes or areas of risk.
3. **Action Planning** – Development of improvement actions with assigned responsibilities and timeframes.
4. **Implementation and Monitoring** – Execution of improvement measures and regular progress tracking.
5. **Review and Reporting** – Presentation of improvement outcomes at monthly management meetings and documentation in the Continuous Improvement Register.

2. Feedback Collection

2.1 Apprentices

Feedback will be collected through:

- Post-placement and program completion surveys;
- One-on-one apprentice review meetings; and
- Monitoring visit reports that include welfare, training, and safety feedback.

2.2 Host Employers

Host employer feedback will be obtained via:

- End-of-placement and annual surveys;
- Site visit and review meetings; and
- Employer feedback sessions during Employer Breakfasts or industry engagement events.

2.3 Staff

WTA staff feedback will be gathered through:

- Internal debrief meetings after program completion;
- Quarterly performance reviews; and
- Staff input into compliance audits and policy reviews.

All feedback data will be compiled and stored electronically in WTA's **Feedback and Continuous Improvement Register**.

3. Analysis and Implementation of Improvement Actions

- The **Compliance Officer** and **GTO Coordinator** will analyse feedback to identify trends, systemic issues, and improvement opportunities.
- Identified actions will be prioritised based on their potential impact on compliance, training quality, safety, or participant outcomes.
- Each improvement action will include:
 - Description of issue or opportunity;
 - Root cause analysis (where applicable);
 - Action to be taken;
 - Assigned responsible officer;
 - Target completion date; and
 - Method for evaluating effectiveness.

All improvement actions will be recorded in the **Continuous Improvement Register**, and outcomes reviewed at monthly management meetings.

4. Management Review and Reporting

- The **Management Committee** will review improvement data and feedback summaries quarterly.
- Key outcomes and performance indicators will be reported to the **Board of Directors** annually.
- Where feedback identifies urgent or high-risk issues, corrective actions will be implemented immediately.
- The effectiveness of implemented improvements will be evaluated and documented as part of WTA's **Quality Assurance and Internal Audit** processes.

5. Record Keeping

- All feedback forms, survey results, analysis reports, and improvement actions will be stored digitally within WTA's **Governance and Compliance Register**.
- Records will be retained for a minimum of seven years and be available for audit by the South Australian Skills Commission or the Department of Trade, Employment and Training (DTET).

6. Roles and Responsibilities

Role	Responsibilities
<i>Chief Executive Officer (CEO)</i>	Oversee implementation of the Continuous Improvement Framework and endorse key improvement initiatives.
<i>Compliance Officer</i>	Coordinate data collection, manage the Continuous Improvement Register, and ensure improvement actions are tracked to completion.
<i>GTO Coordinator</i>	Collect feedback from apprentices and host employers and assist with analysis and reporting.
<i>Management Committee</i>	Review and approve improvement actions, ensure implementation, and monitor results.
<i>Board of Directors</i>	Provide oversight of continuous improvement performance and ensure outcomes inform strategic planning.

7. Review

This policy will be reviewed annually or sooner if new regulatory requirements, audit findings, or stakeholder feedback indicate the need for amendment.

All policy updates will be approved by the CEO and recorded in the Governance and Compliance Register.

Applicable Standards and Regulatory Frameworks

South Australian GTO Standards (2025)

- Standard 1: Governance and Accountability
- Standard 7: Continuous Improvement and Reporting

Queensland Department of Trade, Employment and Training (DTET) GTO Standards and Contract Requirements

- Governance and continuous improvement obligations under the Vocational Education, Training and Employment Act 2000 (Qld)
- GTO Performance Framework for monitoring outcomes and quality improvements

National Standards for Group Training Organisations (NSGTO)

- Standard 1: Governance and Administration
- Standard 7: Continuous Improvement and Reporting

Legislative Frameworks

- South Australian Skills Act 2008
- Skills Regulations 2021 (SA)
- Vocational Education, Training and Employment Act 2000 (Qld)
- Fair Work Act 2009 (Cth)
- Work Health and Safety Act 2012 (SA)
- Work Health and Safety Act 2011 (Qld)

Internal Process Improvement Policy

Purpose

This policy establishes a structured and transparent framework for the continuous improvement of all operations within **WetTrade Apprenticeships (WTA)**. It ensures that WTA systematically identifies, plans, implements, and reviews improvements in alignment with the **South Australian GTO Standards (2025)**, **National GTO Standards**, and **Queensland Department of Trade, Employment and Training (DTET)** requirements.

Policy Statement

WTA is committed to maintaining a culture of continuous improvement that enhances governance, compliance, training quality, and stakeholder satisfaction.

All improvement processes will be **evidence-based**, **documented**, and **reviewed** regularly to ensure WTA meets or exceeds the expectations of the **South Australian Skills Commission** and other regulatory bodies.

Continuous improvement outcomes will be tracked through formal internal review processes and reported to management, the Board, and relevant regulators as required.

1. Continuous Improvement Framework

WTA's continuous improvement system includes five key stages:

1. **Identification** – Collecting and analysing feedback, audit findings, and operational data to identify improvement opportunities.
2. **Planning** – Developing SMART objectives (Specific, Measurable, Achievable, Relevant, Time-bound) and risk-based priorities.
3. **Implementation** – Executing approved action plans with clear accountabilities and timeframes.
4. **Monitoring** – Tracking progress, verifying completion of actions, and measuring impact.
5. **Review and Reporting** – Evaluating effectiveness and reporting outcomes to stakeholders, the Skills Commission (where required), and within WTA's governance systems.

2. Commitment to Continuous Improvement

WTA will maintain a proactive approach to quality assurance and performance development by:

- Conducting **regular self-assessments** against the **SA GTO Standards** and documenting evidence of compliance.
- Reviewing policies, procedures, and practices annually or when triggered by legislative, audit, or operational changes.
- Using findings from **internal audits**, **stakeholder feedback**, and **compliance reviews** to drive targeted improvements.
- Implementing a **Continuous Improvement Register (CIR)** that captures improvement actions, responsibilities, due dates, and verification outcomes.
- Ensuring all improvement actions are based on **risk assessment** and **governance priorities**.
- Reporting improvement outcomes to the **South Australian Skills Commission** when required.

3. Internal Review and Audit Integration

To align with *Standard 7: Continuous Improvement and Reporting*, WTA will:

- Conduct **six-monthly internal reviews** during the first year of operation and **annual reviews thereafter**.
- Integrate process improvement activities with **internal audit cycles**, ensuring all compliance findings feed into the CIR.
- Review outcomes from self-assessment tools provided by the **Skills Commission** and document evidence in the **Governance and Compliance Register**.
- Undertake **post-audit evaluations** to verify that corrective actions have been implemented and sustained.

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4. Stakeholder Engagement

WTA will ensure that improvement actions reflect the input and expectations of key stakeholders by:

- Gathering structured feedback from **apprentices, host employers, and staff** post-placement and at completion.
- Consulting with **industry partners** to identify emerging needs and ensure program relevance.
- Incorporating **stakeholder feedback** into training plans, policies, and service delivery improvements.

5. Reporting and Communication

- Improvement outcomes will be reviewed quarterly by the **Management Committee** and annually by the **Board of Directors**.
- Summary improvement data and self-assessment findings will be shared with relevant regulators upon request.
- Urgent or high-risk issues identified through feedback or audit will be escalated to the **CEO** and addressed immediately.

6. Roles and Responsibilities

Role	Responsibilities
Chief Executive Officer (CEO)	Endorses improvement outcomes, ensures adequate resources, and oversees compliance with SA Skills Commission requirements.
Compliance Officer	Coordinates audits and reviews, manages the Continuous Improvement Register, and ensures reporting to regulators.
GTO Coordinator	Implements operational improvements, gathers field data, and monitors progress.
Management Committee	Monitors progress, verifies completion of actions, and ensures continuous alignment with standards.
Board of Directors	Provides strategic oversight and approves improvement outcomes that affect governance or compliance.

7. Record Keeping

All evidence of reviews, improvement actions, and reports will be stored electronically in the **Governance and Compliance Register** for a minimum of seven (7) years.

Records will include:

- Review scope and findings
- Identified non-compliance or improvement areas
- Action plans and responsible officers
- Completion verification and evaluation results

8. Review of Policy

This policy will be reviewed annually or earlier if:

- GTO Standards or legislation change;
- Audit or review outcomes indicate procedural gaps; or
- The Skills Commission directs corrective action.

All revisions will be approved by the **CEO** and recorded in the **Governance and Compliance Register**.

Applicable Standards and Regulatory Frameworks

South Australian GTO Standards (2025)

- Standard 1: Governance and Accountability
- Standard 5: Governance, Compliance and Reporting
- Standard 6: Reporting and Data Management
- Standard 7: Continuous Improvement and Reporting

Queensland Department of Trade, Employment and Training (DTET) GTO Standards and Contract Requirements

- GTO Performance Framework for reporting and continuous improvement
- Vocational Education, Training and Employment Act 2000 (QLD)

National Standards for Group Training Organisations (NSGTO)

- Standard 1: Governance and Administration
- Standard 7: Continuous Improvement and Reporting

Legislative Frameworks

- South Australian Skills Act 2008
- Skills Regulations 2021 (SA)
- Vocational Education, Training and Employment Act 2000 (QLD)
- Fair Work Act 2009 (Cth)
- Work Health and Safety Act 2012 (SA)
- Work Health and Safety Act 2011 (QLD)
- Privacy Act 1988 (Cth)

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Internal Process Improvement Procedure – Process Table

Step Process	Description	Responsibility	Frequency/Timing	Documentation/Records
1 Identify Improvement Opportunities	Gather feedback from staff, apprentices, host employers, audits, and compliance reviews to identify areas needing improvement.	GTO Coordinator, Quality Assurance Officer	Ongoing; at least quarterly	Feedback Forms, Audit Reports, Meeting Minutes
2 Prioritise Issues	Assess and rank issues based on risk, compliance impact, and potential benefits to apprentices and host employers.	Senior Management Team	Quarterly	Priority Register, Risk Assessment Matrix
3 Develop Improvement Plan	Develop a clear plan outlining objectives, actions, resources, timelines, and success measures for addressing priority issues.	GTO Coordinator, Relevant Team Leaders	Within 4 weeks of prioritisation	Process Improvement Plan Template
4 Communicate Planned Changes	Inform staff, apprentices, and host employers about planned improvements and expected changes to procedures, forms, or service delivery.	GTO Coordinator, Team Leaders	Before implementation	Emails, Staff Bulletins, Training Materials
5 Implement Improvements	Roll out process improvements, update procedures and training materials, and ensure all stakeholders are aware of and understand changes.	Responsible Team/Department	As per Improvement Plan Timeline	Updated Policies and Procedures, Training Records
6 Monitor Implementation	Monitor the adoption of changes and compliance with new procedures through observations, feedback, and spot checks.	Quality Assurance Officer, Supervisors	Ongoing; initial review within 1 month	Observation Reports, Compliance Checklists
7 Evaluate Effectiveness	Assess whether improvements have achieved intended outcomes, using performance indicators, apprentice/host feedback, and audit results.	GTO Coordinator, Quality Assurance Officer	3 months post-implementation	Evaluation Reports, Performance Data, Feedback Surveys

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8 Record and Document Outcomes	Document outcomes of the improvement initiative and record any residual risks or lessons learned.	GTO Coordinator, Quality Assurance Officer	After evaluation	Process Improvement Outcome Reports, Lessons Learned Log
9 Review and Update Policies and Procedures	Update relevant policies, procedures, and forms to permanently embed improvements into the GTO's operations.	GTO Coordinator, Compliance Officer	Following evaluation	Updated Policy Manual, Version Control Register
10 Continuous Feedback Loop	Maintain an open feedback loop to ensure improvements remain effective and to capture new issues as they arise.	All Staff	Ongoing	Feedback Forms, Meeting Records

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Records Management and Information Governance Policy

Purpose

WetTrade Apprenticeships (WTA) is committed to maintaining a comprehensive, secure, and compliant records management and information governance system that ensures the integrity, accessibility, confidentiality, and auditability of all organisational information.

This policy establishes requirements for the creation, protection, maintenance, storage, retention, access, and lawful disposal of all records in alignment with:

- South Australian GTO Standards (2025)
- National Standards for Group Training Organisations
- Queensland Department of Trade, Employment and Training (DTET) Standards
- Legislative obligations under the Privacy Act 1988 (Cth), Fair Work Act 2009 (Cth), WHS Acts, and Corporations Act 2001 (Cth)

Scope

This policy applies to:

- All directors, employees, contractors, apprentices, and host employers engaged with WTA in South Australia and Queensland.
- All record formats (digital and physical) and systems (SharePoint, LMS, HRIS, financial systems, etc.).
- All record categories, including governance, compliance, employment, training, finance, WHS, and marketing.

Policy Statement

WTA will:

- Maintain complete, accurate, and contemporaneous records that evidence decisions, actions, and compliance.
- Secure all records with encryption, MFA, and role-based access controls.
- Retain all records for at least seven (7) years or longer where law or contract requires.
- Ensure secure disposal of expired records and document destruction in the Data Disposal Register.
- Provide regulators (e.g., SA Skills Commission, DTET) with requested records within required timeframes.
- Handle personal and confidential data lawfully, ethically, and transparently in accordance with the Australian Privacy Principles (APPs).

Principles

Principle	Description
Accountability and Integrity	Records must be factual, dated, version-controlled, and attributable.
Accessibility and Security	Apply least-privilege access, encryption, and secure physical custody.
Consistency and Control	Use approved templates, naming conventions, and metadata standards.
Privacy by Design	Collect and use only necessary information; enable access and correction.
Audit Readiness	Maintain registers and evidence sufficient to reconstruct compliance and decisions.

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Retention and Disposal	Apply statutory minimums, approve destruction, and ensure secure deletion or shredding.
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Records Creation and Management

- Use approved **SharePoint templates** with metadata and version control.
- Enter all new or updated records into the **Document Register**.
- Maintain digital records as the primary source of truth; print only when necessary.
- Outdated versions must be archived or removed immediately upon revision.
- Hard copies, where required, must be securely stored and marked with disposal dates.

Record Categories

1. Governance & Compliance: Board minutes, risk registers, audit reports, self-assessments.
2. Apprentice Lifecycle: Recruitment, training plans, welfare notes, performance, completion.
3. Host Employer: Due diligence, supervision verification, WHS inspections, agreements.
4. WHS & Wellbeing: Incidents, hazards, psychosocial controls, workers' compensation.
5. Employment & Payroll: HR files, rosters, licences, leave, payroll.
6. Finance & Corporate: Accounts, tax, subsidies, funding evidence.
7. Marketing & Communications: Approved materials, testimonials, complaints.
8. Disclosures: Regulator access requests, subpoenas, privacy requests.

Record Retention Timeframes

Record Type	Minimum Retention	Legislative Reference
Training Contracts & Host Employer Agreements	7 years	SA Skills Regs 2021; NSGTO Std 5
WHS & Incident Reports	7 years or longer	WHS Act 2012 (SA); WHS Act 2011 (Qld)
Apprentice HR Records	7 years	Fair Work Act 2009 (Cth)
Financial & Payroll Records	7 years	Corporations Act 2001 (Cth)
Governance & Compliance Reports	7 years	NSGTO Std 5; SA GTO Std 5
Welfare & Pastoral Care Notes	7 years or until obsolete	Privacy Act 1988 (Cth)

Storage, Security and Data Protection

Digital Records:

- Stored in encrypted cloud systems with MFA and role-based access.
- Daily backups and quarterly access-log audits by the Compliance Officer.

Physical Records:

- Stored in locked cabinets in restricted areas.
- Digitised within 10 business days and securely retained or destroyed after authorisation.

Access Monitoring:

- All access, modification, and deletion actions logged and reviewed quarterly.

Access, Permissions, and Privacy

- Access granted based on role; unauthorised sharing is prohibited.
- All personal and sensitive information managed per the **Privacy Act 1988**.
- All external disclosures recorded in the **Record Access & Disclosure Register**.
- Privacy access or correction requests acknowledged within 5 business days, resolved within 30.

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Providing Records to Regulators

Authority	Timeframe	Notes
SA Skills Commission	10 business days	Secure transfer and disclosure logging required.
DTET (QLD)	As per contract or legislation	Provide accurate and timely data via approved channels.

Data Retention, Archiving, and Disposal

- Inactive files archived annually; restricted access applies.
- Secure deletion after retention expiry and absence of legal holds:
 - *Digital*: Certified data erasure.
 - *Physical*: Cross-cut shredding by accredited providers.
- All destruction recorded in the **Data Disposal Register**.

Data Breach Response

- Compliance Officer to contain, assess, and report within 24 hours.
- Notify affected parties and OAIC if risk of serious harm exists.
- Record all incidents and corrective actions in the **Incident Register**.

Audit and Continuous Improvement

- Quarterly spot checks and annual internal audit.
- Findings tracked to closure in the **Continuous Improvement Register**.
- Audit outcomes reviewed by management; improvements documented.

Staff Training and Awareness

- Mandatory induction and annual refresher on records management.
- Includes training on version control, confidentiality, and disposal.
- Feedback and improvement suggestions can be submitted to projects@wtaql.com.au.

Roles and Responsibilities

Role	Responsibilities
CEO	Approves policy, ensures resources, authorises regulator submissions.
Compliance Officer	Owns framework, maintains registers, manages access, audits, breaches.
GTO Coordinators / Field Officers	Create and submit accurate apprentice and host records promptly.
Managers	Approve access, oversee storage and disposal practices.
Administration	Maintain registers, digitise files, manage secure transfers.
All Staff and Apprentices	Use approved systems, follow security protocols, report incidents.

Registers Maintained

- Apprentice Register
- Host Employer Register
- Prohibited Employer Check Register
- WHS Incident & Hazard Register
- Training Contract & Plan Register
- Record Access & Disclosure Register
- Governance & Compliance Register
- Data Disposal Register

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- Continuous Improvement Register

Review

- Conducted **annually** or following major legislative, contractual, or system changes.
- Revisions approved by the CEO and recorded in the **Governance & Compliance Register**.

Applicable Standards and Regulatory Frameworks

South Australian GTO Standards (2025)

- Standard 1: Governance and Accountability
- Standard 5: Governance, Compliance and Reporting
- Standard 6: Records Management and Reporting
- Standard 7: Continuous Improvement and Reporting

National Standards for GTOs

- Standard 1: Governance and Compliance
- Standard 5: Governance and Administration
- Standard 6: Data and Record Management

Queensland DTET GTO Standards

- Vocational Education, Training and Employment Act 2000 (Qld)
- GTO Data and Records Retention Requirements

Legislative References

- South Australian Skills Act 2008
- Skills Regulations 2021 (SA)
- Privacy Act 1988 (Cth)
- Fair Work Act 2009 (Cth)
- WHS Acts (Qld & SA)
- Corporations Act 2001 (Cth)
- Archives Act 1983 (Cth)

Supporting Standards

- OAIC Notifiable Data Breaches Scheme
- AS ISO 15489 Records Management Standard

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IT and Cybersecurity Policy

Purpose

This policy establishes WetTrade Apprenticeships' (WTA) governance framework for secure and ethical management of information technology, data, and communications systems.

It ensures that all users of WTA's IT infrastructure comply with cybersecurity, privacy, and data protection requirements — including the **Notifiable Data Breaches (NDB) Scheme** under the **Privacy Act 1988 (Cth)** — and aligns with:

- **South Australian GTO Standards (2025)**
- **National Standards for Group Training Organisations (NSGTO)**
- **Queensland DTET GTO Standards (2025)**

The policy aims to protect organisational data, systems, and reputation through effective breach management, password control, encryption, and continuous monitoring.

Scope

Applies to all employees, apprentices, contractors, mentors, consultants, and third parties who access or use WTA's IT systems, data networks, software, email, or online platforms.

This includes:

- Use of WTA-owned and personal (BYOD) devices for work purposes.
- Access to internal systems, cloud services, or third-party applications.
- Management of data stored, transmitted, or processed by WTA.

Policy Statement

WTA is committed to maintaining the confidentiality, integrity, and availability of information.

All users must handle data securely, protect system access, and report potential or actual breaches immediately.

Cybersecurity is a shared responsibility — all staff and contractors must uphold this policy to safeguard apprentices, host employers, and WTA operations.

Governance and Compliance

- ICT systems are to be used for authorised business and training purposes.
- Personal use is permitted only where it does not interfere with operations or violate confidentiality.
- All activities are subject to monitoring and audit for compliance.
- Users must comply with:
 - WTA Privacy, Confidentiality, and Code of Conduct Policies
 - The *Privacy Act 1988 (Cth)* and *OAIC Notifiable Data Breaches Scheme*
 - Applicable GTO Standards and contract conditions (SA, National, DTET)
- Non-compliance may result in disciplinary action or referral to authorities.

Data Protection and Encryption

- All sensitive or confidential data must be stored in approved, secure systems (e.g., SharePoint, encrypted cloud storage).
- Portable devices (laptops, phones, USB drives) must use **encryption** and password/PIN protection.

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- Data transmitted electronically must use secure channels (e.g., encrypted email, HTTPS, or VPN).
- Paper documents containing personal or confidential data must be securely stored or destroyed after use.

Password and Access Controls

- Users must:
 - Create strong passwords (minimum 12 characters, mixed case, numbers, symbols).
 - Change passwords at least every 90 days.
 - Not share passwords or credentials.
 - Enable **multi-factor authentication (MFA)** where available.
- User access must reflect the **principle of least privilege**, granting only necessary permissions.
- Access is revoked immediately upon termination or role change.

Breach Reporting and Incident Management

- All suspected or actual **cybersecurity or privacy incidents** must be reported immediately to the **Compliance Officer** or **IT Administrator**.
- A **Data Breach Register** must record all incidents, including:
 - Date, nature, and scope of breach
 - Containment and remediation actions
 - Notifications to affected individuals or authorities
- Incidents involving personal information must be assessed under the **OAIC NDB Scheme** within **30 days** to determine if notification is required.
- The **CEO** will authorise external reporting to:
 - **Office of the Australian Information Commissioner (OAIC)**
 - **SA Skills Commission or DTET**, if applicable
 - Law enforcement or regulators (for cybercrime or data theft).

Audit Trails and Monitoring

- WTA will maintain **audit logs** of:
 - User access and activity on critical systems
 - File modifications and deletions
 - Security configuration changes
 - Breach investigations and responses
- Logs will be reviewed quarterly by the **Compliance Officer** and retained for a minimum of **seven (7) years**.
- Monitoring will be lawful, transparent, and restricted to business purposes.

Cybersecurity Awareness and Training

- All employees, apprentices, and contractors will complete annual cybersecurity and privacy awareness training.
- Training will cover:
 - Phishing and social engineering prevention
 - Password security
 - Safe internet and email use

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- Data breach reporting and response
- Device management and encryption
- Records of participation are retained in the **Training and Compliance Register**.

Acceptable Use of IT and Communications Systems

- Users must not access, download, or distribute offensive, defamatory, or illegal content.
- WTA systems must not be used for unauthorised personal gain, harassment, or dissemination of confidential information.
- All email communication must be factual, professional, and include WTA's approved signature and disclaimer.
- Limited personal use of email or internet is permitted if it does not impact performance or security.
- Social media activity must not disclose confidential information or harm WTA's reputation.

Continuous Improvement

- ICT incidents, breaches, and audit findings will be reviewed quarterly.
- The **Compliance Officer** will record all lessons learned and improvements in the **Continuous Improvement Register**.
- The **CEO** will approve policy and control updates following significant incidents or regulatory changes.

Roles and Responsibilities

Role	Responsibilities
Chief Executive Officer (CEO)	Ensures cybersecurity compliance, approves breach notifications, and allocates resources for system protection.
General Manager (GM)	Oversees IT governance, authorises corrective actions, and ensures compliance reporting to SA and QLD regulators.
Compliance Officer	Maintains breach registers, monitors compliance, conducts audits, and liaises with OAIC and regulators.
IT Administrator / Contractor	Implements encryption, access controls, system monitoring, and backup management.
GTO Coordinator / Mentor	Promotes responsible system use among staff and apprentices, reporting any suspected breaches.
All Staff, Apprentices, and Contractors	Use IT systems responsibly, safeguard credentials, protect data, and report incidents immediately.

Records and Retention

All ICT security records—including breach reports, audit trails, and access logs—must be securely stored in the **IT Governance and Security Register** for a minimum of **seven (7) years**.

Access to these records is limited to authorised personnel only.

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This policy will be reviewed annually or earlier in response to:

- Legislative or regulatory changes
- Major cybersecurity incidents
- Internal or external audit recommendations

All updates will be approved by the **CEO** and recorded in the **Governance and Compliance Register**.

Applicable Standards and Regulatory Frameworks

South Australian GTO Standards (2025)

- Standard 1 – Governance and Accountability
- Standard 5 – Governance, Compliance and Reporting
- Standard 6 – Data and Information Management

National Standards for Group Training Organisations

- Standard 1 – Governance and Administration
- Standard 5 – Information Management and Compliance

DTET GTO Standards (Queensland, 2025)

- Clause 5.1 – Governance and Reporting
- Clause 6.1 – ICT Security, Data Management and Privacy

Legislation and Supporting Frameworks

- *Privacy Act 1988 (Cth)* – including the *Notifiable Data Breaches (NDB) Scheme*
- *Australian Privacy Principles (APPs)*
- *Criminal Code Act 1995 (Cth)* – Cybercrime Provisions
- *Spam Act 2003 (Cth)*
- *Copyright Act 1968 (Cth)*
- *Fair Work Act 2009 (Cth)*
- *Work Health and Safety Act 2011 (Qld) / Work Health and Safety Act 2012 (SA)*
- *ISO/IEC 27001:2022 – Information Security Management Systems (ISMS) Standard*

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Environmental Sustainability Policy

Purpose

This policy establishes WetTrade Apprenticeships' (WTA) commitment to environmental responsibility and sustainable operations.

It defines the organisation's principles and objectives for reducing environmental impact through responsible energy use, waste management, recycling, and compliance with environmental laws and site controls.

This policy aligns with the **South Australian GTO Standards (2025)**, **National Standards for Group Training Organisations**, and **DTET GTO Standards (2025)**—reflecting WTA's role in supporting environmentally responsible practices across all training and work environments.

Policy Statement

WTA is committed to conducting its operations in an environmentally responsible manner that conserves natural resources, prevents pollution, and supports sustainable trade practices.

All staff, apprentices, and host employers share responsibility for ensuring that activities are planned and executed with minimal environmental impact and in compliance with applicable environmental legislation and codes of practice.

Environmental sustainability will be integrated into all aspects of WTA's operations, including facilities management, training delivery, project planning, and host employer engagement.

Objectives

- Promote efficient use of energy, water, and materials in daily operations.
- Minimise waste generation and maximise recycling and reuse opportunities.
- Prevent pollution and manage hazardous materials responsibly.
- Ensure compliance with all environmental laws, codes of practice, and DTET contractual sustainability requirements.
- Engage apprentices and employers in developing environmentally responsible work habits.
- Continuously improve environmental performance through data review, reporting, and innovation.

Scope

This policy applies to:

- All WTA offices, training sites, and hosted worksites.
- All employees, contractors, apprentices, and host employers.
- All operational activities including training, administrative work, and site-based construction and maintenance.

Policy Principles

- **Sustainability by Design:** Environmental considerations are integrated into decision-making for all programs and worksites.
- **Prevention First:** Pollution and waste are prevented at the source wherever possible.
- **Compliance:** WTA will meet or exceed all relevant legislative, contractual, and regulatory obligations.
- **Education and Engagement:** Apprentices and host employers will receive information and training to encourage sustainable work practices.

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- **Continuous Improvement:** Environmental performance will be measured, reviewed, and enhanced over time.

Key Policy Areas

Energy and Resource Efficiency

- Implement measures to reduce electricity, fuel, and water consumption.
- Adopt renewable or low-emission energy sources where feasible.
- Encourage digital documentation and energy-efficient technology use.
- Promote carpooling, route planning, and responsible vehicle use for site travel.

Waste Management and Recycling

- Apply the waste hierarchy: **Avoid → Reduce → Reuse → Recycle → Dispose.**
- Ensure all sites provide separate bins for general waste, recyclables, and regulated waste.
- Require host employers to maintain compliant waste disposal systems and records.
- Ensure paint, plaster, solvent, and chemical waste is handled according to **EPA** requirements.

Pollution Prevention and Environmental Compliance

- Follow site-specific Environmental Management Plans (EMPs) where applicable.
- Store and dispose of hazardous materials safely in accordance with WHS and EPA regulations.
- Maintain updated Safety Data Sheets (SDS) for all controlled substances.
- Promptly report and respond to spills or environmental incidents.

Sustainable Procurement

- Purchase products with low environmental impact, prioritising recycled, locally produced, or low-VOC materials.
- Engage suppliers and contractors who demonstrate sustainable practices.
- Minimise single-use plastics and packaging in procurement activities.

Training and Awareness

- Deliver environmental sustainability content through apprentice inductions and toolbox talks.
- Train staff and host employers in sustainable practices, waste management, and environmental controls.
- Display environmental guidelines prominently across all sites.

Monitoring and Reporting

- Review energy, waste, and water consumption quarterly.
- Establish and monitor sustainability KPIs, such as:
 - Reduction in electricity and water use.
 - Percentage of waste diverted from landfill.
 - Compliance rate with environmental audits.
- Report progress in the **Quarterly Governance and Sustainability Report.**

Non-Compliance

- Any breach of environmental regulations or internal procedures must be reported to the **Compliance Officer** within 24 hours.
- Non-compliance incidents will be logged in the **Environmental Incident Register** and investigated.
- Serious breaches will be escalated to the **General Manager** and, if required, reported to the **DTET** or **EPA**.

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Roles and Responsibilities

Role	Responsibilities
Chief Executive Officer (CEO)	Approves environmental policy and ensures resource allocation for sustainability initiatives.
General Manager (GM)	Oversees environmental management systems, monitors compliance, and approves corrective actions.
Compliance Officer	Maintains environmental records, monitors performance, and reports on compliance.
GTO Coordinator / Mentor	Promotes sustainable work practices during visits and monitors host site environmental standards.
Host Employers	Implement site-based environmental controls and provide compliant waste management systems.
All Employees and Apprentices	Follow sustainable work practices, report environmental risks, and participate in training.

Monitoring and Continuous Improvement

- The **Compliance Officer** will review environmental data quarterly to identify trends and areas for improvement.
- Outcomes will inform updates to procedures, training, and site controls.
- Results and actions will be recorded in the **Continuous Improvement Register**.
- Policy effectiveness will be reviewed annually or after significant regulatory changes.

Applicable Standards and Regulatory Frameworks

South Australian GTO Standards (2025)

- Standard 4 – Workplace Health, Safety and Environmental Management
- Standard 5 – Governance, Compliance and Reporting

National Standards for Group Training Organisations

- Standard 3 – Apprentice and Host Employer Support
- Standard 5 – Governance and Administration

DTET GTO Standards (Queensland, 2025)

- Clause 4.1 – Workplace Safety and Environmental Management
- Clause 4.3 – Host Employer Compliance
- Clause 5.1 – Governance and Reporting

Legislation and Supporting Frameworks

- *Environment Protection Act 1993 (SA)*
- *Environment Protection Act 1994 (Qld)*
- *Waste Reduction and Recycling Act 2011 (Qld)*
- *National Greenhouse and Energy Reporting Act 2007 (Cth)*
- *Work Health and Safety Act 2011 (Qld)*
- *Work Health and Safety Act 2012 (SA)*
- *Australian Standard AS/NZS ISO 14001:2016 – Environmental Management Systems*

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Addressing Events of Economic Downturn Policy

Purpose

WetTrade Apprenticeships (WTA) recognises that periods of economic downturn can significantly affect the construction and wet trades sectors, reducing project opportunities, impacting host employer viability, and threatening apprenticeship continuity. This policy outlines WTA's framework for identifying, managing, and mitigating the impacts of economic downturns to maintain business stability, safeguard apprenticeships, and ensure continued compliance with SA GTO Standards, National Standards for Group Training Organisations, and Department of Training, Employment and Skills (DTET) requirements.

Scope

This policy applies to:

- All WTA apprentices and trainees employed under active training contracts.
- All host employers partnered with WTA.
- All WTA staff, including managers, mentors, and coordinators.
- Partner organisations and stakeholders, including the National Institute of Construction Skills (NICS), Master Painters Association (MPA), and government agencies.

It applies during any period of financial instability, economic contraction, or sector disruption impacting WTA operations, apprentices, or host employers.

Objectives

- Maintain employment continuity and minimise apprentice stand-downs.
- Ensure compliance with relevant legislation and GTO standards.
- Provide transparent communication to all stakeholders.
- Support host employers facing financial or operational challenges.
- Sustain organisational financial health and operational resilience.
- Protect apprentice wellbeing and ongoing access to training.

Principles

WTA's approach to managing economic downturns is guided by the following principles:

- **Proactivity:** Early identification of risks and pre-emptive planning.
- **Collaboration:** Close engagement with host employers, government, and industry bodies.
- **Transparency:** Honest and timely communication with apprentices and stakeholders.
- **Fairness:** Equitable treatment and support for all affected apprentices and employers.
- **Continuity:** Ensuring uninterrupted training delivery and progress.

Downturn Triggers

Economic downturn procedures will be activated when one or more of the following occur:

- A 20% or greater decline in host employer placements across three consecutive months.
- Major project cancellations or delays affecting large apprentice cohorts.
- Significant stand-downs, terminations, or suspensions due to lack of work.
- Industry advisories from government, employer associations, or unions signalling risk.
- Financial or workforce instability detected through risk monitoring.

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Procedures

Step	Procedure	Responsibility	Timeframe
1. Risk Monitoring	Monitor industry performance, host employer stability, and regional economic indicators. Maintain a downturn risk register and review quarterly.	General Manager / Finance Officer	Ongoing / Quarterly Review
2. Apprentice Continuity Planning	Identify apprentices affected by downturn-related host issues. Develop redeployment or training continuity plans.	Field Officers / Apprentice Mentor	Within 5 business days of employer risk notification
3. Host Employer Support	Engage at-risk employers to assess continuation capacity. Explore flexible arrangements such as shared hosting or reduced hours.	Field Officers	Immediate upon notification
4. Financial Contingency	Activate the organisational contingency plan: adjust spending, access subsidies, and maintain cash flow. Apply for government wage assistance where eligible.	General Manager / Finance	Within 10 business days of downturn trigger
5. Communication	Provide weekly stakeholder updates on actions and status. Ensure Fair Work consultation requirements are met.	Communications Officer / General Manager	Ongoing during downturn
6. Training Continuity	Maintain uninterrupted training through NICS. Implement simulated or project-based learning where placements are unavailable.	Training Coordinator / NICS Liaison	Immediate
7. Wellbeing & Mentoring	Offer mental health and financial hardship support. Increase access to mentoring, counselling, and referral services.	Apprentice Mentor / Counsellor	Within 48 hours of notification
8. Redeployment & Placement	Reallocate apprentices to active employers or internal projects. Engage industry networks and Employer Breakfast events to source new opportunities.	Field Officers / Employer Engagement Officer	Within 2 weeks
9. Review & Recovery	Conduct post-downturn analysis to review strategies, update the risk register, and refine the response framework.	Management Team	Within 1 month of recovery

Financial and Business Continuity Measures

- Implement cost management controls and expenditure prioritisation.
- Seek available government and industry financial relief programs.
- Maintain adequate operational reserves and a sustainable budget framework.
- Review insurance coverage and contractual obligations to ensure protection.

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Stakeholder Communication and Consultation

- Provide clear and regular updates to apprentices, host employers, and staff.
- Liaise with government agencies (DESBT/DTET) to report apprentice status changes.
- Consult with unions and industry associations as appropriate.
- Ensure all communication aligns with WTA's transparency and confidentiality policies.

Apprentice and Employer Support

WTA will:

- Ensure apprentices retain access to mentoring and training opportunities.
- Provide assistance with employment transitions or financial stress.
- Offer employers guidance on government incentives and support schemes.
- Maintain continuous engagement and updates throughout the downturn.

Roles and Responsibilities

Role	Responsibilities
Chief Executive Officer (CEO)	Approve activation of the downturn response plan and oversee organisational strategy.
General Manager	Manage financial controls, coordinate communication, and oversee operational execution.
Finance Officer	Implement cost reduction strategies, monitor financial risks, and process subsidy applications.
Field Officers	Monitor host employer stability, update the risk register, and coordinate redeployment activities.
Apprentice Mentor / Counsellor	Provide wellbeing, mentoring, and referral support for apprentices under stress.
Communications Officer	Ensure consistent and transparent communication across stakeholders.
Training Coordinator / NICS Liaison	Maintain apprentice training progression and facilitate alternate learning activities.

Continuous Improvement

- WTA will review this policy following each economic downturn or organisational disruption.
- Lessons learned will be incorporated into risk planning and strategic management processes.
- Annual reviews will ensure alignment with SA GTO and National Standards, and evolving industry conditions.

Applicable Standards and Regulatory Frameworks

- South Australian Skills Act 2008
- South Australian Skills Regulations 2021
- National Standards for Group Training Organisations (2022)
- DTET Standards for Group Training Organisations (2025)
- Fair Work Act 2009 (Cth)
- Work Health and Safety Act 2011 (Qld)
- Work Health and Safety Act 2012 (SA)
- Workers' Compensation and Rehabilitation Act 2003 (Qld)
- Privacy Act 1988 (Cth)

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Marketing Policy

1. Purpose

WetTrade Apprenticeships (WTA) and the National Institute of Construction Skills (NICS) are committed to ensuring that all marketing, advertising, and promotional activities accurately represent the services offered and comply with applicable national and state standards.

This policy establishes the framework for ethical, transparent, and compliant marketing practices that safeguard the interests of apprentices, trainees, employers, and community stakeholders.

The policy ensures that:

- All marketing accurately reflects the qualifications, services, and outcomes provided.
- Promotional materials comply with Australian Consumer Law and RTO and GTO Standards.
- Branding is consistent, culturally inclusive, and aligned with organisational values.
- Stakeholders, including host employers, schools, and job seekers, can make informed decisions about training and apprenticeship opportunities.
- Continuous improvement processes are applied to evaluate and refine marketing practices.

2. Scope

This policy applies to all WTA and NICS operations across Queensland, South Australia, and other delivery regions. It covers all staff, contractors, and partners involved in the design, approval, or distribution of marketing materials and includes:

- Digital and print media (websites, social media, flyers, brochures, and posters).
- Advertising and promotion through radio, television, or online platforms.
- Employer engagement campaigns, expos, and community outreach events.
- Communication of course information, enrolment procedures, and funding eligibility.
- Third-party marketing conducted on behalf of WTA or NICS by schools, community partners, or industry organisations.

Marketing under this policy extends to all materials, representations, or verbal communications made in connection with apprenticeship and training services delivered by WTA and NICS.

3. Roles and Responsibilities

Role	Responsibilities
Chief Executive Officer (CEO)	Approves strategic marketing initiatives, ensures compliance with RTO and GTO standards, and oversees brand integrity across all entities.
Compliance Officer	Reviews and approves all marketing materials prior to release; ensures materials comply with Australian Consumer Law, RTO Standards 2025 (Clauses 4.1–4.3), and National GTO Standards. Maintains the Marketing Approval Register.
Marketing and Business Development Team	Develops and implements marketing campaigns, creates compliant materials, ensures branding consistency, and monitors digital performance metrics.
GTO Coordinator / Project Coordinator	Provides accurate information on program details, works with compliance staff to verify claims, and supports promotion of apprenticeships and pre-apprenticeship programs.
Trainers and Mentors	Supply up-to-date information on qualifications, learning outcomes, and industry pathways for use in marketing materials.
Host Employers and Partners	Provide accurate testimonials and approve use of any branding or partnership references prior to publication.

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4. Key Marketing Principles

Accuracy and Transparency

All marketing and advertising materials must:

- Clearly display NICS' RTO number (RTO No. 30048) and legal name.
- Accurately reflect qualifications as listed on *training.gov.au* and approved Training and Assessment Strategies (TAS).
- Include essential details such as course title, code, duration, delivery mode, and pre-requisites.
- Disclose any third-party or subcontracted training and assessment arrangements.
- Provide clear information about eligibility criteria, costs, and funding (e.g., Skilling Queenslanders for Work, User Choice).
- Ensure that all claims about employment outcomes, completion rates, or career prospects are supported by evidence.

Ethical and Legal Marketing

- Marketing must comply with the *Australian Consumer Law (Competition and Consumer Act 2010)* and avoid false, misleading, or deceptive statements.
- Testimonials, photos, and success stories must only be used with written consent and in compliance with the *Privacy Act 1988 (Cth)*.
- Materials must promote inclusion and equity, avoiding discriminatory or culturally insensitive language.
- Any use of the Nationally Recognised Training (NRT) logo must strictly follow ASQA and *training.gov.au* guidelines.

Brand Integrity

- All WTA and NICS materials must align with approved visual identity guidelines.
- Consistency across documents, websites, and presentations must be maintained.
- Logos of funding bodies, industry partners, or government agencies must only be used with approval.
- Messaging must reflect professionalism, quality, and commitment to learner success.

5. Marketing Development and Approval Process

Step 1: Planning

- Define objectives, target audience, and key messages for each campaign.
- Confirm all information with relevant project or program leads (e.g., course duration, funding type).
- Identify channels of promotion, such as print, social media, or events.

Step 2: Drafting

- Draft materials using current templates and approved content libraries.
- Include mandatory compliance details, branding, and course information.
- Collaborate with internal departments to ensure technical accuracy.

Step 3: Internal Review

- Submit the draft to the Compliance Officer for assessment.
- Verify factual accuracy, compliance, and brand alignment.
- Document feedback and revisions within the *Marketing Material Register*.

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Step 4: Compliance and Legal Checks

- The Compliance Officer confirms alignment with:
 - RTO Standards 2025 (Clauses 4.1–4.3)
 - National Standards for GTOs (Ethical Communication)
 - DTET and SA Skills Commission guidelines.
- Verify testimonials and partner logos are approved for use.

Step 5: Approval and Publication

- Final approval is granted by the CEO or General Manager.
- Approved content is recorded in the *Marketing Approval Register*.
- Publication can proceed across all approved channels.

Step 6: Ongoing Monitoring

- Conduct quarterly reviews of all active materials.
- Update outdated content promptly to reflect changes in courses, fees, or legislation.
- Archive superseded materials securely and maintain records for compliance audits.

6. Digital Marketing and Online Presence

- Maintain an updated website that provides accurate, current, and accessible information on all courses, funding options, and contact details.
- Use search engine optimisation (SEO) and analytics tools to ensure accessibility and visibility.
- Monitor social media channels to maintain professional engagement and respond appropriately to feedback or enquiries.
- Ensure that online advertising, paid promotions, and email campaigns meet privacy and spam legislation requirements.
- Digital campaigns must always link to official pages containing full and accurate information.

7. Events, Partnerships, and Community Engagement

- Participate in school career days, industry expos, and community initiatives that promote trade careers.
- Ensure event displays, banners, and materials are compliant with brand and regulatory standards.
- Collaborate with partners such as schools, job service providers, and community organisations to broaden reach.
- All joint marketing must clearly state each organisation's role and ensure shared accountability for accuracy.
- Collect media consent forms for photographs and videos used in post-event promotions.

8. Monitoring and Continuous Improvement

- Conduct quarterly audits of all marketing and communication materials.
- Capture and assess feedback from apprentices, host employers, staff, and industry partners.
- Record identified risks or non-compliances in the Continuous Improvement Register.
- Implement corrective actions and review effectiveness during management meetings.
- Ensure all marketing staff undertake regular training on compliance and consumer protection obligations.

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9. Policy Review

This policy will be reviewed:

- Annually, or
- Following major changes to RTO or GTO standards, or
- After any identified breach, audit finding, or stakeholder feedback.

The review process includes consultation with key staff, host employers, and marketing partners to ensure the policy remains current, effective, and compliant.

Applicable Standards and Regulatory Frameworks

South Australian GTO Standards (2025)

- Standard 1: Governance and Accountability
- Standard 3: Apprentice and Trainee Welfare
- Standard 5: Risk Management and WHS
- Standard 7: Continuous Improvement and Reporting

Queensland Department of Trade, Employment and Training (DTET) GTO Standards

- Vocational Education, Training and Employment Act 2000 (Qld)
- GTO Marketing and Ethical Practice Guidelines
- Apprentice Welfare and Workplace Conduct Requirements

National Standards for Group Training Organisations (NSGTO)

- Standard 2: Apprentice and Trainee Employment
- Standard 3: Apprentice and Trainee Welfare
- Standard 4: Host Employer Management
- Standard 5: Governance and Risk Management
- Standard 7: Continuous Improvement and Reporting

RTO Standards 2025 (Clauses 4.1 – 4.3)

- Clause 4.1: Information Accuracy and Transparency
- Clause 4.2: Proper Use of the NRT Logo
- Clause 4.3: Prevention of False or Misleading Marketing

Legislative Frameworks

- Australian Consumer Law (Competition and Consumer Act 2010)
- Fair Work Act 2009 (Cth)
- Work Health and Safety Act 2011 (Qld)
- Work Health and Safety Act 2012 (SA)
- Privacy Act 1988 (Cth)
- Copyright Act 1968 (Cth)
- Anti-Discrimination Act 1991 (Qld)
- Equal Opportunity Act 1984 (SA)

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Code of Practice

1. Purpose

WetTrade Apprenticeships (WTA) is committed to operating ethically and professionally as a Group Training Organisation (GTO), ensuring transparency, integrity, and compliance in all dealings with apprentices, host employers, and stakeholders. This Code of Practice defines the standards of behaviour and conduct expected of all WTA employees and representatives to maintain trust, fairness, and accountability across all operations.

2. Scope

This Code applies to all employees, contractors, and representatives of WTA, including management, mentors, coordinators, and trainers. It governs all professional conduct, communication, and operations related to:

- The recruitment, employment, and management of apprentices and trainees.
- Engagement and management of host employers.
- Marketing and public representation.
- Complaint resolution and welfare support.
- Communication with regulatory bodies and stakeholders.

3. Roles and Responsibilities

Role	Responsibilities
Chief Executive Officer (CEO)	Ensure ethical and compliant operations in accordance with all GTO and legislative standards.
Compliance Officer	Oversee adherence to this Code, investigate breaches, and monitor continuous improvement.
GTO Coordinator / Field Officer	Maintain professional communication with apprentices and host employers, provide accurate information, and respond to issues promptly.
Trainers and Mentors	Model ethical conduct, support apprentice welfare, and ensure a fair and respectful environment.
All Employees	Uphold this Code, act honestly and respectfully, maintain confidentiality, and report breaches or misconduct.

4. Professional Conduct

- Remain open, honest, and respectful in all dealings with apprentices, host employers, and colleagues.
- Provide accurate, current, and verified information.
- Maintain confidentiality and comply with privacy and data protection legislation.
- Declare and manage any conflicts of interest.
- Respond to all communications promptly and professionally.
- Promote inclusivity and respect for diversity.
- Avoid conduct that may harm WTA's reputation or stakeholders.

5. Marketing Practices

- Ensure all marketing and advertising are factual, accurate, and not misleading.
- Obtain approval for all marketing materials prior to release.
- Avoid guarantees of employment or outcomes that cannot be assured.
- Comply with the Australian Consumer Law and RTO Standards 2025 (Clauses 4.1–4.3).
- Represent programs and partnerships truthfully, with accurate course and funding details.
- Ensure all materials are free from discrimination, bias, or offensive content.

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6. Employment of Apprentices

- Recruitment processes are merit-based, transparent, and equitable.
- Apprentices are fully informed of their employment conditions, rights, and obligations before commencement.
- Provide induction covering safety, welfare, and support services.
- Ensure access to fair grievance and appeal processes.
- Monitor apprentice progress and wellbeing through regular workplace visits and reporting.
- Offer additional support and mentoring to promote successful completion.

7. Engagement of Host Employers

- Select host employers based on their capacity, compliance, and commitment to training.
- Provide clear information on rights, responsibilities, and WHS obligations.
- Conduct workplace checks to verify safety and training suitability.
- Offer ongoing support, site visits, and monitoring of the apprentice's training and welfare.
- Provide access to a fair complaints and appeals process.

8. Complaints and Appeals

WTA will ensure:

- All complaints and appeals from apprentices or host employers are acknowledged, investigated, and outcomes are provided in writing.
- The process follows the principles of natural justice and procedural fairness.
- All parties are given the opportunity to present their case without bias or prejudice.
- Complaints are handled confidentially and without discrimination.

(See also the *Complaints and Appeals Policy*.)

9. Pastoral Care and Providing Support

WTA will ensure:

- Ongoing pastoral care is delivered through regular site visits at least every three (3) months, and monthly during probationary periods.
- Each visit reviews progress, provides welfare support, and offers guidance or referral to external services when needed.
- Apprentices have access to the Apprentice Support Policy and know how to contact their GTO Coordinator for assistance.
- Apprentices and host employers are informed about available mentoring and wellbeing supports during recruitment and induction.
- All welfare and mentoring support provided is within the professional capacity of WTA staff.

10. Training and Assessment

WTA will ensure:

- All accredited training is delivered by the National Institute of Construction Skills (NICS) in accordance with approved Training Plans.
- Training Plans are reviewed and updated in consultation with the apprentice, host employer, and NICS.
- Apprentices maintain appropriate progression toward competency and completion.
- Host employers provide on-the-job training aligned with qualification requirements.
- WTA reviews training records with NICS regularly to ensure accuracy and compliance.
- DTET is notified of completions, amendments, or cancellations in accordance with statutory requirements.

11. Communication with Regulators

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- Maintain open, honest, and cooperative communication with all relevant state and national authorities, including the SA Skills Commission and DTET Queensland.
- Provide accurate and timely information for audits and reporting requirements.
- Ensure staff respond promptly to all regulator requests and maintain transparency in all dealings.

12. Compliance and Continuous Improvement

- Conduct regular internal audits to ensure adherence to this Code and related policies.
- Record non-compliances and implement corrective actions promptly.
- Gather feedback from apprentices, host employers, and staff to improve practices.
- Provide training for all staff to maintain knowledge of ethical and compliance obligations.
- Review and improve operational processes annually to reflect regulatory and industry changes.

13. Policy Review

This Code of Practice will be reviewed:

- Annually; or
- Following legislative, standard, or procedural updates; or
- After any incident or audit identifying the need for revision.

Consultation will occur with staff, apprentices, host employers, and regulatory bodies during review.

Applicable Standards and Regulatory Frameworks

South Australian GTO Standards (2025)

- Standard 1: Governance and Accountability
- Standard 2: Apprentice and Trainee Employment
- Standard 3: Apprentice and Trainee Welfare
- Standard 4: Host Employer Management
- Standard 5: WHS and Risk Management
- Standard 7: Continuous Improvement and Reporting

Queensland Department of Trade, Employment and Training (DTET) GTO Standards

- Vocational Education, Training and Employment Act 2000 (Qld)
- Ethical Conduct and Representation Standards
- Apprentice Support and Welfare Framework

National Standards for Group Training Organisations (NSGTO)

- Standard 1: Governance and Compliance
- Standard 2: Apprentice and Trainee Employment
- Standard 3: Apprentice and Trainee Welfare
- Standard 4: Host Employer Management
- Standard 7: Continuous Improvement

Legislative Frameworks

- Work Health and Safety Act 2011 (Qld)
- Work Health and Safety Act 2012 (SA)
- Fair Work Act 2009 (Cth)
- Equal Opportunity Act 1984 (SA)
- Anti-Discrimination Act 1991 (Qld)
- Privacy Act 1988 (Cth)
- Australian Consumer Law (Competition and Consumer Act 2010)

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Ethical Practice Statement

Purpose

WetTrade Apprenticeships (WTA QLD) is committed to maintaining the highest standards of professional conduct, integrity, and ethical behaviour across all operations. This policy provides clear guidance to all employees, contractors, mentors, and representatives on expected ethical standards in decision-making, communication, and business practice. It aligns with the SA GTO Standards, National Standards for Group Training Organisations, and the Department of Training, Employment and Skills (DTET) requirements.

This policy supports WTA's mission to operate as a transparent, accountable, and fair organisation that demonstrates respect, trust, and professionalism in all dealings with apprentices, host employers, regulators, and stakeholders.

Scope

This policy applies to all:

- WTA employees, management, and contractors.
- Apprentices, trainees, and mentors representing WTA.
- Host employers, industry partners, and associated training providers engaged with WTA.
- All activities conducted on behalf of WTA, including workplace visits, marketing, administration, recruitment, and communication.

Principles of Ethical Practice

WTA staff must uphold and promote ethical principles of honesty, fairness, responsibility, and respect. These standards are fundamental to maintaining public trust and ensuring ethical governance.

Ethical principles apply to all areas of WTA's operations including governance, recruitment, supervision, marketing, data handling, and stakeholder engagement. All decisions and actions must demonstrate:

- **Integrity** – acting with honesty, transparency, and fairness.
- **Accountability** – accepting responsibility for actions and outcomes.
- **Objectivity** – ensuring decisions are based on fact and merit.
- **Respect** – valuing diversity and treating all individuals equitably.
- **Confidentiality** – safeguarding private and sensitive information.

Standards of Ethical Practice

Competence

All WTA staff must:

- Maintain appropriate levels of professional expertise and continuously develop knowledge and skills relevant to their roles.
- Perform duties in accordance with applicable laws, GTO standards, policies, and industry codes of practice.
- Provide clear, factual, and timely information to apprentices, host employers, and regulators.
- Support risk management processes by identifying, reporting, and mitigating unethical or unsafe practices.
- Encourage professional development within their teams and uphold high standards of service delivery.

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Confidentiality

All WTA staff must:

- Protect confidential and personal information obtained during employment, including that of apprentices, host employers, and organisational partners.
- Only disclose information when authorised or legally required, ensuring compliance with the *Privacy Act 1988 (Cth)* and relevant state legislation.
- Monitor and report any unauthorised access or disclosure of information.
- Avoid using confidential information for personal, political, or commercial advantage.

Integrity

All WTA staff must:

- Avoid conflicts of interest and declare any potential or perceived conflicts promptly.
- Conduct all business dealings honestly, fairly, and transparently.
- Refuse to engage in or support practices that may compromise organisational reputation or ethical standards.
- Promote a culture of integrity by modelling ethical conduct and accountability.
- Place organisational values and the public interest above personal gain or preference.

Credibility

All WTA staff must:

- Communicate truthfully and objectively, avoiding bias or prejudice.
- Provide accurate, complete, and up-to-date information to stakeholders.
- Report deficiencies, breaches, or risks that may affect service quality, compliance, or safety.
- Disclose professional limitations that could affect judgment or work performance.
- Support informed decision-making by ensuring all relevant information is available.

Conflicts of Interest

- Employees must disclose any actual, potential, or perceived conflicts of interest to their manager immediately.
- WTA will maintain a *Conflict of Interest Register* to record and manage declared interests.
- Conflicts may include relationships, external employment, or financial interests that could compromise impartiality.
- Where conflicts cannot be resolved through mitigation, staff may be reassigned or withdrawn from affected decisions.

Reporting Unethical Conduct

WTA encourages all staff and stakeholders to report suspected unethical, corrupt, or fraudulent conduct.

- Reports can be made to the GTO Coordinator, Compliance Officer, or CEO.
- Reports will be managed confidentially, without fear of reprisal.
- Investigations will follow principles of procedural fairness, impartiality, and natural justice.
- Outcomes of investigations will be documented and used to inform continuous improvement.

Training and Awareness

WTA will:

- Provide induction and refresher training to all staff on ethical conduct and integrity obligations.
- Reinforce ethical expectations through team meetings, internal communications, and policy briefings.
- Ensure supervisors and coordinators model ethical leadership and encourage open communication.
- Review training content annually to reflect changes in law, standards, and best practice.

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Continuous Improvement

- Ethical performance will be reviewed through audits, feedback, and compliance checks.
- Any breaches of this policy will be recorded in the *Governance and Compliance Register*.
- Lessons learned will inform staff development, policy updates, and organisational improvement.
- WTA will maintain transparency with regulators regarding serious ethical breaches or compliance concerns.

Roles and Responsibilities

Role	Responsibilities
CEO / Management	Ensure organisation-wide ethical governance, approve policy updates, and oversee investigations.
Compliance Officer	Maintain records of ethical breaches, manage the Conflict of Interest Register, and ensure staff compliance with this policy.
Managers and Coordinators	Model ethical behaviour, address ethical concerns promptly, and provide guidance to apprentices and staff.
All Staff and Contractors	Uphold ethical standards in all professional dealings, maintain confidentiality, and report unethical conduct.
Apprentices and Host Employers	Adhere to WTA's Code of Conduct, report unethical behaviour, and participate in ethical training or guidance as required.

Policy Review

This policy will be reviewed annually or following:

- Legislative or regulatory changes affecting ethical standards.
- Audit findings or compliance review outcomes.
- Organisational restructuring or staff feedback indicating improvement opportunities.

Applicable Standards and Regulatory Frameworks

- South Australian Skills Act 2008
- South Australian Skills Regulations 2021
- National Standards for Group Training Organisations (2022)
- DTET Quality and Compliance Standards (2025)
- Fair Work Act 2009 (Cth)
- Privacy Act 1988 (Cth)
- Work Health and Safety Act 2011 (Qld)
- Work Health and Safety Act 2012 (SA)
- Public Sector (Honesty and Accountability) Act 1995 (SA)

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Equity, Safety and Cultural Framework

Access and Equity Policy

Purpose

This policy establishes WetTrade Apprenticeships' (WTA) commitment to providing equitable access, participation, and opportunity for all apprentices, host employers, and staff. It ensures all individuals are treated with fairness, dignity, and respect, and that barriers to participation in employment or training are identified and removed.

WTA is dedicated to building a culture of inclusivity and diversity across all areas of its operations, consistent with its obligations as a Group Training Organisation (GTO) operating under national and state regulatory frameworks.

Policy Statement

WetTrade Apprenticeships promotes and upholds the principles of access and equity across all aspects of apprenticeship employment, training, and workplace engagement. Discrimination, harassment, bullying, or vilification of any kind will not be tolerated.

All participants—regardless of age, gender, race, ethnicity, disability, sexual orientation, religion, or cultural background—are entitled to equal opportunity and support to achieve their training and employment goals.

1. Principles

1.1 Equal Opportunity

WTA provides fair and equal access to all individuals seeking to participate in apprenticeship programs, ensuring decisions are based on merit, capability, and opportunity rather than personal characteristics or circumstances.

1.2 Accessibility

WTA will make reasonable adjustments to ensure that facilities, programs, and resources are accessible to all apprentices and staff. Barriers to participation will be identified and removed wherever possible through consultation and proactive planning.

1.3 Inclusivity

WTA promotes an inclusive environment where diversity is valued and all participants feel safe and respected. Inclusivity is embedded in recruitment, training delivery, and ongoing support to ensure equitable participation for all.

1.4 Recognition of Prior Learning (RPL)

In partnership with the Registered Training Organisation (RTO), WTA supports Recognition of Prior Learning to acknowledge existing skills and experience. RPL assessments will be conducted in line with the *Australian Qualifications Framework (AQF)* and the *Standards for Registered Training Organisations (RTOs) 2015*, ensuring that apprentices are credited appropriately for their prior knowledge and experience.

2. Roles and Responsibilities

Role	Responsibilities
Management	Develop, implement, and monitor this policy, ensuring compliance with anti-discrimination, equal opportunity, and workplace legislation.

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Employees	Adhere to access and equity principles, promote inclusivity, and report any concerns or breaches to the GTO Coordinator.
Host Employers	Ensure recruitment, supervision, and training practices promote equal opportunity and inclusion, free from discrimination or bias.
Apprentices	Treat others with respect, report any incidents of discrimination or harassment, and contribute to a positive and inclusive workplace culture.

3. Behavioural Expectations

All apprentices and employees are expected to:

- Refrain from discrimination, harassment, bullying, or vilification in any form.
- Take reasonable action to protect themselves and others from harassment or unsafe behaviour.
- Comply with all relevant WTA policies and applicable legislation.
- Contribute positively to a respectful, inclusive, and safe working environment.
- Report any form of discrimination, harassment, or bullying to the GTO Coordinator immediately.

Failure to adhere to these expectations may result in disciplinary action, including termination of employment or cancellation of a host placement.

4. Procedures

4.1 Implementation

WTA will develop and maintain procedures to operationalise this policy, addressing:

- Fair recruitment and selection processes;
- Training and professional development accessibility;
- Complaint handling and resolution; and
- Monitoring and reporting on equity outcomes.

4.2 Training and Awareness

All WTA employees and host employers will receive access and equity awareness training to ensure understanding of their responsibilities and the principles underpinning this policy.

4.3 Complaints and Dispute Resolution

Any individual who believes they have been discriminated against or treated unfairly is encouraged to raise their concern with the GTO Coordinator.

Complaints will be handled confidentially in line with WTA's *Complaints, Disputes, and Mediation Policy*, and appropriate corrective or disciplinary actions will be taken.

4.4 Monitoring and Review

The GTO Coordinator will monitor access and equity outcomes through regular reporting and feedback mechanisms.

Data will be used to inform continuous improvement and will be reviewed at management meetings to ensure ongoing compliance and effectiveness.

5. Consequences of Non-Compliance

WTA has a zero-tolerance approach to discrimination, harassment, bullying, or vilification. Breaches of this policy by staff, apprentices, contractors, or host employers may result in:

- Termination of employment or contracts;

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- Removal of an apprentice from a host employer; or
- Reporting to relevant authorities if required under legislation.

6. Review

This policy will be reviewed annually or sooner if legislative or regulatory changes occur, or in response to identified equity issues or audit outcomes.

Applicable Standards and Regulatory Frameworks

South Australian GTO Standards (2025)

- Standard 2: Apprentice Employment and Welfare
- Standard 4: Host Employer Management
- Standard 6: Reporting and Data Management

Queensland Department of Trade, Employment and Training (DTET) GTO Standards and Contract Requirements

- Vocational Education, Training and Employment Act 2000 (Qld)
- GTO Performance Framework for Equity and Apprentice Welfare

National Standards for Group Training Organisations (NSGTO)

- Standard 2: Apprentice Employment and Support
- Standard 4: Equal Opportunity and Fair Treatment

Legislative Frameworks

- Fair Work Act 2009 (Cth)
- Work Health and Safety Act 2012 (SA)
- Work Health and Safety Act 2011 (Qld)
- Anti-Discrimination Act 1991 (Qld)
- Equal Opportunity Act 1984 (SA)
- Privacy Act 1988 (Cth)
- South Australian Skills Act 2008 and Skills Regulations 2021

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Cultural Safety & First Nations Engagement Policy

Purpose

This policy establishes WetTrade Apprenticeships' (WTA) organisational commitment to ensuring culturally safe, inclusive, and respectful workplaces for Aboriginal and Torres Strait Islander apprentices.

It outlines WTA's principles, governance responsibilities, and compliance obligations to support First Nations participation, mentoring, and cultural engagement throughout the apprenticeship lifecycle.

Scope

This policy applies to:

- All Aboriginal and Torres Strait Islander apprentices employed by WTA.
- All WTA employees, mentors, counsellors, and host employers.
- Partner organisations, Elders, and Traditional Owners engaged in WTA programs.
- Any location or activity where WTA apprentices undertake training or employment.

Policy Statement

WTA acknowledges the Traditional Custodians of the lands on which it operates and commits to fostering a training and employment environment that respects Aboriginal and Torres Strait Islander peoples' histories, cultures, and rights.

WTA ensures that First Nations apprentices are supported through culturally appropriate mentoring, inclusive host placements, and meaningful community engagement.

This commitment is achieved through:

- Providing culturally safe mentoring, counselling, and welfare services.
- Engaging Elders and Indigenous organisations to inform culturally respectful practice.
- Ensuring host employers participate in annual cultural awareness training.
- Recognising cultural obligations such as Sorry Business and community responsibilities.
- Maintaining measurable KPIs for First Nations engagement, participation, and retention.
- Embedding cultural safety principles into all governance, compliance, and continuous improvement systems.

Principles

1. **Respect:** Honour cultural identity, connection to Country, and individual lived experiences.
2. **Safety:** Guarantee a workplace and training environment free from discrimination or cultural bias.
3. **Inclusion:** Actively encourage participation of First Nations apprentices across all WTA programs.
4. **Collaboration:** Partner with Indigenous communities, organisations, and Elders to guide practice.
5. **Accountability:** Monitor and report performance against cultural safety and inclusion targets.

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Governance and Responsibilities

Role	Responsibilities
Board / CEO	Endorse and resource cultural safety initiatives; approve partnerships and report outcomes to the South Australian Skills Commission (SASC) and DTET as required.
General Manager (GM)	Oversee implementation of this policy and related procedures; ensure host training, partnership agreements, and KPI reporting occur quarterly.
Compliance Officer	Maintain the Cultural Engagement Register, KPI Dashboard, and host training records; monitor compliance with GTO and legislative standards.
GTO Coordinator / Mentor	Develop Cultural Support Plans (CSP) for identified apprentices; liaise with host employers, Elders, and cultural mentors; ensure ongoing support.
Counsellor / Apprentice Mentor	Deliver culturally informed mentoring and counselling; respond promptly to cultural or psychosocial issues.
Host Employer	Create an inclusive workplace; complete cultural awareness training annually; support cultural leave and flexibility.
Apprentice	Participate in support planning and provide feedback on cultural safety initiatives.

Cultural Safety Commitments

- All First Nations apprentices will have an active **Cultural Support Plan (CSP)** reviewed at least quarterly.
- Host employers must complete approved **Cultural Awareness Training** within 30 days of engagement.
- Cultural partnerships and Elder consultations will be recorded in the **Cultural Engagement Register**.
- Annual performance data will include:
 - Retention rate of First Nations apprentices.
 - Participation of hosts in cultural training.
 - Number of Elder consultations and partnership activities.
- Results will be tabled at quarterly **Governance and Compliance Committee** meetings.

Confidentiality and Recordkeeping

All records, including Cultural Support Plans, consultation notes, and incident reports, are managed under WTA's **Records Management Policy** and **Privacy Act 1988 (Cth)**.

Access to these records is restricted to authorised staff (CEO, GM, Compliance Officer, Counsellor).

Continuous Improvement

- Outcomes from this policy are reviewed quarterly and included in WTA's **Continuous Improvement Register**.
- Annual self-assessment will evaluate policy effectiveness against defined KPIs and feedback from First Nations apprentices, mentors, and host employers.
- Findings will inform procedural updates and future partnership development.

Applicable Standards and Legislative Frameworks

- **South Australian GTO Standards (2025):** Standards 2, 3, 4, and 7
- **National Standards for Group Training Organisations:** Standards 2 and 4
- **DTET GTO Standards (2025):** Clauses 2.3, 2.4, 4.3, and 7.1

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- **Legislation:**

- *South Australian Skills Act 2008*
- *Skills Regulations 2021 (SA)*
- *Work Health and Safety Act 2012 (SA)*
- *Fair Work Act 2009 (Cth)*
- *Privacy Act 1988 (Cth)*

Review

This policy will be reviewed annually or earlier if required by:

- Legislative or regulatory changes;
- Audit or self-assessment findings; or
- Emerging needs of First Nations apprentices or host employers.

All amendments will be recorded in the **Governance and Compliance Register** and approved by the CEO.

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Child Safety and Suitability Screening Policy

Purpose

This policy establishes WetTrade Apprenticeships' (WTA) commitment to providing a safe, supportive, and compliant environment for all apprentices, including those under 18 years of age.

It ensures that all WTA staff, mentors, contractors, and host employers who work with or supervise young people undergo appropriate **child safety and suitability screening**, including verification of **Working with Children Checks (WWCC)** or **Blue Cards**.

This policy upholds the requirements of the **South Australian GTO Standards (2025)**, **National Standards for Group Training Organisations**, and **DTET GTO Standards (2025)** to maintain a child-safe and legally compliant workplace.

Policy Statement

WTA is committed to the protection, wellbeing, and safety of all apprentices and young people participating in its programs.

The organisation will ensure that all persons in child-related roles, including employees, mentors, contractors, and host employers, are properly screened, verified, and monitored for ongoing compliance with child safety requirements.

WTA maintains a **zero-tolerance approach** to any form of harm, abuse, neglect, or inappropriate behaviour involving children or young people.

Objectives

- Ensure all individuals in child-related positions hold valid WWCC (SA) or Blue Card (QLD).
- Prevent engagement of any person who does not meet statutory child safety requirements.
- Maintain accurate and secure verification and renewal records.
- Promote a culture of vigilance, accountability, and proactive child protection across all WTA operations.
- Comply with all relevant state and national legislation and GTO standards for apprentice welfare and safety.

Scope

This policy applies to:

- All **WTA employees, mentors, and contractors**.
- All **host employers** and supervisors providing on-the-job training to apprentices under 18.
- Any person acting on behalf of WTA in a mentoring, support, or training capacity involving minors.

Policy Principles

- **Safety First:** The welfare and safety of young people is the paramount consideration in all decisions.
- **Compliance:** All persons engaged in child-related work must hold valid and verified clearance prior to engagement.
- **Transparency:** Screening and verification processes are documented and available for audit.
- **Accountability:** WTA staff and host employers are personally responsible for maintaining current clearance.
- **Confidentiality:** All information is handled in accordance with the *Privacy Act 1988 (Cth)* and organisational data protection protocols.

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Key Requirements

Screening and Verification

- All new employees, mentors, contractors, and host employers must provide evidence of a valid:
 - **Working with Children Check (SA)** or
 - **Blue Card (QLD)** prior to commencing duties.
- Verification will be completed through the **DHS Screening Unit (SA)** or **Blue Card Services Organisation Portal (QLD)**.
- Verification details, including clearance number, status, and expiry, will be recorded in the **Child Safety Register**.
- Individuals who fail verification or provide false information will be excluded from engagement.

Ongoing Compliance and Renewal

- WTA will maintain a **Child Safety Register** tracking all clearances and expiry dates.
- The Compliance Officer will review the register monthly to identify renewals due within 90 days.
- Renewal reminders will be issued 90, 60, and 30 days before expiry.
- Any person with an expired clearance will be suspended from duties until renewed and verified.

Host Employer Compliance

- Host employers supervising under-18 apprentices must hold valid and verified child safety clearance.
- Compliance will be checked at onboarding, contract renewal, and during site audits.
- Hosts without valid clearance will not be permitted to host minors.

Record Management

- Verification and renewal records must be securely stored in the **Governance and Compliance Register** with access restricted to authorised personnel.
- Records are retained for a minimum of **seven (7) years** following cessation of employment or hosting.
- Disposal of records must comply with the **Records Management Policy** and **Privacy Act 1988 (Cth)**.

Non-Compliance

- Any lapse, suspension, or revocation of clearance must be reported immediately to the Compliance Officer.
- Individuals without valid clearance will be **immediately stood down** pending review.
- Serious breaches will be reported to the relevant authority (DHS or Blue Card Services) and, if required, to the **South Australian Skills Commission** or **DTET**.

Training and Awareness

- All staff, mentors, and host employers will receive induction and annual refresher training on:
 - Child protection obligations;
 - Indicators of risk or harm;
 - Reporting responsibilities;
 - WTA's internal reporting pathways.

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Roles and Responsibilities

Role	Responsibilities
Chief Executive Officer (CEO)	Ensures overall compliance with child safety legislation and approves corrective actions for breaches.
General Manager (GM)	Oversees screening processes, ensures host employer compliance, and approves suspensions where required.
Compliance Officer	Conducts verification, maintains the Child Safety Register, tracks renewals, and manages non-compliance reporting.
HR Officer	Collects documentation, stores records securely, and issues renewal reminders.
GTO Coordinator / Mentor	Confirms host compliance prior to placement and supports apprentice welfare.
Host Employers	Maintain valid WWCC or Blue Card for all supervising staff working with minors.
All Staff and Contractors	Maintain valid clearance, comply with reporting requirements, and participate in mandatory training.

Monitoring and Continuous Improvement

- The **Compliance Officer** will conduct an annual audit of the Child Safety Register and screening procedures.
- Results will be reviewed by the **Governance and Compliance Committee** and recorded in the **Continuous Improvement Register**.
- Policy updates will occur following changes to legislation, standards, or audit recommendations.

Applicable Standards and Regulatory Frameworks

South Australian GTO Standards (2025)

- Standard 2 – Apprentice Employment and Welfare
- Standard 5 – Governance, Compliance and Reporting

National Standards for Group Training Organisations

- Standard 3 – Apprentice and Trainee Employment and Support
- Standard 5 – Governance and Administration

DTET GTO Standards (Queensland, 2025)

- Clause 2.4 – Apprentice Welfare and Protection
- Clause 4.1 – Host Employer Monitoring and Compliance
- Clause 5.1 – Governance, Reporting and Accountability

Legislation and Supporting Frameworks

- Working with Children (Risk Management and Screening) Act 2000 (Qld)*
- Working with Children (Risk Management and Screening) Regulation 2020 (Qld)*
- Child Safety (Prohibited Persons) Act 2016 (SA)*
- Children and Young People (Safety) Act 2017 (SA)*
- Fair Work Act 2009 (Cth)*
- Privacy Act 1988 (Cth)*
- South Australian Skills Act 2008 and Skills Regulations 2021*

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Health, Safety, and Wellbeing Policy

Purpose

This policy establishes WetTrade Apprenticeships' (WTA) commitment to providing and maintaining a safe, healthy, and supportive environment for all apprentices, host employers, and staff.

It ensures compliance with the **Work Health and Safety Act 2012 (SA)**, the **Work Health and Safety Act 2011 (Qld)**, and associated regulations, as well as the relevant GTO and national standards.

The policy defines WTA's responsibilities in managing work health and safety (WHS), wellbeing, and injury prevention, and sets out procedures for workplace inspections, incident reporting, and continuous improvement.

Policy Statement

WTA is committed to ensuring the health, safety, and wellbeing of apprentices, host employers, staff, and visitors across all workplaces.

The organisation will:

- Comply with all WHS legislation and standards applicable to each state of operation;
- Conduct site-specific safety checks prior to any apprentice placement;
- Require immediate reporting of all workplace incidents, injuries, or near misses;
- Provide training and resources to promote safe work practices and wellbeing; and
- Collaborate with host employers to continuously monitor and improve safety outcomes.

WTA recognises that safety is a shared responsibility between the Group Training Organisation (GTO), host employers, apprentices, and the RTO.

1. Scope

This policy applies to all apprentices, trainees, host employers, WTA employees, contractors, and visitors involved in WTA-managed training and employment activities in South Australia and Queensland.

2. Shared Safety Responsibilities

2.1 WetTrade Apprenticeships (WTA)

WTA will:

- Conduct site-specific WHS checks before each apprentice placement;
- Verify that host employers have current safety systems and appropriate supervision in place;
- Maintain current WHS policies and risk management plans;
- Provide safety induction and ongoing wellbeing support to apprentices;
- Record and investigate all incidents, injuries, and near misses;
- Notify the **South Australian Skills Commission, SafeWork SA, or WorkSafe QLD** of any notifiable incident immediately; and
- Ensure corrective actions are implemented and documented.

2.2 Host Employers

Host employers must:

- Provide a safe and compliant workplace that meets WHS legislation;
- Supply appropriate personal protective equipment (PPE) and ensure it is used correctly;
- Provide adequate supervision and instruction to apprentices;
- Report any incident or near miss involving an apprentice to WTA within 24 hours; and
- Participate in site audits, corrective action plans, and follow-up investigations.

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2.3 Apprentices and Trainees

Apprentices must:

- Take reasonable care for their own health and safety and that of others;
- Follow all workplace safety procedures and instructions;
- Report hazards, unsafe conditions, injuries, or near misses to their host employer and WTA immediately; and
- Use all provided PPE and equipment correctly.

3. Site-Specific WHS Checks

Before any placement occurs, WTA will conduct a documented **Site-Specific WHS Check** that verifies:

- The host employer's compliance with WHS legislative requirements;
- Evidence of a risk management process and induction procedure;
- Emergency procedures, first aid availability, and incident reporting systems; and
- The suitability of the workplace for apprentices and trainees.

Any deficiencies identified must be rectified prior to placement approval. Records of all checks will be stored in the **Governance and Compliance Register**.

4. Incident and Near Miss Reporting

All incidents, injuries, or near misses involving WTA apprentices or host employers must be reported immediately.

1. **Immediate Action** – The host employer must ensure the site is safe and provide necessary first aid or emergency response.
2. **Notification to WTA** – All incidents must be reported to WTA within **24 hours** of occurrence.
3. **Regulatory Reporting** – WTA will immediately notify:
 - The **South Australian Skills Commission** (for apprentices in SA);
 - **SafeWork SA** of any notifiable incident under the *Work Health and Safety Act 2012 (SA)*;
 - **WorkSafe Queensland** of any notifiable incident under the *Work Health and Safety Act 2011 (Qld)*.
4. **Investigation** – WTA will conduct or coordinate a joint investigation with the host employer, document findings, and implement corrective actions.
5. **Follow-Up** – The apprentice, host employer, and RTO will be informed of the outcomes and any preventative measures.

All incident reports will be recorded in the **WHS and Incident Register** and reviewed quarterly.

5. Wellbeing and Mental Health

WTA recognises that psychological health and wellbeing are critical components of workplace safety.

The organisation will:

- Provide access to counselling, mentoring, and support services for apprentices;
- Conduct wellbeing checks during site visits;
- Encourage open communication regarding mental health; and
- Promote a culture of respect, inclusion, and zero tolerance for bullying or harassment.

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6. Continuous Improvement

WTA will continuously review and improve its WHS and wellbeing practices by:

- Conducting annual internal WHS audits;
- Monitoring host employer safety performance and compliance;
- Recording and analysing incidents and near misses in the **Continuous Improvement Register**; and
- Updating policies, risk assessments, and training programs accordingly.

7. Roles and Responsibilities

Role	Responsibilities
Chief Executive Officer (CEO)	Ensure compliance with WHS legislation and standards; allocate resources for safety and wellbeing programs; approve incident reports to regulators.
Compliance Officer	Conduct WHS audits and site-specific safety checks; maintain registers; report notifiable incidents to regulators; oversee corrective actions.
GTO Coordinators	Monitor host safety and apprentice wellbeing; ensure WHS induction and reporting compliance; document site visits.
Host Employers	Provide safe working conditions, supervision, and PPE; report incidents and near misses promptly; cooperate with investigations.
Apprentices and Trainees	Follow all safety instructions; report hazards and incidents immediately; use PPE correctly; participate in safety and wellbeing programs.

8. Review

This policy will be reviewed annually or sooner if:

- Changes occur to the *Work Health and Safety Act 2012 (SA)* or *Work Health and Safety Act 2011 (Qld)*;
- SA or QLD GTO Standards are amended; or
- An audit, incident, or investigation identifies a need for policy improvement.

All updates will be approved by the CEO and recorded in the **Governance and Compliance Register**.

Applicable Standards and Regulatory Frameworks

- 1. South Australian GTO Standards (2025)**
 - Standard 4: Employment, Supervision, and Support of Apprentices and Trainees
 - Standard 6: Work Health and Safety
 - Standard 7: Quality Assurance and Continuous Improvement
- 2. Queensland Department of Trade, Employment and Training (DTET) GTO Standards and Contract Requirements**
 - Work Health and Safety compliance under the *Work Health and Safety Act 2011 (Qld)*
 - Verification of host employer WHS systems before placements
 - Monitoring and documentation of incidents and corrective actions
- 3. National Standards for Group Training Organisations (NSGTO)**
 - Standard 3: Apprentice and Trainee Employment
 - Standard 5: Apprentice and Trainee Support and Development
 - Standard 6: Work Health and Safety
- 4. Legislative Frameworks**
 - *Work Health and Safety Act 2012 (SA)* and *Work Health and Safety Regulations 2012 (SA)*
 - *Work Health and Safety Act 2011 (Qld)* and *Work Health and Safety Regulation 2011 (Qld)*
 - *Fair Work Act 2009 (Cth)*
 - *South Australian Skills Act 2008* and *Skills Regulations 2021*

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Work Health and Safety Policy

Purpose

WetTrade Apprenticeships (WTA) is committed to maintaining the highest standards of health, safety, and wellbeing for all workers, apprentices, host employers, contractors, visitors, and the public. This policy provides the framework for ensuring that all activities conducted by WTA comply with relevant health and safety legislation, codes of practice, and industry standards.

The purpose of this policy is to:

- Establish WTA's commitment to a safe, healthy, and productive workplace.
- Embed WHS responsibilities into every level of the organisation.
- Ensure hazards are identified, assessed, and controlled using a systematic risk management approach.
- Protect apprentices and trainees from injury or harm at both training and host employer sites.
- Promote a proactive safety culture through consultation, education, and continuous improvement.

WTA recognises that effective WHS management contributes to higher productivity, quality outcomes, and retention across its workforce and training network.

Scope

This policy applies to all individuals and operations associated with WetTrade Apprenticeships, including:

- **Employees:** All management, administrative, training, and mentoring staff.
- **Apprentices and Trainees:** All individuals employed by WTA and hosted to employers for practical experience.
- **Host Employers:** All partner organisations hosting WTA apprentices or trainees.
- **Contractors and Service Providers:** Any external parties performing work on behalf of WTA.
- **Visitors and Members of the Public:** Anyone impacted by WTA operations.

It applies to all:

- WTA offices, training facilities, and workshop environments.
- Host employer sites and associated project locations.
- Vehicles, machinery, and equipment owned or operated by WTA or host employers.
- Off-site events, meetings, and fieldwork activities.
- Digital environments (e.g., online inductions, safety training systems, and incident reporting platforms).

All persons under WTA's duty of care must take personal responsibility for following safe work practices and complying with this policy.

Roles and Responsibilities

Role	Responsibilities
Chief Executive Officer (CEO)	Provide leadership, allocate resources, approve WHS strategies, and ensure compliance with all WHS Acts and GTO standards. Review WHS performance quarterly and ensure corrective actions are implemented.
Compliance Officer	Manage the WHS management system, monitor risk controls, maintain records, ensure reporting compliance, and liaise with regulators and auditors. Conduct annual WHS audits aligned with SA and National GTO Standards.

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GTO Coordinator / Field Officer	Conduct regular site visits to monitor apprentice safety, verify host employer WHS compliance, support apprentices with safety concerns, and immediately escalate incidents to management.
Host Employers	Provide and maintain a safe working environment in compliance with WHS laws, ensure proper supervision, supply and maintain PPE, report incidents promptly to WTA, and implement corrective actions.
All Employees and Apprentices	Take reasonable care of their own health and safety, comply with WHS procedures, participate in training, report hazards, near-misses, and injuries immediately, and use PPE correctly.

WHS Framework and Principles

WetTrade Apprenticeships manages WHS through a structured, proactive, and consultative system based on the following principles:

- **Proactive Risk Management:** Identify and control hazards before they cause harm.
- **Consultation and Participation:** Engage staff, apprentices, and host employers in decision-making about health and safety.
- **Legal and Ethical Compliance:** Meet or exceed all legislative, regulatory, and contractual requirements.
- **Shared Responsibility:** Everyone is accountable for their own safety and that of others.
- **Continuous Improvement:** Regularly review safety systems and performance to ensure effectiveness.
- **Wellbeing Integration:** Recognise that physical and mental health are interconnected and require equal attention.

These principles underpin WTA's WHS management system and ensure compliance with *Work Health and Safety Acts* and GTO performance frameworks.

WHS Risk Management Process

WTA adopts a systematic approach to risk management consistent with *ISO 45001:2018* and the *How to Manage Work Health and Safety Risks Code of Practice 2021 (Qld)*.

Step 1: Identify Hazards

- Conduct regular inspections of WTA and host employer sites.
- Review work tasks and activities to identify physical, biological, chemical, and psychosocial hazards.
- Gather feedback from apprentices, staff, and host employers on emerging risks.
- Review past incidents, near misses, and audit findings.

Common hazards may include:

Manual handling, falls from heights, working with hazardous materials, electrical risks, exposure to noise or dust, fatigue, and psychosocial risks such as bullying or high workloads.

Step 2: Assess Risks

- Determine the likelihood and potential consequences of identified hazards.
- Classify risks as low, medium, high, or critical.
- Document findings in the Risk Register.
- Prioritise actions based on severity and required urgency.

Step 3: Control Risks

Implement the **Hierarchy of Control** to eliminate or minimise risks:

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1. **Eliminate** – remove the hazard entirely.
2. **Substitute** – replace the hazard with a safer option.
3. **Isolate** – separate workers from the hazard.
4. **Engineer Controls** – modify equipment or systems.
5. **Administrative Controls** – implement safe work procedures and training.
6. **PPE** – provide personal protective equipment when other controls are insufficient.

Step 4: Review and Monitor

- Conduct periodic reviews to ensure controls remain effective.
- Reassess following any incident, workplace change, or introduction of new equipment or processes.
- Engage apprentices and host employers in feedback and review sessions.
- Record actions, outcomes, and lessons learned for future improvement.

Consultation and Communication

WTA promotes open communication and active participation in all safety matters through:

- Formal consultation processes (e.g., WHS Committee meetings, site visits, and feedback forms).
- Toolbox talks and pre-start meetings.
- Inclusion of WHS in performance reviews and program evaluations.
- Regular reporting to management on WHS issues, incidents, and corrective actions.
- Accessible communication channels for apprentices to report safety concerns confidentially.

Consultation ensures safety practices are transparent, inclusive, and continuously improved.

Incident Reporting and Investigation

All incidents, injuries, near misses, or hazards must be reported immediately to both the host employer and WTA.

WTA will:

- Record all incidents in the Incident Register.
- Conduct investigations to determine root causes.
- Implement corrective actions and monitor effectiveness.
- Notify relevant authorities of notifiable incidents under the WHS Act.
- Provide first aid, medical support, and return-to-work coordination as required.

Apprentices and staff are protected from reprisal or disciplinary action when reporting incidents in good faith.

Training, Induction, and Supervision

WTA provides comprehensive training and supervision to promote safe work practices:

- **Safety Induction:** All apprentices and staff must complete induction before starting work.
- **Host Employer Inductions:** Conducted at the commencement of each placement.
- **Ongoing Training:** Regular refresher courses and safety briefings.
- **High-Risk Training:** Certification for specific trades and tools (e.g., working at heights, confined spaces, white card).
- **Supervision:** Field Officers and host supervisors must monitor apprentices based on competency and experience.

Supervision levels will always comply with state-based regulations and GTO standards to ensure apprentice safety and skill development.

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Workplace Inspections and Audits

To maintain compliance and improve safety standards, WTA conducts:

- **Monthly Site Inspections** by Field Officers.
- **Quarterly Compliance Audits** to review systems and corrective actions.
- **Annual WHS Review** conducted by the Compliance Officer.

Findings are documented in the WHS Audit Register and corrective actions tracked until resolved.

Non-compliance may result in temporary suspension or termination of host employer agreements.

Continuous Improvement

WTA is committed to continuous improvement through:

- Regular reviews of WHS procedures and policies.
- Data analysis from incident trends and audit results.
- Consultation with apprentices, host employers, and staff to identify improvement opportunities.
- Recording improvement activities in the **Continuous Improvement Register**.
- Reporting WHS performance to senior management and regulatory bodies.

This ensures ongoing compliance and promotes a culture of accountability and learning.

Applicable Standards and Regulatory Frameworks

South Australian GTO Standards (2025)

- Standard 1: Governance and Accountability
- Standard 2: Apprentice and Trainee Employment
- Standard 3: Work Health and Safety and Risk Management
- Standard 5: Governance, Compliance, and Reporting
- Standard 7: Continuous Improvement and Reporting

Queensland Department of Trade, Employment and Training (DTET) GTO Standards

- Vocational Education, Training and Employment Act 2000 (Qld)
- GTO Safety and Welfare Framework
- Apprentice and Host Employer WHS Obligations

National Standards for Group Training Organisations (NSGTO)

- Standard 2: Apprentice and Trainee Employment
- Standard 3: Apprentice and Trainee Welfare
- Standard 4: Host Employer Management
- Standard 5: Governance and Risk Management
- Standard 7: Continuous Improvement and Reporting

Legislative and Regulatory Frameworks

- *Work Health and Safety Act 2011 (Qld)*
- *Work Health and Safety Act 2012 (SA)*
- *Work Health and Safety Regulations 2011 (Qld and SA)*
- *How to Manage Work Health and Safety Risks Code of Practice 2021 (Qld)*
- *Managing the Work Environment and Facilities Code of Practice 2021 (Qld)*
- *Fair Work Act 2009 (Cth)*
- *Privacy Act 1988 (Cth)*
- *Safe Work Australia Codes of Practice*

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Manual Handling Policy

Purpose

This policy ensures **WetTrade Apprenticeships (WTA)** provides a safe and healthy environment for all staff, apprentices, trainees, host employers, contractors, and visitors by effectively managing manual handling risks.

Manual handling includes lifting, pushing, pulling, carrying, lowering, or restraining loads or people. Unsafe handling can result in musculoskeletal disorders (MSDs), back injuries, and other physical or psychological harm.

The policy aligns with the **Work Health and Safety Act 2011 (Qld)**, **Work Health and Safety Act 2012 (SA)**, and **Code of Practice: Hazardous Manual Tasks 2021**, as well as applicable GTO standards across jurisdictions.

Policy Statement

WTA is committed to:

- Providing and maintaining a workplace free from manual handling hazards.
- Identifying, assessing, and controlling risks through training, supervision, and continuous improvement.
- Ensuring apprentices, trainees, and staff understand and apply safe manual handling techniques.
- Collaborating with host employers to implement safe systems of work and training.
- Encouraging early reporting of hazards, incidents, and injuries.

All staff, apprentices, and contractors must comply with this policy and the site-specific procedures of host employers.

Roles and Responsibilities

Role	Responsibilities
Management	Conduct and review manual handling risk assessments; ensure compliance with WHS and GTO standards; provide training and resources; investigate incidents.
Staff, Trainers, and Mentors	Model safe manual handling behaviours; supervise and support apprentices; intervene in unsafe practices; promote hazard reporting.
Apprentices and Trainees	Follow safe techniques; report hazards and injuries promptly; request assistance when needed; adhere to WTA and host employer procedures.
Host Employers	Provide a safe environment; ensure proper supervision and equipment; notify WTA of incidents; reinforce safe manual handling practices.

Safe Manual Handling Principles

All workers, including apprentices, must:

- Assess the load and environment before lifting.
- Test weight and stability of objects before moving.
- Request help or use mechanical aids for heavy or awkward items.
- Use correct lifting posture: bend knees, keep back straight, hold close to the body.
- Avoid twisting or overreaching—move feet to turn.
- Use trolleys, hoists, or other lifting devices where practical.
- Report hazards, near misses, and injuries immediately.
- Rotate tasks or take breaks to reduce repetitive strain.

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Training

WTA provides ongoing training to prevent manual handling injuries, including:

- Induction for new apprentices, trainees, and staff.
 - Demonstrations of correct lifting and use of equipment.
 - Toolbox talks and safety briefings on site.
 - Training on hazard identification, reporting, and incident management.
- Training is reviewed and updated annually or following changes in work practices, equipment, or legislation.

Reporting and Incident Management

All staff, apprentices, and host employers must:

- Report manual handling hazards, near misses, or injuries immediately to WTA staff or supervisors.
 - Complete an **Incident Report Form** as required.
 - Cooperate with investigations and corrective actions.
- Early reporting enables risk reduction and improved workplace safety for all.

Continuous Improvement

- Manual handling incidents and feedback will be recorded in the **Continuous Improvement Register**.
- Risk assessments and training outcomes will be reviewed quarterly by management.
- Audit outcomes will inform updates to training materials and procedures.
- Improvements will be documented in the **Governance and Compliance Register** for audit purposes.

Review

This policy will be reviewed annually or sooner if required by legislative, regulatory, or audit changes. Revisions will be approved by the CEO and recorded in the Governance and Compliance Register.

Applicable Standards and Regulatory Frameworks

1. **South Australian GTO Standards (2025)**
 - Standard 1: Governance and Accountability
 - Standard 3: Work Health and Safety and Risk Management
 - Standard 5: Governance, Compliance and Reporting
 - Standard 7: Continuous Improvement and Reporting
2. **Queensland DTET GTO Standards and Contract Requirements**
 - Compliance with WHS and risk management requirements under the Vocational Education, Training and Employment Act 2000 (Qld)
 - GTO Performance Framework – Apprentice Welfare and Safety
3. **National Standards for Group Training Organisations (NSGTO)**
 - Standard 3: Apprentice and Trainee Employment and Welfare
 - Standard 5: Governance and Administration
 - Standard 7: Continuous Improvement and Reporting
4. **Legislative and Regulatory Frameworks**
 - Work Health and Safety Act 2012 (SA)
 - Work Health and Safety Act 2011 (Qld)
 - Work Health and Safety Regulations 2011
 - Code of Practice: Hazardous Manual Tasks 2021
 - Fair Work Act 2009 (Cth)
 - South Australian Skills Act 2008 and Skills Regulations 2021

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Workplace Inspection and Visit Policy

Purpose

This policy establishes WetTrade Apprenticeships' (WTA) commitment to maintaining safe, compliant, and supportive workplace environments for all apprentices and host employers through regular inspections and visits.

It ensures a proactive approach to monitoring workplace safety, apprentice welfare, and training quality, in alignment with the **South Australian GTO Standards (2025)**, **National Standards for Group Training Organisations**, and **DTET GTO Standards (2025)**.

The policy provides the governance framework for the implementation of the **Workplace Inspection and Visit Procedure**, ensuring that all visits are conducted consistently, documented accurately, and followed up effectively.

Policy Statement

WTA recognises that the health, safety, and wellbeing of apprentices are central to successful training outcomes.

Through structured workplace inspections and site visits, WTA ensures that host employers provide safe, fair, and compliant training environments consistent with WHS legislation and GTO obligations. WTA commits to:

- Conducting regular site visits to monitor apprentice safety, welfare, and training progress.
- Ensuring compliance with all Work Health and Safety (WHS) laws and codes of practice.
- Identifying and managing physical and psychosocial hazards promptly.
- Providing apprentices with a confidential channel to raise safety or welfare concerns.
- Working collaboratively with host employers and training partners (e.g., NICS) to resolve identified risks.
- Maintaining accurate inspection records and implementing corrective and preventive actions.

Scope

This policy applies to:

- All apprentices and trainees employed by WTA and hosted at worksites across South Australia and Queensland.
- All WTA staff involved in apprentice monitoring, including GTO Coordinators, WHS Representatives, and Mentors.
- All host employers providing on-the-job training and supervision under a WTA hosting agreement.

It covers both routine and unplanned workplace visits, including those triggered by incidents, complaints, or risk reports.

Principles

- **Safety First:** Apprentice health, safety, and wellbeing are non-negotiable priorities.
- **Compliance:** All inspections align with WHS legislation, GTO standards, and WTA policy requirements.
- **Proactivity:** Site visits focus on prevention through early identification of risks.
- **Collaboration:** Safety and welfare are shared responsibilities between WTA, host employers, and apprentices.
- **Accountability:** All findings, actions, and follow-ups are documented and traceable.
- **Confidentiality:** Apprentice information and site inspection data are treated in accordance with the **Privacy Act 1988 (Cth)**.

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Inspection and Monitoring Framework

Workplace inspections and visits form part of WTA's structured risk management and apprentice monitoring framework.

All inspections will follow the **Workplace Inspection and Visit Procedure**, which includes:

- Pre-visit planning and review of apprentice files and safety data.
- On-site inspections of WHS conditions and training arrangements.
- Private apprentice interviews to assess wellbeing and workplace satisfaction.
- Documentation of hazards, actions, and follow-up measures.
- Reporting, escalation, and closure of any non-compliance or high-risk findings.

Visit frequency and intensity are determined by apprentice stage, site risk level, and any emerging concerns.

WHS and Welfare Objectives

The objectives of this policy are to:

- Verify that host employers maintain safe, fair, and compliant workplaces.
- Ensure apprentices receive adequate supervision, mentoring, and support.
- Monitor compliance with WHS and psychosocial safety requirements.
- Provide timely intervention and support for apprentices experiencing difficulties.
- Strengthen communication between WTA, NICS, and host employers to improve outcomes.

Roles and Responsibilities

Role	Responsibilities
Chief Executive Officer (CEO)	Ensures WTA maintains a compliant and effective WHS governance framework. Approves major corrective actions and reports to the Board.
General Manager (GM)	Oversees inspection frameworks, reviews reports, and ensures corrective actions are implemented. Authorises escalation for serious safety issues.
Compliance Officer	Monitors compliance with inspection requirements and maintains WHS and audit records. Reports on trends to the Governance and Compliance Committee.
GTO Coordinator / WHS Representative	Conducts inspections and site visits, documents findings, and liaises with hosts to ensure hazards are managed.
Apprentice Mentor / Counsellor	Provides follow-up support for welfare or psychosocial issues identified during inspections.
Host Employers	Maintain safe worksites, cooperate with inspections, and implement corrective actions promptly.
Apprentices / Trainees	Report hazards, incidents, or concerns during visits and comply with WHS instructions.

Corrective and Preventive Actions

- All hazards identified during inspections must be recorded and risk-rated.
- Corrective actions will be tracked in the **WHS Action Register** until closed.
- High-risk hazards must be rectified immediately or escalated to the GM within 24 hours.
- Failure by a host employer to address non-compliance within agreed timeframes may result in suspension or removal from the hosting network.
- Findings and resolutions will be reviewed during quarterly safety and compliance meetings.

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Reporting and Escalation

- Inspection outcomes are recorded in the **Workplace Inspection & Visit Register** within 24 hours of visit completion.
- Critical or repeated safety breaches are escalated to the GM and CEO.
- WTA may notify external regulators such as **SafeWork SA, Workplace Health and Safety Queensland**, or **DTET** in the event of serious non-compliance, injury, or WHS contraventions.
- Summaries of inspection activity and trends are reported quarterly to the **Governance and Compliance Committee**.

Continuous Improvement

- The **General Manager** and **Compliance Officer** will review inspection and visit data quarterly to identify recurring risks or system gaps.
- Improvement actions will be entered into the **Continuous Improvement Register**.
- Insights will inform updates to WHS training, induction processes, and host employer vetting.
- The policy and associated procedures will be reviewed annually or following any legislative changes.

Confidentiality and Record Management

- All inspection reports, hazard logs, and follow-up records are securely stored within WTA's **Governance and Compliance Register** for a minimum of **seven (7) years**.
- Personal information collected during site visits will be managed in accordance with WTA's **Privacy Policy** and the **Privacy Act 1988 (Cth)**.
- Only authorised staff may access or share inspection records.

Related Documents

- Workplace Inspection and Visit Procedure
- Work Health and Safety Policy
- Psychosocial Hazards Management Procedure
- Host Employer Onboarding and Monitoring Procedure
- Apprentice Support and Welfare Policy
- Continuous Improvement Register
- Records Management and Privacy Policy

Applicable Standards and Regulatory Frameworks

South Australian GTO Standards (2025)

- Standard 4 – Apprentice and Host Employer Monitoring
- Standard 5 – Governance, Compliance and Reporting

National Standards for Group Training Organisations

- Standard 3 – Apprentice and Host Employer Support
- Standard 5 – Governance and Administration

DTET GTO Standards (Queensland, 2025)

- Clause 4.1 – Workplace Safety and Monitoring
- Clause 4.2 – Apprentice Support and Welfare

Legislation and Supporting Frameworks

- *Work Health and Safety Act 2012 (SA)*
- *Work Health and Safety Regulations 2012 (SA)*

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- *Work Health and Safety Act 2011 (Qld)*
 - *Work Health and Safety Regulation 2011 (Qld)*
 - *How to Manage Work Health and Safety Risks – Code of Practice (SA)*
 - *Safe Work Australia Codes of Practice*
 - *Privacy Act 1988 (Cth)*

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Workplace Supervision and Monitoring Policy

Purpose

WetTrade Apprenticeships (WTA) is committed to ensuring that all apprentices receive appropriate, safe, and effective supervision while developing their trade skills. This policy defines the standards, procedures, and documentation requirements for the supervision and monitoring of apprentices employed by WTA and hosted by approved employers.

This policy is established in accordance with:

- **South Australian GTO Standards (2025)**
- **National Standards for Group Training Organisations (NSGTO)**
- **Queensland Department of Trade, Employment and Training (DTET) GTO Standards and Contract Requirements**

Policy Statement

All apprentices employed by WTA must be supervised at a level consistent with their experience, competency, and the risks associated with their work.

Supervision must be **active, continuous, and verifiable**, ensuring apprentices perform duties safely, receive appropriate guidance, and develop the required skills in line with their Training Plan.

Host employers and supervisors are required to uphold all legal and contractual obligations regarding apprentice supervision under the applicable WHS, skills, and training legislation in both South Australia and Queensland.

1. Levels of Supervision

WTA applies a structured three-tier supervision framework:

1.1 High Supervision (Direct Oversight)

- **Application:** New apprentices, high-risk tasks, or those with no demonstrated competency.
- **Supervisor Requirement:** A qualified tradesperson must be physically present, providing direct instruction.
- **Frequency:** Continuous oversight throughout the task or workday.
- **Documentation:** Daily task log or supervisor sign-off confirming supervision occurred.

1.2 Medium Supervision (Periodic Checks)

- **Application:** Apprentices with partial competence performing routine or moderate-risk tasks.
- **Supervisor Requirement:** Supervisor must be onsite, available for consultation, and conduct structured progress checks.
- **Frequency:** Start, mid, and end-of-day reviews.
- **Documentation:** Progress sheets counter-signed by the supervisor.

1.3 Low Supervision (Independent with Review)

- **Application:** Advanced apprentices capable of performing work independently.
- **Supervisor Requirement:** Supervisor available for advice and conducts regular quality checks.
- **Frequency:** Daily review and periodic inspections.
- **Documentation:** Weekly logs and competency validations.

Note:

In South Australia, first- and second-year apprentices must receive **direct or frequent supervision** under **SA GTO Standard 3.1 – Training Continuity and Safety**.

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2. Apprentice-to-Supervisor Ratios

Trade / Work Context	High (Direct)	Medium (Periodic)	Low (Independent)	Key Notes
Painting & Decorating	1:1	1:4	1:6	Elevated work or spraying requires High
Solid Plastering / Rendering	1:1	1:3	1:5	Heights or dust exposure = High
Wall & Floor Tiling	1:1	1:3	1:5	Waterproofing areas = High
Wall & Ceiling Lining	1:1	1:3	1:5	Overhead work = High
Waterproofing	1:1	1:2	1:3	Licensed supervision required

Guidelines:

- These ratios are **maximum limits**—tighter ratios may apply depending on risk.
- All new apprentices (first 4–6 weeks) default to **High Supervision**.
- Where site or legislation prescribes stricter ratios, those take precedence.

3. Supervisor Verification Requirements

Before a host employer's supervisor can oversee an apprentice, WTA must verify and record:

1. **Trade Qualification** – Minimum AQF Certificate III in the relevant trade.
2. **Licences and Tickets** – Current and relevant (e.g., White Card, EWP, Working at Heights).
3. **Industry Experience** – Minimum three years post-qualification.
4. **WHS Induction** – Completion of required site inductions.
5. **Mentorship Capability** – Understanding of apprentice development and Training Plan obligations.
6. **Jurisdictional Compliance** – Meets SA or QLD licensing requirements as applicable.

All records are maintained in the **Supervisor Verification Register**, linked to the **Host Employer Compliance Register**.

4. Monitoring and Review of Supervision

Supervision arrangements are reassessed during every monitoring visit or whenever workplace conditions change.

Procedure:

1. Review supervision level based on apprentice progress.
2. Verify supervisor credentials and presence.
3. Conduct apprentice interviews and onsite checks.
4. Adjust supervision level where necessary.
5. Update the **Apprentice Supervision Plan** and monitoring records.
6. Conduct follow-up visits if corrective actions are required.

5. Non-Compliance and Escalation

If supervision requirements are breached:

- Unsafe tasks are stopped immediately.
- The **GTO Coordinator** documents the issue and notifies the host employer.
- A **Corrective Action Plan** must be implemented within five (5) business days.
- Persistent or serious non-compliance may result in host suspension or apprentice withdrawal.
- Reportable breaches in South Australia will be escalated to the **SA Skills Commission** in accordance with the **Skills Regulations 2021**.

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6. Records and Documentation

WTA maintains the following:

- **Supervisor Verification Register**
- **Apprentice Supervision Plans**
- **Monitoring and Compliance Register**
- **Corrective Action Logs**

Records are retained for a minimum of seven (7) years and are available for audit by **SA Skills Commission, DTET, or regulatory authorities.**

Applicable Standards and Regulatory Frameworks

South Australian GTO Standards (2025)

- Standard 1: Governance and Accountability
- Standard 2: Apprentice and Trainee Employment
- Standard 3: Work Health and Safety and Risk Management
- Standard 4: Host Employer Management
- Standard 5: Governance, Compliance and Reporting
- Standard 7: Continuous Improvement and Reporting

Queensland Department of Trade, Employment and Training (DTET) GTO Standards and Contract Requirements

- Vocational Education, Training and Employment Act 2000 (Qld)

National Standards for Group Training Organisations (NSGTO)

- Standard 2: Apprentice and Trainee Employment
- Standard 3: Apprentice and Trainee Welfare
- Standard 4: Host Employer Management
- Standard 5: Governance and Administration
- Standard 7: Continuous Improvement and Reporting

Legislative and Regulatory Frameworks

- Work Health and Safety Act 2012 (SA)
- Work Health and Safety Act 2011 (Qld)
- Fair Work Act 2009 (Cth)
- South Australian Skills Act 2008
- Skills Regulations 2021 (SA)
- Vocational Education, Training and Employment Act 2000 (Qld)
- Privacy Act 1988 (Cth)

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Smoking and Vaping Policy

Purpose

This policy outlines **WetTrade Apprenticeships' (WTA)** commitment to maintaining a **safe, healthy, and smoke-free environment**, addressing both **traditional smoking** and **vaping (e-cigarettes)**. It ensures compliance with relevant **Work Health and Safety (WHS)**, **public health**, and **GTO regulatory standards** across **South Australia and Queensland**.

Policy Statement

Smoking and vaping are **strictly prohibited** inside all WTA buildings, training facilities, workshops, vehicles, and enclosed spaces.

These activities are permitted **only in designated outdoor smoking and vaping zones** that meet health and safety and environmental standards.

When operating at a **host employer site**, apprentices, trainees, and staff must adhere to that employer's smoking and vaping policies and designated areas.

WTA aims to:

- Protect all workers from exposure to second-hand smoke and aerosol emissions.
- Maintain a safe and healthy workplace free from fire hazards and air contaminants.
- Support staff, apprentices, and trainees wishing to quit smoking or vaping.

Scope

This policy applies to:

- WTA staff, trainers, mentors, and support officers
- Apprentices and trainees employed or hosted by WTA
- Contractors, visitors, and third parties
- All WTA and host employer worksites, training venues, events, and vehicles

Smoking and Vaping Rules and Responsibilities

WTA Staff, Apprentices, and Trainees Must:

- Smoke or vape only in designated outdoor areas at WTA or host employer sites.
- Refrain from using tobacco, vapes, or e-cigarettes in vehicles, workshops, training rooms, or within 5 metres of doors, windows, or air vents.
- Limit smoking or vaping to authorised break periods (e.g., morning tea or lunch breaks).
- Dispose of cigarette butts, filters, and vape pods responsibly using approved bins.
- Avoid littering or using non-designated areas.
- Follow all reasonable directions from supervisors or WTA management regarding compliance.

Host Employers Must:

- Identify designated smoking and vaping areas in accordance with WHS and state legislation.
- Communicate site policies to apprentices and WTA staff.
- Report breaches by apprentices or trainees to WTA immediately.

WTA Management Will:

- Ensure WTA premises have clearly marked smoke-free and vape-free zones.
- Provide compliant signage for all designated areas.
- Monitor and enforce this policy consistently.
- Support cessation efforts through education and referrals to services such as **Quitline (13 78 48)**.

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Smoking and Vaping Breaks

- Smoking or vaping is only permitted during scheduled rest or meal breaks.
- Additional unauthorised breaks are not permitted without prior approval.
- Excessive or unauthorised breaks will be treated as a breach of this policy and may lead to disciplinary action.

Compliance and Consequences of Breach

All WTA staff, apprentices, and visitors must comply with this policy. Breaches may result in:

- Verbal reminders for initial non-compliance.
- Written warnings for repeated or serious breaches.
- Disciplinary measures, up to and including termination or removal from a host placement.

Supporting a Smoke- and Vape-Free Environment

WTA actively supports individuals wishing to quit smoking or vaping through:

- Providing access to support services such as **Quitline (13 78 48)** and local health clinics.
- Including cessation and wellbeing information during induction and WHS briefings.
- Encouraging positive health and wellbeing practices across all programs.

Continuous Improvement

- Smoking and vaping incidents and feedback will be recorded in the **Continuous Improvement Register**.
- The policy will be reviewed regularly in line with health, safety, and GTO compliance audits.
- Findings and updates will be presented to management for approval and recorded in the **Governance and Compliance Register**.

Review

This policy will be reviewed annually or earlier if legislation, GTO standards, or workplace practices change.

All updates will be approved by the CEO and communicated to staff, apprentices, and host employers.

Applicable Standards and Regulatory Frameworks

South Australian GTO Standards (2025)

- Standard 1: Governance and Accountability
- Standard 3: Work Health and Safety and Risk Management
- Standard 5: Governance, Compliance and Reporting
- Standard 7: Continuous Improvement and Reporting

Queensland Department of Trade, Employment and Training (DTET) GTO Standards and Contract Requirements

- Compliance with WHS and health promotion obligations under the Vocational Education, Training and Employment Act 2000 (Qld)
- GTO Performance Framework – Apprentice Welfare and Workplace Health

National Standards for Group Training Organisations (NSGTO)

- Standard 3: Apprentice and Trainee Employment and Welfare
- Standard 5: Governance and Administration

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- Standard 7: Continuous Improvement and Reporting

Legislative and Regulatory Frameworks

- Work Health and Safety Act 2012 (SA)
- Work Health and Safety Act 2011 (Qld)
- Tobacco and E-Cigarette Products Act 2022 (SA)
- Tobacco and Other Smoking Products Act 1998 (Qld)
- Fair Work Act 2009 (Cth)
- South Australian Skills Act 2008 and Skills Regulations 2021

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Alcohol and Drugs Policy

Purpose

WetTrade Apprenticeships (WTA) is committed to ensuring a **safe, healthy, and productive environment** for all employees, apprentices, trainees, host employers, contractors, and visitors. This policy sets out WTA's approach to the **prevention, detection, and management of alcohol and drug-related risks** in the workplace, in alignment with **South Australian GTO Standards, DTET GTO Standards (Qld)**, and relevant legislation.

Policy Statement

WTA enforces a **zero-tolerance policy** towards the possession, consumption, or distribution of illicit drugs and the misuse of alcohol or prescription medication while at work or during any WTA-related activity.

All workers must present **fit for work**, free from the effects of alcohol or drugs that could compromise safety, performance, or wellbeing.

This policy applies to all work environments, including:

- WTA training centres, offices, and vehicles
- Host employer worksites and associated facilities
- Travel, functions, or events conducted under WTA's direction

When working at a host employer site, workers must comply with both **WTA's policy** and the **host employer's own drug and alcohol procedures**.

Scope

This policy applies to:

- WTA staff, including trainers, mentors, and management
- Apprentices and trainees employed or hosted by WTA
- Contractors, visitors, and volunteers participating in WTA activities
- All WTA-managed locations, host employer sites, and off-site projects

Expectations and Responsibilities

All WTA Workers, Apprentices, and Trainees Must:

- Report to work **fit for duty**, unaffected by alcohol, illicit drugs, or prescription medication that impairs safe performance.
- Never possess, distribute, or use illicit substances at any WTA or host site.
- Never consume alcohol during work hours unless authorised at a sanctioned event.
- Immediately disclose any prescribed medication that may impact work safety.
- Participate in workplace testing when required.
- Support and cooperate with investigations or rehabilitation processes.

WTA Management Will:

- Ensure safe, healthy, and compliant workplaces.
- Take prompt action to address alcohol or drug-related concerns.
- Provide access to confidential support or referral services (e.g., **ADIS 1800 177 833, Lifeline 13 11 14**).
- Conduct investigations and testing when impairment is suspected.
- Enforce disciplinary measures for non-compliance.

Host Employers Must:

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- Maintain a safe workplace by enforcing their site-specific drug and alcohol policies.
- Immediately report any suspected incidents involving WTA apprentices.
- Support testing and risk management procedures in collaboration with WTA.

Zero-Tolerance Principles

WTA prohibits:

- Use, possession, sale, or supply of illicit drugs on any site or during any work-related activity.
- Attendance at work or training under the influence of alcohol or drugs.
- Misuse of prescription medication that affects fitness for duty.
- Alcohol consumption during work hours or breaks, except at approved events.

Alcohol Use at Work and Events

- Attendance at work or training under the influence of alcohol is strictly prohibited.
- Consumption of alcohol may only occur at **approved WTA or host employer functions** under responsible service conditions.
- Apprentices and trainees must obtain mentor or supervisor approval before consuming alcohol at such events.
- Any breach will result in counselling, disciplinary action, or termination depending on severity.

Prescription and Over-the-Counter Medication

Workers must:

- Notify supervisors if prescribed medication may impair judgment or coordination.
- Follow medical advice and comply with adjusted duties where required.
- Never misuse or share prescription medication.

Testing and Investigation

WTA may conduct drug and alcohol testing in the following cases:

- Reasonable suspicion of impairment;
- Involvement in a workplace incident or near miss;
- Random testing in high-risk work environments.

Testing methods may include **breath, saliva, or urine analysis**, following legal and procedural requirements.

Refusal to participate in testing or a confirmed positive result will be treated as a **serious policy breach**.

Consequences of Breach

Violations of this policy, including refusal to test, being under the influence, or possessing illicit substances, will result in:

- Immediate suspension pending investigation;
- Formal disciplinary action, up to and including termination of employment or apprenticeship;
- Possible notification to regulatory authorities.

Support and Assistance

WTA recognises that substance misuse can be a health issue. Workers and apprentices who voluntarily seek assistance will be supported through:

- **Confidential referrals** to counselling or rehabilitation programs;
- Adjustments to duties or hours (where appropriate);
- Ongoing welfare monitoring through mentors and coordinators.

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Continuous Improvement and Review

- All incidents, breaches, and feedback will be logged in the **Continuous Improvement Register**.
- Findings from investigations will be used to improve WHS training and risk management.
- The policy will be reviewed **annually** or after any major incident or legislative update.
- All updates will be approved by the **Chief Executive Officer (CEO)** and recorded in the **Governance and Compliance Register**.

Applicable Standards and Regulatory Frameworks

1. South Australian GTO Standards (2025)

- **Standard 1:** Governance and Accountability
- **Standard 3:** Work Health and Safety and Risk Management
- **Standard 5:** Governance, Compliance and Reporting
- **Standard 7:** Continuous Improvement and Reporting

2. Queensland Department of Trade, Employment and Training (DTET) GTO Standards and Contract Requirements

- Compliance with WHS, risk management, and apprentice welfare under the **Vocational Education, Training and Employment Act 2000 (Qld)**
- GTO Performance Framework: Apprentice Welfare, Workplace Health, and Safety

3. National Standards for Group Training Organisations (NSGTO)

- **Standard 3:** Apprentice and Trainee Employment and Welfare
- **Standard 5:** Governance and Administration
- **Standard 7:** Continuous Improvement and Reporting

4. Legislative and Regulatory Frameworks

- **Work Health and Safety Act 2012 (SA)**
- **Work Health and Safety Act 2011 (Qld)**
- **Fair Work Act 2009 (Cth)**
- **Drugs, Poisons and Controlled Substances Regulations 2017 (SA)**
- **Liquor Act 1992 (Qld)**
- **South Australian Skills Act 2008** and **Skills Regulations 2021**

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Workers 'Compensation Policy

Purpose

This policy outlines **WetTrade Apprenticeships' (WTA)** responsibilities and procedures for managing work-related injuries, illnesses, and incidents. It ensures compliance with legislative requirements and provides guidance for timely injury management, reporting, and workers' compensation processes for all staff and apprentices.

Policy Statement

WTA is committed to:

- Providing a safe workplace and minimising the risk of injury or illness.
- Ensuring all workers have access to medical care and fair compensation if injured during the course of employment.
- Managing claims in accordance with workers' compensation legislation in both **South Australia** and **Queensland**.
- Supporting injured workers to recover at work wherever possible.

This policy applies to all WTA employees, apprentices, and trainees, including those hosted with third-party employers.

Injury and Incident Procedure

1. Immediate Response and Medical Attention

- The first priority is medical care. The injured person or the nearest colleague must contact a **first aider** at WTA or the host employer.
- For serious injuries, an ambulance must be called immediately and the supervisor notified.

2. Incident Notification

- All injuries, illnesses, near misses, or safety incidents must be reported to the **GTO Coordinator** or host employer as soon as possible.
- The injured worker must complete an **Incident Report Form**, available from the GTO Coordinator.

3. Incident Recording

- The GTO Coordinator must record all incidents in accordance with WHS legislation and GTO Standards.
- Reports must include:
 - Worker's name and position
 - Time, date, and location of incident
 - Description of how the injury occurred
 - Nature of the injury and affected body part
 - Names of witnesses
 - Name of person completing the record
 - Date the employer was notified

4. Acknowledgement and Follow-up

- WTA will provide written confirmation to the injured worker acknowledging receipt of the injury notification.
- The Compliance Officer will review the incident to determine whether it requires mandatory reporting to **WorkSafe SA, WorkCover Queensland**, or other regulatory authorities.

5. Claim Lodgement and Management

- Injured workers who wish to claim compensation will be assisted in completing the required **workers' compensation claim forms**.

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- Claims will be lodged promptly with the relevant insurer:
 - **ReturnToWorkSA** for South Australia; or
 - **WorkCover Queensland** for Queensland.
- WTA will maintain communication with the worker, medical providers, and insurer to ensure smooth case management.

6. Return-to-Work Coordination

- WTA will support the injured worker's safe and timely return to work.
- Modified or alternative duties will be arranged in consultation with medical advice, the insurer, and the host employer where applicable.
- Progress and recovery will be reviewed regularly until full duties are resumed.

Confidentiality and Record Keeping

- All injury and claim records are confidential and stored securely in WTA's **Governance and Compliance Register**.
- Records will be retained for at least seven (7) years or as required by law.
- Access to workers' compensation records is restricted to authorised personnel only.

Continuous Improvement

- Injury and incident trends will be reviewed quarterly to identify hazards and implement corrective actions.
- Findings will be recorded in the **Continuous Improvement Register**.
- Policy updates will reflect legislative or regulatory changes, audit findings, and stakeholder feedback.

Roles and Responsibilities

Role	Responsibilities
Chief Executive Officer (CEO)	Ensure compliance with workers' compensation legislation and approve return-to-work arrangements.
Compliance Officer	Maintain injury records, report incidents, liaise with insurers, and oversee corrective actions.
GTO Coordinator	Assist injured workers, complete and submit reports, and coordinate with host employers.
Host Employers	Provide first aid, report injuries to WTA, and assist in rehabilitation and modified duties.
All Employees and Apprentices	Report incidents immediately, cooperate with investigations, and follow medical or safety advice.

Review

This policy will be reviewed annually or sooner if legislation or GTO standards are amended. Updates will be approved by the CEO and recorded in the Governance and Compliance Register.

Applicable Standards and Regulatory Frameworks

1. **South Australian GTO Standards (2025)**
 - Standard 1: Governance and Accountability
 - Standard 3: Work Health and Safety and Risk Management
 - Standard 5: Governance, Compliance and Reporting
 - Standard 7: Continuous Improvement and Reporting
2. **Queensland DTET GTO Standards and Contract Requirements**
 - Compliance with the **Vocational Education, Training and Employment Act 2000 (Qld)**

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- GTO Performance Framework – Apprentice Welfare, Safety and Injury Management
- 3. National Standards for Group Training Organisations (NSGTO)**
 - Standard 3: Apprentice and Trainee Employment and Welfare
 - Standard 5: Governance and Administration
 - Standard 7: Continuous Improvement and Reporting
- 4. Legislative and Regulatory Frameworks**
 - Work Health and Safety Act 2012 (SA)
 - Work Health and Safety Act 2011 (Qld)
 - ReturnToWorkSA Act 2014 (SA)
 - Workers' Compensation and Rehabilitation Act 2003 (Qld)
 - Fair Work Act 2009 (Cth)
 - South Australian Skills Act 2008 and Skills Regulations 2021

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Code of Practice: Managing Psychosocial Hazards at Work

Purpose and Commitment

WetTrade Apprenticeships (WTA) is committed to providing safe, respectful, and psychologically healthy working and learning environments for all apprentices, trainees, staff, host employers, contractors, and visitors.

This Code of Practice establishes WTA’s framework for identifying, assessing, controlling, and reviewing **psychosocial hazards** in accordance with the:

- *Work Health and Safety Act 2011 (Qld),*
- *Work Health and Safety Act 2012 (SA),*
- *Work Health and Safety Regulations (Qld and SA), and*
- *Code of Practice: Managing Psychosocial Hazards at Work (Safe Work Australia).*

It ensures compliance with the **South Australian GTO Standards (2025)**, **National Standards for Group Training Organisations (NSGTO)**, and **Queensland DTET GTO Standards**, which require all Group Training Organisations to maintain safe and supportive environments for apprentices and host employers.

Psychosocial hazards may arise from work design, management practices, workplace culture, or interpersonal behaviour. WTA recognises its legal and ethical duty to identify, eliminate, or manage these hazards to prevent harm and promote wellbeing.

Scope

This Code applies to all individuals and environments involved in WTA’s operations, including:

- **WTA Staff:** Management, trainers, mentors, coordinators, and administrative officers.
- **Apprentices and Trainees:** All individuals employed or hosted by WTA.
- **Host Employers:** Supervisors, tradespeople, and managers responsible for supervising apprentices.
- **Contractors and Visitors:** All third parties engaged in WTA activities.

It applies to all WTA-controlled or related settings, including:

- Training centres, host employer worksites, and off-site project locations;
- Online and digital environments such as email, social media, and learning management systems; and
- All WTA-endorsed events, functions, and community projects.

Everyone connected to WTA shares responsibility for creating safe workplaces and reporting any behaviour or condition that could cause psychosocial harm.

1. Definition of Psychosocial Hazards

Psychosocial hazards are aspects of work that may cause psychological or physical harm, including:

- Bullying, harassment, and discrimination;
- Sexual or gender-based harassment;
- High or unreasonable job demands;
- Low job control or autonomy;
- Poor workplace relationships or communication;
- Inadequate support or supervision;
- Exposure to traumatic events or unsafe environments;
- Unclear job roles or expectations; and
- Remote, isolated, or unpredictable work conditions.

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2. Guiding Principles

WTA's approach to managing psychosocial hazards is guided by:

- **Prevention First:** Eliminating hazards through proactive identification and planning.
- **Collaboration:** Working with apprentices, staff, and host employers to develop and maintain safe systems of work.
- **Early Intervention:** Responding quickly to concerns before they escalate.
- **Respect and Dignity:** Ensuring all individuals are treated fairly and respectfully.
- **Continuous Improvement:** Regularly reviewing systems, policies, and controls to reflect changing needs and best practice.

3. Roles and Responsibilities

Role	Responsibilities
Chief Executive Officer (CEO)	Ensure compliance with WHS and GTO standards; approve the psychosocial hazard management framework; allocate resources for prevention and response; and promote a culture of safety and wellbeing.
Compliance Officer	Oversee risk assessment processes; maintain records of psychosocial hazard reports; coordinate investigations and corrective actions; and ensure compliance with SA, National, and DTET GTO standards.
GTO Coordinator / Field Officer	Conduct regular site monitoring; identify early warning signs of psychosocial risks; liaise with host employers; provide support to apprentices; and report issues to the Compliance Officer.
Host Employers	Provide safe and respectful workplaces; identify and control psychosocial hazards within their operations; and collaborate with WTA to address concerns or incidents.
All Staff, Apprentices, and Trainees	Follow all health, safety, and conduct policies; report psychosocial hazards or incidents promptly; and contribute to maintaining a positive, inclusive workplace culture.

4. Psychosocial Risk Management Process

Step 1: Identify Hazards

- Conduct workplace inspections, surveys, and consultation with staff and apprentices.
- Monitor feedback from host employers and field officers.
- Review incident reports, absenteeism, and complaints data.

Step 2: Assess Risks

- Evaluate the **likelihood** and **consequence** of each identified hazard.
- Consider factors such as duration, frequency, and individual vulnerability.
- Prioritise high-risk areas (e.g., isolated apprentices, high-demand sites).

Step 3: Implement Control Measures

- Redesign work tasks or schedules to reduce excessive job demands.
- Provide regular supervision, mentoring, and workload reviews.
- Deliver training on resilience, respectful workplace behaviour, and stress management.
- Facilitate conflict resolution or mediation where required.

Step 4: Monitor and Review

- Conduct quarterly reviews of psychosocial risk controls.
- Include psychosocial hazard management in host employer compliance audits.
- Reassess controls following any incidents or organisational changes.

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- Document findings and continuous improvement actions in the **WTA Risk Register**.

5. Reporting and Response

Any individual may report a psychosocial hazard, concern, or incident to WTA through:

- A **GTO Coordinator, Mentor, or Compliance Officer**;
- The **WTA Office** via phone, email, or in person; or
- An anonymous channel (where applicable).

All reports will be:

- Acknowledged promptly and treated confidentially;
- Investigated fairly and impartially;
- Managed to protect the wellbeing and privacy of all parties; and
- Used to inform systemic improvements and training initiatives.

6. Training and Awareness

WTA provides regular training and awareness programs to:

- Educate apprentices, staff, and host employers on psychosocial hazard prevention;
- Equip supervisors and mentors with skills to identify and manage psychosocial risks;
- Promote mental health literacy, early help-seeking, and peer support; and
- Reinforce respectful communication and workplace behaviour.

All staff and apprentices receive induction training on psychosocial hazard awareness and reporting mechanisms, with refresher sessions conducted annually.

7. Continuous Improvement

WTA will continuously evaluate and enhance this Code through:

- Annual audits and management reviews;
- Consultation with apprentices, staff, and host employers;
- Analysis of incident trends and WHS performance indicators; and
- Integration of updated legislative requirements or best-practice guidance.

All outcomes and improvement actions are documented in the **Continuous Improvement Register** and reviewed by the CEO and Board.

Applicable Standards and Regulatory Frameworks

South Australian GTO Standards (2025)

- Standard 1: Governance and Accountability
- Standard 2: Apprentice and Trainee Employment
- Standard 3: Work Health and Safety and Risk Management
- Standard 5: Governance, Compliance and Reporting
- Standard 7: Continuous Improvement and Reporting

Queensland Department of Trade, Employment and Training (DTET) GTO Standards and Contract Requirements

- Vocational Education, Training and Employment Act 2000 (Qld)
- GTO Performance and Safety Framework
- Apprentice Welfare and Psychosocial Hazard Management

National Standards for Group Training Organisations (NSGTO)

- Standard 2: Apprentice and Trainee Employment
- Standard 3: Apprentice and Trainee Welfare
- Standard 4: Host Employer Management

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- Standard 5: Governance and Risk Management
- Standard 7: Continuous Improvement and Reporting

Legislative and Regulatory Frameworks

- Work Health and Safety Act 2011 (Qld)
- Work Health and Safety Act 2012 (SA)
- Work Health and Safety Regulations (Qld and SA)
- South Australian Skills Act 2008
- Skills Regulations 2021 (SA)
- Fair Work Act 2009 (Cth)
- Privacy Act 1988 (Cth)
- Code of Practice: Managing Psychosocial Hazards at Work (Safe Work Australia)

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Defining Psychosocial Hazards

Psychosocial hazards are factors related to work design, organisation, management, or the work environment that can cause harm to a person's mental, emotional, or physical health. These hazards may arise from how work is structured, interpersonal dynamics, organisational systems, or workplace culture.

WTA recognises that psychosocial hazards can negatively affect safety, performance, and wellbeing. They will be proactively identified, managed, and reviewed as part of WTA's integrated Work Health and Safety (WHS) and risk management system.

Examples of psychosocial hazards include (but are not limited to):

- **Bullying, harassment, and discrimination:** Repeated, unreasonable, or aggressive behaviour that humiliates, intimidates, or offends.
- **Sexual and gender-based harassment:** Unwelcome behaviour based on sex, gender, or sexuality that causes distress or discomfort.
- **High job demands:** Unrealistic workloads, conflicting deadlines, or extended working hours.
- **Low job control:** Limited ability to make decisions or influence how work is done.
- **Poor support:** Inadequate supervision, unclear feedback, or lack of access to resources.
- **Poor role clarity:** Confusion or conflict about duties and expectations.
- **Exposure to traumatic events:** Involvement in or witness to distressing incidents such as accidents or injuries.
- **Remote or isolated work:** Limited access to assistance, supervision, or peer contact.
- **Fatigue:** Excessive working hours, insufficient rest breaks, or irregular shifts impacting mental and physical health.

Psychosocial hazards may interact and compound each other, increasing the overall risk of harm. WTA will implement appropriate control measures to eliminate or minimise these risks to ensure the health, safety, and wellbeing of all individuals engaged in WTA operations.

Roles and Responsibilities

Role	Responsibilities
Chief Executive Officer (CEO)	Lead organisational commitment to managing psychosocial hazards; allocate resources; review and approve risk management outcomes; and ensure compliance with WHS and GTO Standards.
Compliance Officer	Maintain oversight of psychosocial hazard reporting; review and record incidents; coordinate investigations; ensure compliance with SA, National, and DTET Standards; and drive continuous improvement.
GTO Coordinator / Field Officer	Monitor apprentice wellbeing at host sites; identify early indicators of psychosocial risks; liaise with host employers; provide support and guidance; and escalate issues to management where required.
Host Employers	Provide safe, supportive, and respectful worksites; identify and manage psychosocial risks; ensure apprentices are supervised appropriately; and cooperate fully with WTA during investigations and reviews.
All Staff, Apprentices, and Trainees	Demonstrate respectful behaviour; follow WTA and host employer WHS procedures; report concerns immediately; and actively participate in safety and wellbeing initiatives.

Risk Management Process

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WTA applies a systematic, evidence-based four-step approach to identify, assess, and manage psychosocial hazards in all workplaces.

1. Identify Hazards

- Conduct regular safety inspections, audits, and observations.
- Consult with apprentices, trainees, staff, and host employers.
- Review workplace feedback, complaints, and incident reports.
- Identify patterns such as absenteeism, stress, or low morale that may signal emerging risks.
- Consider work design, workload, interpersonal relations, and organisational factors.

2. Assess Risks

- Evaluate the likelihood and potential severity of harm.
- Determine who may be affected and how hazards interact or compound.
- Prioritise high-risk areas requiring immediate action.
- Record assessments in the WTA Risk Register and monitor outcomes.

3. Control Risks

WTA implements control measures according to the hierarchy of control:

- **Elimination:** Remove the hazard entirely where practicable.
- **Substitution:** Modify work systems or processes to reduce exposure.
- **Engineering/Administrative Controls:**
 - Clarify job roles and responsibilities.
 - Provide fair workloads and achievable deadlines.
 - Ensure access to mentoring, supervision, and debriefing after critical events.
 - Encourage breaks, manage fatigue, and promote work-life balance.
 - Enforce standards of respectful communication and behaviour.
- **Support Controls:** Provide wellbeing programs, counselling, and Employee Assistance resources.

4. Review and Monitor

- Review risk controls regularly for effectiveness and compliance.
- Conduct post-incident evaluations and reassessments following significant changes.
- Seek input from apprentices, host employers, and staff to improve systems.
- Update risk controls and policies as required and record findings in the Continuous Improvement Register.

Reporting and Support

All individuals are encouraged to report psychosocial hazards, incidents, or concerns at the earliest opportunity.

Reports can be made:

- To a WTA mentor, coordinator, or Compliance Officer;
- Directly to the WTA office (by phone, email, or in person).

WTA will:

- Treat all reports with confidentiality and respect.
- Investigate promptly and impartially.
- Implement corrective actions or workplace adjustments.
- Provide access to support services.
- Protect individuals from victimisation or retaliation.

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Support services available include:

- WTA mentors and mental health support staff.
- External services: **1800RESPECT, Lifeline (13 11 14), Beyond Blue (1300 22 4636)**.
- Counselling or referral to professional assistance.

Training and Awareness

WTA provides training to ensure all personnel understand psychosocial hazards and their responsibilities:

- **Induction Training:** For all new apprentices, staff, and host employers on psychosocial risk management.
- **Refresher Sessions:** Conducted annually or after policy or legislative changes.
- **Supervisor and Mentor Development:** Targeted training on recognising and responding to psychosocial hazards and managing apprentice wellbeing.
- **Awareness Campaigns:** Information materials, posters, and communications promoting respectful behaviour, safe work culture, and available supports.

All training will be delivered in an accessible, inclusive, and culturally appropriate manner.

Continuous Improvement

WTA is committed to continually improving its systems for managing psychosocial hazards through:

- Annual review of policies, procedures, and control measures.
- Incorporating findings from incidents, investigations, and feedback.
- Engaging with apprentices, staff, and host employers to identify improvements.
- Documenting outcomes in the **Continuous Improvement Register** and reviewing them at management meetings.

This ensures WTA's approach remains compliant, effective, and aligned with industry best practice.

Applicable Standards and Regulatory Frameworks

South Australian GTO Standards (2025)

- Standard 1: Governance and Accountability
- Standard 2: Apprentice and Trainee Employment
- Standard 3: Work Health and Safety and Risk Management
- Standard 5: Governance, Compliance and Reporting
- Standard 7: Continuous Improvement and Reporting

Queensland Department of Trade, Employment and Training (DTET) GTO Standards and Contract Requirements

- Vocational Education, Training and Employment Act 2000 (Qld)
- GTO Performance and Safety Framework
- Psychosocial Hazard and Apprentice Welfare Guidelines

National Standards for Group Training Organisations (NSGTO)

- Standard 2: Apprentice and Trainee Employment
- Standard 3: Apprentice and Trainee Welfare
- Standard 4: Host Employer Management
- Standard 5: Governance and Risk Management
- Standard 7: Continuous Improvement and Reporting

Legislative and Regulatory Frameworks

- *Work Health and Safety Act 2011 (Qld)*
- *Work Health and Safety Act 2012 (SA)*

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- *Work Health and Safety Regulations (Qld and SA)*
 - *South Australian Skills Act 2008*
 - *Skills Regulations 2021 (SA)*
 - *Fair Work Act 2009 (Cth)*
 - *Privacy Act 1988 (Cth)*
 - *Safe Work Australia Code of Practice: Managing Psychosocial Hazards at Work*

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Respectful Workplace & Behaviour Management Policy

Purpose

WetTrade Apprenticeships (WTA) is committed to maintaining a safe, respectful, and inclusive environment for all apprentices, staff, and host employers.

This policy outlines WTA's commitment to preventing, identifying, and responding to workplace bullying, sexual harassment, gender-based harassment, and other psychosocial hazards in compliance with national and state regulatory frameworks.

Policy Statement

WTA adopts a **zero-tolerance** approach to bullying, harassment, discrimination, and victimisation. Every apprentice and employee has the right to work and learn in an environment that is free from harassment and promotes wellbeing and respect.

WTA will:

- Prevent and manage psychosocial hazards in accordance with WHS legislation and Codes of Practice.
- Respond promptly and fairly to reports of bullying, harassment, or gender-based misconduct.
- Support all individuals involved, providing welfare and counselling where appropriate.
- Apply disciplinary and corrective measures proportionate to the findings.
- Record and review all cases to identify systemic issues and ensure continuous improvement.

Scope

Applies to:

- All WTA employees, apprentices and trainees, contractors, and volunteers.
- All host employers engaged with WTA.
- All worksites, off-site training venues, online learning environments, and any work-related travel or social events.

Principles

1. **Safety and Respect:** Psychological and physical safety are essential for effective learning and work.
2. **Natural Justice:** All parties are entitled to fairness, confidentiality, and the right to respond.
3. **Confidentiality:** Information will be shared strictly on a need-to-know basis.
4. **No Retaliation:** Victimisation of any person who reports or supports a complaint is prohibited.
5. **Shared Responsibility:** Everyone involved in WTA operations and host sites must uphold respectful conduct and report any concerning behaviour.

Prevention and Education

WTA will:

- Include respectful behaviour expectations and reporting procedures in **all inductions**.
- Deliver **annual refresher training** for staff, apprentices, and host employers on psychosocial hazards and appropriate workplace behaviour.
- Conduct **site visits** that include respectful behaviour and culture checks.
- Display visible communication materials promoting respect, inclusion, and anti-retaliation messages.

Reporting and Resolution

Reports may be made to:

- GTO Coordinators, Compliance Officer, or CEO.
- Externally to the SA Skills Commission, Queensland Training Ombudsman, or Fair Work Commission.

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- Anonymous reporting is accepted and will be investigated to the extent possible.

All incidents will be triaged and managed through the **Respectful Workplace & Behaviour Management Procedure**, ensuring timely action, risk control, and fair process.

Recordkeeping and Confidentiality

- All reports, investigation documents, and outcomes are recorded in the **Respectful Workplace Register** and stored securely in accordance with the **Records Management Procedure**.
- Records will be maintained for **seven (7) years** and access limited to authorised officers.
- Privacy obligations under the **Privacy Act 1988 (Cth)** apply to all data and evidence handling.

Consequences of Non-Compliance

Breaches of this policy may result in disciplinary or contractual actions, including:

- Verbal or written warnings.
- Reassignment, suspension, or termination of employment.
- Withdrawal of apprentices from a host site or host suspension.
- Notification to the SA Skills Commission, DTET, or relevant statutory authorities.

Continuous Improvement and Review

- Policy and procedure effectiveness are reviewed annually or after any major incident, audit, or legislative change.
- Trends and systemic issues are analysed quarterly by the Compliance Officer and reported to the Governance and Compliance Committee.
- Improvement actions are recorded in the **Continuous Improvement Register** and verified at each review cycle.

Roles and Responsibilities

Role	Responsibilities
Chief Executive Officer (CEO)	Ensures compliance, approves escalations, allocates resources for investigations, and signs off on final outcomes.
Compliance Officer	Oversees reports, investigations, and registers; ensures fair and timely resolution; liaises with regulators.
GTO Coordinator / Mentor	Receives and records reports, ensures immediate safety, liaises with host employers, and provides welfare checks.
Host Employers	Maintain a safe, respectful site; cooperate with investigations; implement required corrective actions.
All Employees and Apprentices	Adhere to the Code of Conduct; report incidents; participate in training; support respectful culture.

Related Documents

- Respectful Workplace & Behaviour Management Procedure
- Psychosocial Hazards Procedure
- Work Health and Safety Procedure
- Apprentice Monitoring and Support Procedure
- Complaints, Disputes and Mediation Procedure
- Code of Conduct Policy
- Records Management Procedure

Applicable Standards and Regulatory Frameworks

South Australian GTO Standards (2025)

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- Standard 3 – Apprentice Support and Welfare
- Standard 4 – Monitoring and Reporting
- Standard 5 – Governance, Compliance and Reporting

National Standards for Group Training Organisations

- Standard 3 – Apprentice and Host Support
- Standard 5 – Governance and Administration

DTET GTO Standards (Queensland, 2025)

- Clauses: Monitoring & Support; Welfare and Safety; Complaints Management

Legislation and Codes

- *Work Health and Safety Act 2012 (SA) and Regulations 2012 (SA)*
- *Work Health and Safety Act 2011 (Qld) and Regulation 2011 (Qld)*
- *Fair Work Act 2009 (Cth)*
- *Sex Discrimination Act 1984 (Cth)*
- *Equal Opportunity Act 1984 (SA)*
- *Privacy Act 1988 (Cth)*
- *Managing Psychosocial Hazards at Work – Codes of Practice (SA and Qld)*

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Workplace Bullying Policy

1. Purpose

WetTrade Apprenticeships (WTA) is committed to providing a safe, respectful, and inclusive workplace where all workers, apprentices, and host employers are treated with dignity. Bullying, harassment, and intimidation are unacceptable and will not be tolerated.

This policy establishes WTA's framework for preventing, identifying, and responding to workplace bullying in accordance with Work Health and Safety legislation, Fair Work requirements, and Group Training Organisation (GTO) Standards.

The purpose of this policy is to:

- Define workplace bullying and outline acceptable behaviour standards
- Protect workers from harm by promoting psychological safety
- Ensure all reports of bullying are handled promptly, fairly, and confidentially
- Support compliance with SA GTO Standards, National GTO Standards, and DTET contractual obligations

2. Scope

This policy applies to:

- All WTA employees, apprentices, and trainees
- Host employers and their employees supervising WTA apprentices
- Contractors, service providers, and visitors involved in WTA operations

It applies to all work-related settings, including:

- WTA offices, host employer sites, and training venues
- Work-related travel, meetings, and social events
- Digital environments and social media interactions related to work

All individuals engaged with WTA must adhere to this policy to maintain a professional, respectful, and safe working environment.

3. Roles and Responsibilities

Role	Responsibilities
Chief Executive Officer (CEO)	Approve and oversee this policy, ensure organisational compliance with WHS and anti-bullying laws, allocate resources, and review reports of bullying.
Compliance Officer	Maintain records of complaints, oversee investigations, ensure fair and confidential handling of cases, and ensure compliance with SA, National, and DTET standards.
GTO Coordinator / Field Officer	Monitor apprentice welfare, conduct site visits, assess host employer environments, address concerns early, and escalate serious incidents to management.

<i>Host Employers</i>	Provide safe workplaces, prevent and respond to bullying incidents, report concerns to WTA, and ensure all employees treat apprentices respectfully.
<i>All Employees, Apprentices, and Trainees</i>	Treat others with respect, report bullying promptly, cooperate with investigations, follow WTA policies, and contribute to a safe, positive workplace culture.

4. Definition of Workplace Bullying

Workplace bullying is repeated, unreasonable behaviour directed at a worker or group of workers that creates a risk to health and safety.

Unreasonable behaviour includes any action that a reasonable person would consider to be victimising, humiliating, intimidating, or threatening.

Examples include:

- Verbal abuse, shouting, or public humiliation
- Persistent unjustified criticism or ridicule
- Malicious gossip or spreading false information
- Deliberate exclusion from communication or social interaction
- Assigning meaningless or impossible tasks
- Threatening or intimidating behaviour
- Withholding necessary information or sabotaging work

Reasonable management action carried out in a fair and lawful manner is not bullying. Examples include:

- Providing constructive feedback or managing performance
- Making operational decisions about work allocation or rosters
- Implementing disciplinary action in line with policy

5. Prevention and Awareness

WTA focuses on preventing workplace bullying through:

- Regular training and awareness sessions on respectful workplace behaviour
- Including bullying prevention and conflict resolution in apprentice induction programs
- Promoting open communication and early reporting of issues
- Consulting with apprentices, host employers, and staff to identify risk factors
- Conducting regular reviews and workplace assessments to detect psychosocial risks

Supervisors and mentors must act promptly on early warning signs of conflict or unreasonable behaviour to prevent escalation.

6. Reporting Bullying

Workers, apprentices, or host employers who experience or witness bullying should report it immediately. Reports may be made:

- To a WTA field officer, mentor, or supervisor
- Directly to the Compliance Officer or WTA office (phone, email, or in person)

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- Anonymously through confidential reporting channels

All reports will be:

- Treated seriously, confidentially, and without bias
- Investigated promptly by an impartial person
- Managed in a fair and transparent manner

Victimisation or retaliation against a person making a complaint in good faith is strictly prohibited.

7. Investigation and Resolution

- **Initial Review:** WTA will meet with the complainant to confirm details and assess the issue
- **Informal Resolution:** Mediation or facilitated discussions may be used for minor issues
- **Formal Investigation:** For serious or ongoing matters, an independent investigation will be conducted
- **Findings and Actions:** Based on evidence, appropriate corrective or disciplinary measures will be implemented
- **Follow-Up:** The situation will be monitored, and support services offered as needed

All findings and actions will be documented in accordance with WTA's compliance procedures.

8. Support and Assistance

WTA provides internal and external support for any worker affected by workplace bullying.

Internal support:

- Mentoring and confidential discussion with WTA field officers
- Adjustments to workplace or supervision arrangements

External support services:

- Lifeline: 13 11 14 – 24/7 crisis counselling
- Beyond Blue: 1300 22 4636 – mental health and wellbeing support
- Fair Work Commission: www.fwc.gov.au/anti-bullying
- Safe Work Australia: www.safeworkaustralia.gov.au/bullying

9. Consequences of Breach

Any person found to have engaged in workplace bullying, or retaliated against someone for making a report, will face disciplinary action, which may include:

- Counselling or written warning
- Suspension or termination of employment
- Withdrawal of host employer placement
- Reporting to regulatory authorities where required

False or malicious allegations will also be subject to disciplinary action.

10. Continuous Improvement

WTA will:

- Review this policy annually or following significant incidents or legislative changes
- Analyse incident data and feedback to identify improvement opportunities

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- Consult staff, apprentices, and host employers in the review process
- Record all improvements in the Continuous Improvement Register

Applicable Standards and Regulatory Frameworks

South Australian GTO Standards (2025)

- Standard 1: Governance and Accountability
- Standard 3: Apprentice and Trainee Welfare
- Standard 5: Work Health and Safety and Risk Management
- Standard 7: Continuous Improvement and Reporting

Queensland Department of Trade, Employment and Training (DTET) GTO Standards

- Vocational Education, Training and Employment Act 2000 (Qld)
- Apprentice Welfare and Workplace Safety Framework
- Host Employer Compliance Requirements

National Standards for Group Training Organisations (NSGTO)

- Standard 2: Apprentice and Trainee Employment
- Standard 3: Apprentice and Trainee Welfare
- Standard 4: Host Employer Management
- Standard 5: Governance and Risk Management
- Standard 7: Continuous Improvement and Reporting

Legislative and Regulatory Frameworks

- Work Health and Safety Act 2011 (Qld)
- Work Health and Safety Act 2012 (SA)
- Work Health and Safety Regulations 2011 (Qld and SA)
- Fair Work Act 2009 (Cth)
- Anti-Discrimination Act 1991 (Qld)
- Equal Opportunity Act 1984 (SA)
- Safe Work Australia Code of Practice: Managing Psychosocial Hazards at Work
- Privacy Act 1988 (Cth)

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Sexual Harassment Policy

Purpose

WetTrade Apprenticeships (WTA) is committed to providing a safe, healthy, and respectful workplace that is free from sexual harassment. This policy defines unacceptable conduct, sets expectations for appropriate workplace behaviour, and outlines procedures for reporting and managing sexual harassment complaints in compliance with national and state regulatory frameworks.

Sexual harassment will not be tolerated at any WTA-controlled premises, host employer sites, training locations, or during work-related activities, including travel, functions, or online communications.

Scope

This policy applies to:

- All WTA employees, including management, trainers, mentors, and support staff
- Apprentices and trainees employed or hosted by WTA
- Host employers and their employees
- Contractors, consultants, and visitors engaged with WTA

WTA upholds a zero-tolerance approach to sexual harassment. All employees, apprentices, and host employers share responsibility for maintaining a professional, inclusive, and safe work environment.

WTA commits to:

- Educating all workers on their rights and responsibilities under relevant legislation
- Promptly investigating complaints of sexual harassment
- Protecting individuals from victimisation or retaliation
- Taking disciplinary action against any person found to have breached this policy

Sexual harassment includes any unwanted, unwelcome, or uninvited behaviour of a sexual nature that makes a person feel humiliated, intimidated, or offended.

Examples include:

- Unwelcome physical contact, leering, or suggestive gestures
- Sexual jokes, comments, or messages (including digital or social media)
- Display of pornographic or offensive material
- Repeated requests for dates or sexual favours
- Intrusive questions about personal or sexual life
- Stalking, sexual assault, or other acts that may also constitute criminal offences

1. Principles

- **Respect and Dignity:** Every individual has the right to work in an environment free from harassment.
- **Zero Tolerance:** Sexual harassment is unacceptable in any form.
- **Confidentiality:** All complaints will be treated with sensitivity and confidentiality.
- **Procedural Fairness:** Both complainant and respondent will be given fair opportunity to present their case.
- **No Victimisation:** Retaliation against complainants or witnesses is strictly prohibited.
- **Accountability:** All managers and staff share responsibility for maintaining safe workplace conduct.

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2. Reporting and Complaint Process

Informal Resolution Options

- Discuss the behaviour directly with the person involved (if safe to do so).
- Request assistance from a supervisor, mentor, or GTO Coordinator.
- Mediation or facilitated discussion may be offered by WTA.

Formal Complaint Process

- Complaints must be lodged in writing to the Compliance Officer or General Manager.
- WTA will appoint an investigator (internal or external) to manage the process.
- The complainant and respondent may each have a support person present during meetings.
- All parties will be advised of the outcome in writing, subject to confidentiality obligations.

Outcomes and Disciplinary Action

- Confirmed breaches of this policy may result in disciplinary action, including termination of employment or placement.
- Serious incidents (e.g., sexual assault) will be referred to the police as required by law.

3. Roles and Responsibilities

Role	Responsibilities
Chief Executive Officer (CEO)	Ensure compliance with discrimination and harassment legislation; approve policy implementation and disciplinary actions; and promote a culture of respect and accountability.
Compliance Officer	Receive and manage complaints; maintain confidential records; oversee investigations; and ensure procedural fairness and compliance with reporting obligations.
GTO Coordinator / Field Officer	Monitor workplace conduct; address inappropriate behaviour early; support apprentices and host employers; and report any concerns or complaints promptly.
Host Employers	Provide a safe and respectful workplace; communicate their own harassment policies; and cooperate fully in any investigations involving WTA apprentices.
All Employees and Apprentices	Treat others with respect and professionalism; report any incidents of harassment; maintain confidentiality during investigations; and refrain from any retaliatory conduct.

4. Training and Awareness

- All new employees, apprentices, and host employers will receive induction on this policy.
- Annual refresher training will reinforce understanding of rights, responsibilities, and complaint procedures.
- Supervisors and mentors will receive additional training in identifying and managing workplace harassment.

5. Confidentiality

All information related to sexual harassment complaints will be treated confidentially. Records will be securely stored in the **Governance and Compliance Register** and retained for a minimum of seven (7) years.

6. Continuous Improvement

WTA will regularly review this policy to ensure alignment with best practice, legislative updates, and feedback from audits, staff, and apprentices.

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Applicable Standards and Regulatory Frameworks

South Australian GTO Standards (2025)

- Standard 1: Governance and Accountability
- Standard 2: Apprentice and Trainee Employment
- Standard 3: Work Health and Safety and Risk Management
- Standard 5: Governance, Compliance and Reporting
- Standard 7: Continuous Improvement and Reporting

Queensland Department of Trade, Employment and Training (DTET) GTO Standards and Contract Requirements

- Vocational Education, Training and Employment Act 2000 (Qld)
- GTO Contractual Obligations for Workplace Conduct and Safety

National Standards for Group Training Organisations (NSGTO)

- Standard 2: Apprentice and Trainee Employment
- Standard 3: Apprentice and Trainee Welfare
- Standard 5: Governance and Risk Management
- Standard 7: Continuous Improvement and Reporting

Legislative and Regulatory Frameworks

- **Sex Discrimination Act 1984 (Cth)**
- **Anti-Discrimination Act 1991 (Qld)**
- **Equal Opportunity Act 1984 (SA)**
- **Fair Work Act 2009 (Cth)**
- **Work Health and Safety Act 2011 (Qld)**
- **Work Health and Safety Act 2012 (SA)**
- **South Australian Skills Act 2008**
- **Skills Regulations 2021 (SA)**
- **Privacy Act 1988 (Cth)**

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Preventing and Responding to Sexual and Gender-Based Harassment

Policy Statement

WetTrade Apprenticeships (WTA) is committed to upholding the highest standards of professionalism, equity, and safety by ensuring that all workplaces under its responsibility are free from sexual and gender-based harassment. Such behaviour is unlawful, unacceptable, and directly contrary to WTA's values and obligations under the **Work Health and Safety Acts, Sex Discrimination Act 1984 (Cth)**, and state-based legislation.

WTA recognises that apprentices and trainees may be particularly vulnerable due to power imbalances, inexperience, or hierarchical workplace structures. The organisation will therefore take all reasonably practicable steps to:

- Prevent sexual and gender-based harassment before it occurs through education and proactive risk management.
- Provide clear and accessible avenues for reporting, investigation, and resolution.
- Ensure fair, transparent, and trauma-informed responses to all complaints.
- Collaborate with host employers to ensure consistent application of standards across all workplaces.

This commitment extends to all WTA operations, including training environments, host placements, off-site events, and digital communications.

Scope

This policy applies to:

- All **apprentices and trainees** employed by or hosted through WTA.
- **All WTA staff**, including management, coordinators, trainers, mentors, and administrative personnel.
- **Host employers** and their supervisors responsible for overseeing WTA apprentices.
- **Contractors, consultants, and visitors** engaged in WTA business or projects.

The policy covers all contexts where professional conduct is expected — including workplaces, training centres, off-site industry activities, conferences, travel, online learning platforms, and social media interactions related to WTA's operations.

Definitions

Sexual Harassment

Unwelcome conduct of a sexual nature that makes a person feel offended, humiliated, or intimidated. Examples include unwanted touching, lewd comments, sexual advances, or sharing explicit material.

Gender-Based Harassment

Conduct or comments that demean, humiliate, or intimidate someone based on their gender, gender identity, or sexual orientation — such as sexist remarks, stereotyping, or exclusion.

Hostile Work Environment

A workplace atmosphere that tolerates sexist jokes, objectifying comments, or sexually suggestive conduct, creating a culture of discomfort or intimidation.

Psychosocial Hazard

Any factor in the work environment that has the potential to cause psychological harm, including bullying, harassment, discrimination, or sustained exposure to unsafe workplace cultures.

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1. Policy Principles

WTA's approach is guided by the following principles:

- **Zero Tolerance:** All forms of sexual and gender-based harassment are strictly prohibited and will result in disciplinary action.
- **Prevention and Proactivity:** Risks are identified and mitigated through policy enforcement, workplace design, supervision, and education.
- **Respect and Equality:** Everyone has the right to be treated with dignity, regardless of role, gender, or background.
- **Procedural Fairness:** All reports will be investigated objectively, ensuring confidentiality and due process for all parties.
- **No Victimisation:** Individuals who report harassment or participate in an investigation will be protected from retaliation.
- **Collaboration:** WTA will work with host employers to ensure consistent expectations and incident response procedures across all placements.

2. Reporting and Response Procedures

Reporting Options

Reports can be made verbally or in writing to:

- A **WTA mentor, trainer, or GTO Coordinator;**
- The **Compliance Officer or General Manager;** or
- Via phone, email, or in person at the WTA office.

Anonymous reports will be accepted, provided sufficient information is given to allow for investigation.

Investigation Process

- All reports will be acknowledged promptly and treated with discretion.
- Investigations will be conducted by trained internal personnel or referred to an **independent external investigator** if required.
- Both the complainant and respondent will have access to support persons throughout the process.
- Findings and recommendations will be documented, and outcomes communicated confidentially to both parties.
- Confirmed breaches will result in appropriate disciplinary or corrective action.

Support Measures

WTA will provide:

- Access to internal mentors, counsellors, or case support staff.
- Referrals to independent services such as **1800RESPECT, Lifeline (13 11 14), and Beyond Blue (1300 22 4636).**
- Adjustments to placements or supervision if required to ensure safety and wellbeing.

3. Roles and Responsibilities

Role	Responsibilities
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Chief Executive Officer (CEO)	Ensure compliance with anti-discrimination and WHS legislation; endorse policy implementation; approve disciplinary outcomes; and foster a culture of equality, safety, and respect across all operations.
Compliance Officer	Receive and assess complaints; oversee investigations; maintain confidential records; ensure compliance with GTO standards and legislative obligations; and report outcomes to the CEO and Board.
GTO Coordinator / Field Officer	Monitor workplace culture and apprentice welfare; identify psychosocial risks; provide support and guidance to apprentices and host employers; and ensure prompt reporting of concerns.
Host Employers	Provide a safe and respectful environment for apprentices; communicate workplace conduct standards; respond promptly to reports; and collaborate with WTA in investigations and prevention initiatives.
All Employees and Apprentices	Demonstrate respectful behaviour; report incidents of harassment or discrimination; cooperate in investigations; uphold confidentiality; and actively contribute to a positive, inclusive workplace culture.

4. Training and Awareness

WTA recognises education as a key mechanism for prevention. Accordingly:

- **Induction training** will be provided to all new apprentices, staff, and host employers covering harassment awareness, reporting processes, and behavioural expectations.
- **Annual refresher training** will reinforce obligations and responsibilities under relevant legislation and codes of conduct.
- **Supervisors and mentors** will receive additional development on identifying, addressing, and reporting psychosocial risks in line with **Safe Work Australia's Code of Practice: Managing Psychosocial Hazards at Work**.
- Educational materials and posters outlining reporting channels will be displayed at all training sites and WTA offices.

5. Confidentiality and Record Keeping

All information related to harassment reports and investigations will be:

- Treated with the highest level of confidentiality;
- Stored securely within WTA's **Governance, Compliance and Risk Register**;
- Accessible only to authorised personnel; and
- Retained for a minimum of seven (7) years to comply with audit and legal requirements.

Confidentiality obligations extend to all involved parties, including complainants, respondents, and witnesses.

6. Continuous Improvement

WTA will continually evaluate and improve this policy by:

- Reviewing outcomes from complaints, investigations, and feedback.
- Conducting **annual internal audits** of harassment management processes.
- Consulting with apprentices, staff, and host employers during policy reviews.
- Integrating findings into training, risk management, and governance frameworks.

This ensures alignment with evolving legal obligations and best-practice workplace standards.

Applicable Standards and Regulatory Frameworks South Australian GTO Standards (2025)

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- Standard 1: Governance and Accountability
- Standard 2: Apprentice and Trainee Employment
- Standard 3: Work Health and Safety and Risk Management
- Standard 5: Governance, Compliance and Reporting
- Standard 7: Continuous Improvement and Reporting

Queensland Department of Trade, Employment and Training (DTET) GTO Standards and Contract Requirements

- Vocational Education, Training and Employment Act 2000 (Qld)
- GTO Contractual Obligations – Apprentice Welfare and Safety
- Compliance with Psychosocial Hazard Management and Apprentice Support Guidelines

National Standards for Group Training Organisations (NSGTO)

- Standard 2: Apprentice and Trainee Employment
- Standard 3: Apprentice and Trainee Welfare
- Standard 4: Host Employer Management
- Standard 5: Governance and Risk Management
- Standard 7: Continuous Improvement and Reporting

Legislative and Regulatory Frameworks

- **Sex Discrimination Act 1984 (Cth)**
- **Anti-Discrimination Act 1991 (Qld)**
- **Equal Opportunity Act 1984 (SA)**
- **Work Health and Safety Act 2011 (Qld)**
- **Work Health and Safety Act 2012 (SA)**
- **South Australian Skills Act 2008**
- **Skills Regulations 2021 (SA)**
- **Fair Work Act 2009 (Cth)**
- **Privacy Act 1988 (Cth)**
- **Code of Practice: Managing Psychosocial Hazards at Work (Safe Work Australia)**

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Apprentice Lifecycle Management

New Apprentice Recruitment and Assessment Policy

Purpose

This policy outlines WetTrade Apprenticeships' (WTA) commitment to fair, transparent, and inclusive recruitment and selection of apprentices.

It ensures all recruitment processes are conducted in accordance with the **South Australian GTO Standards (2025)**, **National Standards for Group Training Organisations**, and **DTET GTO Standards (2025)**, and that all candidates are provided equitable access and opportunities in line with **Access and Equity** and **Fair Work** obligations.

Policy Statement

WTA is committed to providing fair and merit-based recruitment processes that attract, select, and employ the most suitable apprentice candidates to meet industry demand.

All applicants will be treated with dignity and respect, and recruitment activities will be transparent, consistent, and free from discrimination or bias.

WTA will:

- Advertise apprentice positions publicly and clearly.
- Apply consistent screening and assessment criteria across all applications.
- Ensure selection decisions are based on merit, suitability, and alignment with training and host employer requirements.
- Provide equal opportunity for applicants regardless of gender, age, cultural background, disability, or other personal characteristics.
- Comply with the **Fair Work Act 2009 (Cth)**, **anti-discrimination legislation**, and **Access and Equity Policy**.
- Maintain accurate records of all recruitment and assessment processes.

Scope

This policy applies to all WTA employees, contractors, and associated partners involved in the recruitment, selection, and onboarding of apprentices.

It covers all stages of the recruitment lifecycle including job advertising, candidate screening, interviewing, reference checking, and selection for employment.

Principles

- **Equity:** All applicants have equal access to employment opportunities.
- **Merit:** Selection is based on the skills, knowledge, and potential of each candidate.
- **Transparency:** Recruitment processes are open, documented, and auditable.
- **Accountability:** Decisions are made objectively and supported by evidence.
- **Confidentiality:** Personal information is managed securely and used only for recruitment purposes.
- **Compliance:** Recruitment practices meet all legislative and contractual obligations.

Recruitment Framework

Recruitment and selection activities at WTA will follow these core steps, as detailed in the **New Apprentice Recruitment and Assessment Procedure**:

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- Workforce planning and identification of recruitment needs.
- Public advertising of apprentice opportunities through multiple accessible platforms.
- Screening and shortlisting based on standardised criteria.
- Structured interviews conducted using approved templates.
- Reference and background checks.
- Merit-based selection and final approval.
- Issuance of employment offers and onboarding through formal induction.

All recruitment decisions will be documented and retained for audit purposes, ensuring transparency and accountability.

Equity and Inclusion Commitments

WTA actively supports diversity and inclusion across all recruitment activities by:

- Promoting participation from underrepresented groups, including women, Aboriginal and Torres Strait Islander peoples, culturally and linguistically diverse (CALD) candidates, and people with disabilities.
- Providing reasonable adjustments during interviews and assessments.
- Partnering with schools, employment providers, and community organisations to improve access to training and trade careers.

Confidentiality and Record Management

- All recruitment records, including applications, interview notes, and selection decisions, will be securely stored in the **Governance and Compliance Register** for a minimum of **seven (7) years**.
- Access to recruitment information will be restricted to authorised personnel only.
- Data will be handled in accordance with the **Privacy Act 1988 (Cth)** and WTA's **Privacy and Records Management Policies**.

Compliance and Monitoring

- The **Compliance Officer** will monitor recruitment practices to ensure adherence to GTO Standards and legislative obligations.
- Quarterly audits will review application of equity principles and consistency of process.
- Recruitment performance and equity outcomes will be reported to the **Governance and Compliance Committee**.
- Identified improvements will be recorded in the **Continuous Improvement Register** and reflected in updated procedures or training.

Roles and Responsibilities

Role	Responsibilities
Chief Executive Officer (CEO)	Approves recruitment policy, endorses final selections, and ensures governance oversight.
General Manager (GM)	Oversees recruitment implementation and ensures alignment with operational demand and GTO standards.
Compliance Officer	Monitors adherence to standards, legislation, and equity frameworks; maintains recruitment records for audit.
GTO Coordinator	Conducts screening, interviews, and selection in line with approved procedures.
HR / Administration Officer	Manages job advertisements, applicant correspondence, and onboarding documentation.
Host Employers	Participate in candidate selection and confirm site supervision and training capacity.

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Continuous Improvement

WTA will regularly evaluate its recruitment and assessment practices to ensure they remain effective, equitable, and aligned with industry and regulatory expectations.

Feedback from applicants, staff, and host employers will inform process updates.

All improvements will be documented within the **Continuous Improvement Register**.

Related Documents

- New Apprentice Recruitment and Assessment Procedure
- Access and Equity Policy
- Apprentice Induction Policy
- Apprentice Support Policy
- Records Management and Privacy Policy
- Fair Work and Industrial Relations Policy

Applicable Standards and Regulatory Frameworks

South Australian GTO Standards (2025)

- Standard 1 – Apprentice Employment and Recruitment
- Standard 2 – Apprentice Welfare and Support
- Standard 5 – Governance, Compliance and Reporting

National Standards for Group Training Organisations

- Standard 1 – Apprentice Employment and Recruitment
- Standard 2 – Apprentice and Host Employer Support
- Standard 5 – Governance and Administration

DTET GTO Standards (Queensland, 2025)

- Clause 1.2 – Apprentice Recruitment and Selection
- Clause 2.1 – Equity and Access
- Clause 5.1 – Governance and Reporting

Legislation and Supporting Frameworks

- *Fair Work Act 2009 (Cth)*
- *Building and Construction General On-site Award 2020*
- *Equal Opportunity Act 1984 (SA)*
- *Anti-Discrimination Act 1991 (Qld)*
- *Work Health and Safety Act 2012 (SA)*
- *Work Health and Safety Act 2011 (Qld)*
- *Privacy Act 1988 (Cth)*
- *South Australian Skills Act 2008 and Skills Regulations 2021*

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Apprentice Induction Policy

Purpose

This policy ensures that all new apprentices employed by WetTrade Apprenticeships (WTA) receive a comprehensive induction designed to prepare them for safe, competent, and compliant participation in both WTA-managed and host employer workplaces.

The induction process provides apprentices with a clear understanding of organisational expectations, work health and safety (WHS) responsibilities, and workplace conduct, while fostering inclusion, engagement, and professional growth.

Policy Statement

WTA is committed to ensuring that all apprentices are provided with appropriate information, training, and support before commencing work with host employers.

A dual-induction approach will be implemented for every apprentice:

1. **WTA Organisational Induction**, conducted by WTA staff; and
2. **Host Employer Induction**, conducted by the host employer prior to commencement on site.

Apprentices must complete both inductions and sign an Induction Acknowledgement Form confirming their understanding of safety procedures, behaviour expectations, and reporting requirements.

All induction records and acknowledgement forms will be maintained electronically within WTA's Governance and Compliance Register.

Scope

This policy applies to:

- All apprentices employed by WTA
- All WTA staff responsible for apprentice supervision and onboarding
- All host employers receiving apprentices through WTA

1. Induction Objectives

The induction process aims to:

- Ensure apprentices understand WTA's values, policies, and safety culture.
- Equip apprentices with the skills and knowledge needed to commence work safely and effectively.
- Foster an inclusive, respectful environment that supports personal and professional development.
- Ensure apprentices are aware of their rights, responsibilities, and pathways for reporting safety or conduct concerns.

2. WTA Organisational Induction

2.1 Induction Content

The WTA Organisational Induction will include:

- Welcome and introduction to WTA and its culture
- Overview of key personnel, roles, and support contacts
- Work Health and Safety (WHS) policies and safe work procedures
- Apprentice rights and responsibilities under relevant legislation
- Equal Employment Opportunity (EEO) and anti-bullying awareness
- Fair Work obligations and award conditions

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- Information on training plans and apprenticeship structure
- Reporting channels for incidents, grievances, and misconduct
- Access to WTA policies and resources
- Completion of employment forms (tax, superannuation, and personal details)

2.2 WHS and Safety Training

Before placement with a host employer, apprentices will complete:

- CPCCWHS1001 – Prepare to Work Safely in the Construction Industry (White Card)
- Instruction on hazard identification, risk management, and incident reporting
- Safe use of tools, equipment, and personal protective equipment (PPE)
- Emergency response procedures and first aid awareness

3. Host Employer Induction

3.1 Purpose

The Host Employer Induction ensures apprentices understand site-specific safety, operational, and supervision procedures relevant to their host workplace.

3.2 Induction Requirements

Host employers must conduct an induction covering:

- Site-specific WHS and emergency procedures
- Roles of supervisors and mentors
- Safe use of tools, equipment, and hazardous substances
- Reporting of hazards, incidents, and near misses
- Daily work expectations and attendance procedures
- Site rules, codes of conduct, and PPE requirements
- Apprentice welfare and communication with WTA

3.3 Refresher Induction

A refresher induction must be completed:

- Annually for all ongoing apprentices; or
- Whenever there is a significant change to work processes, supervision, or workplace structure.

4. Apprentice Acknowledgement and Records

4.1 Induction Acknowledgement

At the completion of both inductions, apprentices must sign an Induction Acknowledgement Form confirming that they:

- Understand safety, behaviour, and reporting expectations;
- Have received information about WHS, supervision, and welfare procedures; and
- Agree to comply with WTA and host employer policies and procedures.

4.2 Record Keeping

- All completed induction documents, forms, and attendance records will be stored electronically in the Governance and Compliance Register.
- Records will be retained for a minimum of seven years and made available for review or audit by the SA Skills Commission or DTET.

5. Roles and Responsibilities

Role	Responsibilities
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<i>Chief Executive Officer (CEO)</i>	Oversee the implementation of induction processes and ensure compliance with state and national standards.
<i>Compliance Officer</i>	Maintain induction documentation, verify completion of both WTA and host inductions, and manage digital record storage.
<i>GTO Coordinator</i>	Deliver WTA organisational inductions, collect signed acknowledgement forms, and confirm completion of host inductions.
<i>Host Employers</i>	Conduct site-specific inductions before commencement, complete required checklists, and provide records to WTA.
<i>Apprentices</i>	Actively participate in all induction activities, understand safety and conduct requirements, and comply with policies.

6. Review

This policy will be reviewed annually or sooner if:

- Legislative or regulatory changes occur in any jurisdiction
- The South Australian Skills Act 2008 or Vocational Education, Training and Employment Act 2000 (Qld) is amended
- The SA Skills Commission or DTET issues new compliance or induction requirements

All revisions will be approved by the CEO and recorded in the Governance and Compliance Register.

Applicable Standards and Regulatory Frameworks

1. South Australian GTO Standards (2025)
 - Standard 4: Employment, Supervision, and Support of Apprentices and Trainees
 - Standard 6: Work Health and Safety
 - Standard 7: Quality Assurance and Continuous Improvement
2. Queensland Department of Trade, Employment and Training (DTET) GTO Standards and Contract Requirements
 - Apprentice onboarding and induction requirements under the Vocational Education, Training and Employment Act 2000 (Qld)
 - WHS and supervision verification before placement
 - Record keeping and audit compliance
3. National Standards for Group Training Organisations (NSGTO)
 - Standard 3: Apprentice and Trainee Employment
 - Standard 5: Apprentice and Trainee Support and Development
 - Standard 6: Work Health and Safety
 - Standard 7: Continuous Improvement and Reporting
4. Legislative Frameworks
 - South Australian Skills Act 2008 and Skills Regulations 2021
 - Work Health and Safety Act 2012 (SA)
 - Work Health and Safety Act 2011 (Qld)
 - Fair Work Act 2009 (Cth)

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Apprentice Probation Policy

Purpose

This policy outlines the probationary period requirements for apprentices employed by WetTrade Apprenticeships (WTA). It ensures that apprentices are assessed fairly during the initial stage of their apprenticeship to confirm their suitability, support their transition, and establish a productive and safe working relationship with their host employer and WTA.

Policy Statement

WetTrade Apprenticeships is committed to providing apprentices with an opportunity to adapt to their new environment, understand expectations, and demonstrate their ability to meet the technical, behavioural, and safety standards required for successful completion of their apprenticeship. The probationary period allows both WTA and the apprentice to confirm the suitability of the placement and identify any performance, conduct, or welfare issues early, ensuring timely intervention and support where needed.

Scope

This policy applies to all apprentices employed by WTA under a Training Contract, and to all staff responsible for monitoring and supporting apprentices during the probationary period, including the GTO Coordinator, Compliance Officer, and CEO.

1. Probationary Period Requirements

- All new apprentices are required to serve a **three (3) month probationary period** as specified under the Further Education and Training Act and Training Contract.
- During this time, either the apprentice or WTA may cancel the Training Contract without mutual agreement.
- The probationary period serves to:
 - Assess the apprentice's technical competency, work ethic, teamwork, and adherence to safety standards.
 - Identify training or behavioural support needs.
 - Confirm the suitability of the placement and host employer environment.

2. Monitoring and Support

- The GTO Coordinator will conduct regular check-ins with the apprentice and host employer throughout the probationary period.
- Performance will be evaluated based on feedback from both the host employer and the apprentice, covering safety awareness, attendance, skill development, and attitude.
- Apprentices will receive structured feedback and, where necessary, additional coaching, mentoring, or training support to help them meet required standards.

3. Probationary Review Process

- Approximately one week before the end of the probationary period, a formal review will be conducted.
- The review will determine one of the following outcomes:
 - **Confirmation:** Apprentice meets required standards and continues their apprenticeship.
 - **Extension:** Additional time is granted to address identified performance or learning needs.
 - **Termination:** The apprenticeship is ended due to unsatisfactory performance, conduct, or other valid reasons.
- All probationary reviews must be documented, signed by the apprentice, GTO Coordinator, and host employer, and retained in the apprentice's personnel file.

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4. Communication and Documentation

- Clear and transparent communication must be maintained throughout the probationary period.
- Apprentices must be informed of performance expectations, improvement requirements, and the outcome of the review.
- All records, including meeting notes and review outcomes, must be stored securely in accordance with the Record Keeping and Privacy Policy.

5. Early Intervention and Welfare Support

- Where personal, behavioural, or performance issues are identified, WTA will implement early intervention strategies, including counselling, mentoring, or training support.
- The GTO Coordinator must liaise with the RTO and host employer to address any identified learning or workplace issues promptly.

Responsibilities

Role	Responsibilities
Chief Executive Officer (CEO)	Approves policy implementation and ensures probationary reviews are conducted consistently and fairly.
GTO Coordinator	Conducts probationary monitoring, supports apprentices and hosts, and completes review documentation.
Host Employer	Provides feedback on apprentice performance and workplace integration.
Apprentice	Engages fully in the probationary process, follows feedback, and demonstrates commitment to learning and workplace standards.

Review

This policy will be reviewed annually or sooner if legislative or regulatory changes occur or if audit outcomes identify areas for improvement.

Applicable Standards and Regulatory Frameworks

- 1. South Australian GTO Standards (2025)**
 - Standard 4: Apprentice and Host Management
 - Standard 5: Governance, Compliance and Reporting
- 2. Queensland Department of Trade, Employment and Training (DTET) GTO Standards and Contract Requirements**
 - GTO Registration and Performance Management Framework
 - Vocational Education, Training and Employment Act 2000 (QLD)
- 3. National Standards for Group Training Organisations (NSGTO)**
 - Standard 4: Apprentice Management and Support
 - Standard 5: Governance and Administration
- 4. Legislative and Regulatory Frameworks**
 - South Australian Skills Act 2008
 - Skills Regulations 2021 (SA)
 - Further Education and Training Act 2014 (QLD)
 - Fair Work Act 2009 (Cth)

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Apprentice Support Policy

Purpose

This policy outlines WetTrade Apprenticeships' (WTA) commitment to providing apprentices with comprehensive and ongoing support throughout their training and employment. It ensures a structured approach to developing apprentices' technical skills, professional conduct, and overall wellbeing, consistent with legislative, regulatory, and contractual requirements.

Policy Statement

WetTrade Apprenticeships is committed to fostering an inclusive, safe, and supportive learning and working environment for all apprentices. Support is provided across four key areas — skill development, mentoring, academic progress, and wellbeing — to ensure apprentices are equipped for successful completion of their trade qualification and long-term employment in the construction industry.

Scope

This policy applies to all apprentices employed by WTA, host employers providing on-the-job training, and staff responsible for apprentice supervision, mentoring, and support coordination.

1. Skill Development Support

WTA recognises the importance of structured, high-quality training that combines practical experience with theoretical learning. Support measures include:

- **Structured Training Plans:** Each apprentice will have an approved Training Plan detailing all units of competency, aligned to their qualification and the Australian Qualifications Framework (AQF).
- **On-the-Job Training:** Apprentices will receive supervised, hands-on experience guided by qualified tradespeople at their host employer's site.
- **Off-Site Training:** WTA will coordinate attendance at RTO training sessions, workshops, or skills development programs to enhance trade-specific competencies.

2. Mentoring and Guidance

WTA provides consistent mentoring and case management to promote apprentice engagement and professional growth.

- **Regular Check-ins:** GTO Coordinators and Field Officers will conduct scheduled meetings to review progress, discuss challenges, and address training or welfare needs.
- **Peer Support:** Apprentices will be encouraged to connect with peers to share insights and experiences.
- **Host Employer Evaluations:** Apprentices will have opportunities to evaluate their host placements, ensuring appropriate supervision, training quality, and workplace culture.

3. Academic and Learning Support

Apprentices will be supported to balance workplace experience with academic achievement through:

- **Study Time:** Flexible arrangements will be negotiated with the host employer and RTO (NICS) to allow adequate study time.
- **Educational Resources:** Apprentices will have access to online and printed resources to assist in unit completion.
- **Tutoring and Trainer Access:** Apprentices can access assistance through trainers or learning support staff via the RTO's learning management system.

4. Health, Safety, and Wellbeing Support

WTA prioritises the health and wellbeing of all apprentices through:

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- **Health and Safety Training:** All apprentices will complete construction induction (White Card) and site-specific safety training before placement.
- **Counselling Services:** Confidential access to counselling and mentoring will be available for apprentices experiencing personal, work-related, or mental health challenges.
- **Pastoral Care:** Apprentices will be supported through structured pastoral care visits and follow-up contact from WTA's field team.

5. Procedure for Accessing Support

Apprentices may request support by:

1. Identifying the type of assistance required (training, wellbeing, or mentoring).
2. Contacting the GTO Coordinator or Field Officer.
3. Discussing individual needs and developing an agreed Support Plan.
4. Receiving and signing a copy of the documented plan.
5. Participating in review sessions to assess the effectiveness of the support provided.

Responsibilities

Role	Responsibilities
Chief Executive Officer (CEO)	Oversee implementation of apprentice support frameworks and ensure adequate resourcing.
Compliance Officer	Monitor support program effectiveness and record compliance outcomes.
GTO Coordinator / Field Officer	Conduct regular apprentice visits, provide mentoring, and facilitate access to learning or wellbeing supports.
Host Employer	Support the apprentice's skill development, supervision, and welfare while providing a safe and inclusive environment.
Apprentice	Engage actively in all support initiatives and communicate any concerns promptly.

Review

This policy will be reviewed annually or earlier if legislative or regulatory changes occur, or if feedback or audit findings indicate a need for amendment.

Applicable Standards and Regulatory Frameworks

1. **South Australian GTO Standards (2025)**
 - o Standard 2: Apprentice Support and Welfare
 - o Standard 4: Employment, Supervision and Support of Apprentices and Trainees
 - o Standard 7: Continuous Improvement and Reporting
2. **Queensland Department of Trade, Employment and Training (DTET) GTO Standards and Contract Requirements**
 - o GTO Registration and Performance Management Framework
 - o Vocational Education, Training and Employment Act 2000 (QLD)
3. **National Standards for Group Training Organisations (NSGTO)**
 - o Standard 2: Apprentice and Trainee Welfare
 - o Standard 4: Apprentice Management and Support
4. **Legislative and Regulatory Frameworks**
 - o South Australian Skills Act 2008
 - o Skills Regulations 2021 (SA)
 - o Fair Work Act 2009 (Cth)
 - o Work Health and Safety Act 2012 (SA)
 - o Work Health and Safety Act 2011 (QLD)
 - o Privacy Act 1988 (Cth)

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Apprentice Monitoring and Pastoral Care Policy

Purpose

This policy establishes the framework for the monitoring, welfare, and pastoral care of apprentices employed by WetTrade Apprenticeships (WTA).

It ensures apprentices are supported in both their technical and personal development through structured workplace monitoring, regular welfare checks, and a dedicated system for raising concerns confidentially.

This policy aligns with:

- *National Standards for Group Training Organisations (NSGTO)* – Standards 2 and 3;
- *South Australian GTO Standards* – Standards 3 (Apprentice Support) and 4 (Monitoring and Reporting); and
- Relevant legislation, including the *South Australian Skills Act 2008*, *Skills Regulations 2021*, and the *Vocational Education, Training and Employment Act 2000 (QLD)*.

Policy Statement

WTA is committed to ensuring every apprentice receives consistent, high-quality support that promotes their professional growth, personal wellbeing, and workplace safety.

Monitoring and pastoral care are integral to WTA's operations and are designed to identify and address issues early — whether technical, behavioural, or wellbeing-related — to ensure training continuity and positive outcomes.

WTA provides pastoral care to all apprentices regardless of background, identity, or personal circumstances, recognising that success in an apprenticeship extends beyond technical skill to include health, balance, and confidence.

1. Apprentice Monitoring Requirements

1.1 Monitoring Frequency

- Each apprentice must have six (6) formal monitoring meetings per year.
- At least three (3) of these meetings must be conducted on-site during the first two years of the apprenticeship.
- Remaining meetings may be completed by phone or digital platforms (e.g., Zoom or Microsoft Teams) if travel or site access is impractical.

1.2 Monitoring Content

Each monitoring meeting must review and document:

- **Training Progress:** Competency completion, RTO attendance, and engagement.
- **Workplace Safety:** Supervision levels, site conditions, PPE compliance, and WHS reporting.
- **Wellbeing and Behaviour:** Mental health, motivation, relationships with host staff, and work-life balance.
- **Performance Feedback:** Employer observations and goals for improvement.
- **Action Plan:** Agreed steps, follow-up actions, or interventions required.

1.3 Documentation

- All monitoring visits must be recorded in writing using the Apprentice Monitoring Form.
- Records must include date, location, attendees, key discussion points, safety or welfare observations, and corrective actions.

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- Completed forms are stored in the Apprentice Monitoring Register within WTA’s Governance and Compliance System and retained for seven (7) years.
- Copies are available to apprentices and host employers upon written request.

2. Pastoral Care Framework

2.1 Definition and Objectives

Pastoral care refers to the holistic support and guidance provided to apprentices to address their **emotional, social, and personal needs**.

It aims to:

- Foster self-confidence, resilience, and sound decision-making;
- Build trust and encourage open communication;
- Support apprentices in managing work, life, and study balance; and
- Promote inclusive, respectful, and safe workplaces.

2.2 Implementation

Pastoral care involves:

- Helping apprentices make informed, ethical decisions and take responsibility for their welfare;
- Building self-esteem and confidence to resist negative pressures;
- Encouraging assertive communication and self-advocacy;
- Allocating dedicated time to speak directly with apprentices, followed by scheduled follow-up visits; and
- Using positive communication to reinforce wellbeing and personal development goals.

2.3 Role of WTA

WTA’s pastoral care framework is delivered by GTO Coordinators, Field Officers, and Mentors, who:

- Conduct regular scheduled contact visits;
- Provide a safe platform for apprentices to discuss any concerns;
- Demonstrate empathy, active listening, and respect;
- Identify personal or workplace issues early and arrange intervention or support; and
- Document all contact visits and outcomes for transparency and accountability.

3. Host Employer’s Role in Pastoral Care

Host employers play an essential role in supporting apprentices’ wellbeing.

They are expected to:

- Maintain an inclusive and supportive work environment that encourages open communication and respect;
- Check in regularly with apprentices regarding progress, welfare, and training engagement;
- Address issues such as stress, workload, or conflict promptly;
- Encourage apprentices to seek help and liaise with the WTA Coordinator as needed;
- Provide mentorship, career guidance, and practical advice on workplace challenges; and
- Contact WTA immediately if concerns arise regarding an apprentice’s welfare, mental health, or performance.

4. Confidential Access and Support

- Apprentices must have confidential access to WTA staff to raise concerns outside of host supervision.
- They may contact:
 - Their assigned GTO Coordinator or Mentor directly; or

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- The Compliance Officer through the confidential reporting channel listed in the Apprentice Handbook.
- All discussions will be handled sensitively, respecting privacy and confidentiality, in accordance with WTA's Privacy and Data Protection Policy.

5. Immediate Intervention

If a monitoring visit, report, or communication identifies bullying, harassment, safety breaches, or serious welfare concerns, WTA will act immediately.

Procedure:

1. The GTO Coordinator notifies the Compliance Officer and CEO without delay.
2. The apprentice may be temporarily withdrawn from the host employer to ensure safety.
3. WTA conducts an investigation and works with the host employer to rectify issues.
4. The apprentice is offered counselling, mentoring, or referral to an appropriate external support service.
5. The outcome and corrective actions are documented in the Apprentice Welfare Register and reviewed at the next compliance meeting.

6. Monitoring and Evaluation

The effectiveness of WTA's monitoring and pastoral care program will be assessed regularly.

- **Feedback:** Apprentices and host employers will complete evaluation forms during workplace visits to assess WTA's performance.
- **Continuous Improvement:** Data from evaluations will be reviewed quarterly and used to refine the program and strengthen support services.
- **Reporting:** Findings and improvements are tabled at Governance and Compliance meetings and documented in the Continuous Improvement Register.

7. Roles and Responsibilities

Role	Responsibilities
Chief Executive Officer (CEO)	Ensure resources are available for apprentice welfare, approve interventions, and review serious incident reports.
Compliance Officer	Maintain monitoring and welfare registers, analyse trends, ensure compliance with SA and National Standards, and oversee confidential reporting.
GTO Coordinator / Field Officer	Conduct six annual monitoring visits (minimum three on-site in early years), document findings, and escalate welfare or safety issues.
Mentor / Counsellor	Provide confidential pastoral care, guidance, and referral to external support services.
Host Employer	Provide a supportive, inclusive workplace and collaborate with WTA in addressing welfare or training issues.
Apprentice	Engage openly during visits, communicate concerns early, and take responsibility for their safety and wellbeing.

8. Review

This policy will be reviewed annually, or sooner if:

- There are changes to the *National* or *SA GTO Standards*;
- Legislation or departmental requirements are amended; or
- Welfare data or incident reviews identify areas for improvement.

All updates are recorded in WTA's Governance and Compliance Register and communicated to staff, apprentices, and host employers.

Applicable Standards and Regulatory Frameworks

1. **South Australian GTO Standards (2025)**
 - Standard 2: Apprentice Employment and Welfare
 - Standard 7: Continuous Improvement and Reporting
2. **Queensland Department of Trade, Employment and Training (DTET) GTO Standards and Contract Requirements**
 - Apprentice Welfare and Support Framework
3. **National Standards for Group Training Organisations (NSGTO)**
 - Standard 2: Apprentice Employment and Support
4. **Legislative Frameworks**
 - South Australian Skills Act 2008
 - Skills Regulations 2021 (SA)
 - Work Health and Safety Act 2012 (SA)

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Apprentice Monitoring, Support, and Cultural Safety Policy

Purpose

This policy establishes WetTrade Apprenticeships' (WTA) organisational commitment to the holistic monitoring, welfare, and cultural safety of all apprentices. It provides a high-level governance framework that ensures every apprentice receives fair supervision, individualised support, and culturally respectful engagement throughout their employment and training journey.

The policy integrates three key areas — **Monitoring and Supervision, Welfare and Counselling**, and **Cultural Safety and Engagement** — and ensures compliance with the **South Australian GTO Standards (2025)**, **National Standards for Group Training Organisations (NSGTO)**, and **Queensland DTET GTO Standards (2025)**.

Policy Statement

WTA is committed to creating a safe, inclusive, and supportive apprenticeship environment that promotes wellbeing, cultural safety, and consistent progression in training and employment.

This commitment is achieved through:

- Regular monitoring of apprentices and host employers to ensure compliance with supervision, safety, and training requirements.
- Providing confidential welfare and counselling services to address personal, professional, and workplace issues.
- Embedding cultural safety principles that respect Aboriginal and Torres Strait Islander apprentices' identities, obligations, and connections to Country.
- Ensuring early intervention and proactive support for apprentices experiencing difficulty.
- Maintaining strong, transparent communication between apprentices, host employers, mentors, and training providers.

No apprentice will face disadvantage or discrimination based on their background, identity, or personal circumstances.

Scope

This policy applies to:

- All apprentices and trainees employed by WTA.
- All WTA staff, including GTO Coordinators, Mentors, Counsellors, and Compliance Officers.
- All host employers, contractors, and external partners engaged through WTA.
- First Nations apprentices, mentors, and community stakeholders engaged in culturally safe consultation.

Policy Objectives

- Ensure every apprentice is safely supervised and receives the support required to complete their qualification.
- Maintain compliant monitoring and reporting systems in accordance with GTO regulatory standards.
- Foster wellbeing through accessible mentoring, counselling, and referral pathways.
- Promote culturally safe and inclusive practices across all WTA and host employer worksites.
- Strengthen partnerships with Aboriginal and Torres Strait Islander communities to enhance participation and retention.
- Embed continuous improvement processes that evaluate and enhance apprentice support mechanisms.

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Governance and Commitment

- WTA's Board and CEO ensure compliance with the South Australian Skills Act 2008, National Standards, and DTET GTO contractual requirements.
- The **General Manager** oversees implementation of monitoring and welfare systems, reviews outcomes quarterly, and ensures corrective actions are applied.
- The **Compliance Officer** maintains all records, reports, and continuous improvement data to demonstrate audit compliance.
- All WTA staff and host employers are responsible for upholding safe, inclusive, and culturally respectful workplaces.

Monitoring and Supervision

- Apprentices will be monitored through regular site visits, interviews, and supervision checks.
- Host employers must maintain adequate supervision ratios, ensure qualified supervisors are present, and meet all work health and safety (WHS) obligations.
- Any breaches in supervision or safety will trigger immediate corrective action or rotation to an alternative host.
- Supervision verification and visit data will be recorded in the **MPA Online** system for transparency and audit purposes.

Welfare, Mentoring, and Counselling

- Apprentices have access to confidential support through WTA's mentoring and counselling services.
- Early identification of psychosocial risks, absenteeism, or personal hardship will initiate a welfare review.
- Counsellors and mentors provide one-on-one guidance, referrals to external support agencies, and regular wellbeing check-ins.
- Welfare case data will be securely recorded in the **Support & Case Management Register** in compliance with the *Privacy Act 1988 (Cth)*.

Cultural Safety and Engagement

- WTA acknowledges and respects the Traditional Custodians of the lands on which apprentices work and train.
- Cultural safety principles will guide all interactions with Aboriginal and Torres Strait Islander apprentices, staff, and communities.
- Apprentices who identify as First Nations will be offered:
 - Culturally aware mentoring and support.
 - Flexible leave arrangements for cultural obligations.
 - Opportunities to engage with local Elders or Indigenous mentors.
- Host employers must demonstrate commitment to cultural awareness and inclusion, including participation in cultural safety training.
- WTA will collaborate with Indigenous organisations to strengthen recruitment, retention, and progression outcomes.

Confidentiality and Recordkeeping

- All apprentice monitoring, supervision, and welfare records will be securely maintained in accordance with WTA's **Records Management Policy** and the *Privacy Act 1988 (Cth)*.
- Access to welfare and cultural safety records is restricted to authorised staff only.
- Records will be retained for **a minimum of seven (7) years** to ensure transparency and audit compliance.

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Continuous Improvement

- Monitoring and welfare data will be reviewed quarterly by the Compliance Officer and General Manager.
- Trends, risks, and feedback from apprentices and hosts will be logged in the **Continuous Improvement Register**.
- Policy and procedural updates will be implemented based on review outcomes, audit feedback, or regulatory changes.
- Annual reviews will ensure alignment with current best practice in mental health, cultural safety, and training quality.

Roles and Responsibilities

Role	Responsibilities
Chief Executive Officer (CEO)	Ensures governance, approves corrective actions, and oversees compliance with GTO and cultural safety standards.
General Manager (GM)	Oversees implementation of the policy, reviews monitoring outcomes, and ensures corrective actions are taken.
Compliance Officer	Maintains audit records, supervision data, welfare registers, and continuous improvement documentation.
GTO Coordinator / Mentor	Conducts monitoring visits, provides mentoring, ensures welfare and cultural safety, and liaises with hosts and training providers.
Counsellor	Provides confidential counselling and supports mental health and wellbeing initiatives.
Host Employer	Provides safe, inclusive, and culturally respectful workplaces, complies with supervision requirements, and supports apprentice welfare.
Apprentice	Engages with mentors and counsellors, participates in monitoring visits, and reports any concerns promptly.

Review and Accountability

This policy will be reviewed **annually**, or earlier if changes occur to relevant legislation, standards, or audit findings.

Updates will be approved by the **CEO** and recorded in the **Governance and Compliance Register**.

Applicable Standards and Regulatory Frameworks

South Australian GTO Standards (2025)

- Standard 2 – Apprentice Employment and Welfare
- Standard 3 – Apprentice and Trainee Support
- Standard 4 – Host Employer Management
- Standard 5 – Governance, Compliance and Reporting
- Standard 7 – Continuous Improvement

National Standards for Group Training Organisations

- Standard 2 – Apprentice and Trainee Support and Engagement
- Standard 3 – Apprentice and Host Employer Support
- Standard 4 – Governance and Administration

DTET GTO Standards (2025)

- Clause 2.3 – Support for Diverse and Disadvantaged Apprentices
- Clause 3.1 – Apprentice and Host Support
- Clause 4.2 – Monitoring, Welfare and Cultural Safety
- Clause 7.1 – Continuous Improvement

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Legislative and Regulatory Frameworks

- *South Australian Skills Act 2008*
- *Skills Regulations 2021 (SA)*
- *Vocational Education, Training and Employment Act 2000 (QLD)*
- *Aboriginal and Torres Strait Islander Heritage Protection Act 1984 (Cth)*
- *Racial Discrimination Act 1975 (Cth)*
- *Fair Work Act 2009 (Cth)*
- *Work Health and Safety Act 2012 (SA) / Work Health and Safety Act 2011 (QLD)*
- *Privacy Act 1988 (Cth)*
- *Closing the Gap Implementation Plan (2021)*
- *Reconciliation Australia Workplace RAP Framework*

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Apprentice Training and Development Policy

Purpose

This policy establishes WetTrade Apprenticeships' (WTA) approach to delivering structured, high-quality training and development for all apprentices in compliance with national and state regulatory frameworks. It ensures that apprentices are provided with the skills, knowledge, and workplace experience necessary to achieve their qualification outcomes and to contribute productively to the construction industry.

Policy Statement

WetTrade Apprenticeships is committed to:

- Delivering quality training and employment experiences that meet industry, RTO, and regulatory standards.
- Supporting each apprentice's skill development and progression through an agreed Training Plan.
- Ensuring training aligns with the Australian Qualifications Framework (AQF), the South Australian Skills Commission requirements, and the Queensland Department of Trade, Employment and Training (DTET) GTO Standards.
- Promoting lifelong learning, continuous improvement, and apprentice wellbeing.

Scope

This policy applies to all WTA-employed apprentices, host employers, GTO Coordinators, Compliance Officers, trainers, and other personnel involved in apprentice supervision, training, or management across all operating jurisdictions.

1. Training Plan Development

Every apprentice must have an approved **Training Plan** developed jointly between the apprentice, host employer, RTO (National Institute of Construction Skills – NICS), and WTA.

The plan must:

- Be developed and signed prior to commencement of training.
- Identify the qualification code, title, units of competency, and mode of delivery.
- Detail the roles and responsibilities of the apprentice, host employer, RTO, and WTA.
- Align with the **South Australian Traineeship and Apprenticeship Pathways (TAP) Schedule** or **Queensland Declared Vocations and Qualifications List**.
- Be accessible to the apprentice and updated following reviews, competency completions, or host changes.

2. Delivery of Training

Training delivery will occur through a combination of:

- **On-the-Job Training** – undertaken with the host employer under the supervision of qualified tradespeople.
- **Off-the-Job Training** – delivered by NICS through classroom, workplace-based, or online training.
- **Blended Learning** – facilitated through WTA's online Learning Management System (LMS), which hosts training materials, assessments, and progress tracking tools.

Host employers must release apprentices during working hours to attend scheduled training, as required under legislation and Training Contracts.

3. Ongoing Skill Development

To ensure progression and continuous learning, WTA will:

- Schedule regular site visits to monitor progress and workplace learning outcomes.

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- Provide access to industry workshops, safety courses, and additional skill development opportunities.
- Encourage apprentices to pursue supplementary certifications relevant to their trade.
- Support the completion of all required competencies within agreed timeframes.

4. Performance Monitoring and Feedback

WTA will conduct structured monitoring and performance assessments in accordance with the SA GTO Standards, DTET Performance Framework, and National GTO Standards.

- Monthly reviews will occur during the probationary period and quarterly thereafter.
- Apprentices, host employers, and RTO representatives will participate in each review.
- Progress reports will document achievement of competencies, work quality, safety, and conduct.
- Corrective or improvement actions will be documented and followed up at subsequent reviews.

5. Training Continuity and Downtime Management

To maintain training continuity:

- Apprentices must contact the GTO Coordinator in cases of downtime (e.g., inclement weather or reduced workload).
- WTA will arrange remote learning, campus training, or redeployment where appropriate.
- Host employers must inform WTA of anticipated disruptions to ensure alternate training arrangements are implemented promptly.

6. Roles and Responsibilities

Role	Responsibilities
Chief Executive Officer (CEO)	Ensure compliance with all regulatory standards and that adequate systems support apprentice training.
Compliance Officer	Monitor adherence to SA and QLD GTO Standards; maintain training records for audit readiness.
GTO Coordinator	Manage Training Plans, conduct monitoring visits, liaise with RTOs and host employers.
RTO (NICS)	Deliver accredited training, report competency completions, and update Training Plans accordingly.
Host Employer	Provide adequate supervision, release apprentices for training, and ensure safe and compliant learning environments.
Apprentice	Engage actively in all training and development activities and maintain regular communication with WTA staff.

7. Review

This policy will be reviewed annually or earlier if amendments are made to the SA GTO Standards, DTET Framework, or the National GTO Standards.

Applicable Standards and Regulatory Frameworks

- 1. South Australian GTO Standards (2025)**
 - Standard 2: Apprentice Support and Welfare
 - Standard 3: Training and Development
 - Standard 4: Employment, Supervision, and Support of Apprentices and Trainees
 - Standard 7: Continuous Improvement and Reporting
- 2. Queensland Department of Trade, Employment and Training (DTET) GTO Standards and Contract Requirements**

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- GTO Registration and Performance Management Framework
- Vocational Education, Training and Employment Act 2000 (QLD)
- GTO Performance and Quality Standards
- 3. National Standards for Group Training Organisations (NSGTO)**
 - Standard 3: Apprentice and Trainee Employment and Development
 - Standard 4: Host Employer Management
 - Standard 5: Governance and Administration
- 4. Legislative and Regulatory Frameworks**
 - South Australian Skills Act 2008
 - Skills Regulations 2021 (SA)
 - Vocational Education, Training and Employment Act 2000 (QLD)
 - Fair Work Act 2009 (Cth)
 - Work Health and Safety Act 2012 (SA)
 - Work Health and Safety Act 2011 (QLD)
 - Privacy Act 1988 (Cth)

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Recognition of Prior Learning (RPL) and Experience Policy

Purpose

This policy outlines WetTrade Apprenticeships' (WTA) commitment to recognising the prior learning, skills, and industry experience of apprentices and trainees in partnership with the National Training Organisation (NTO) and Registered Training Organisation (RTO). Recognition of Prior Learning (RPL) ensures that individuals receive credit for existing competencies in accordance with the *Australian Qualifications Framework (AQF)* and the *Australian Skills Quality Authority (ASQA)* requirements.

This process supports fairness, efficiency, and compliance across WTA's operations in South Australia and Queensland, in line with the South Australian GTO Standards, the Queensland Department of Trade, Employment and Training (DTET) GTO Standards, and the National Standards for Group Training Organisations (NSGTO).

Policy Statement

WTA recognises that apprentices and trainees may have previously acquired skills and knowledge through:

- Formal education and training
- Work experience and employment
- Informal learning or industry participation

WTA is committed to ensuring these prior learning and experience pathways are formally assessed by the NTO (RTO) in line with the AQF and ASQA standards. Where prior learning is verified, credit will be granted and incorporated into the apprentice's Training Plan to avoid unnecessary duplication of training and to facilitate efficient progression.

All RPL decisions are made by the NTO (RTO) and must be supported by WTA through clear documentation, communication, and compliance processes.

1. Scope

This policy applies to:

- All apprentices and trainees employed by WTA in South Australia and Queensland;
- Host employers who support the delivery of on-the-job training; and
- WTA staff responsible for apprentice management, compliance, and training coordination.

It covers all RPL activities undertaken in partnership with the RTO delivering the accredited qualification under the Training Contract.

2. Recognition of Prior Learning Process

2.1 Initiation

- Apprentices may apply for RPL at the commencement of their apprenticeship or during training if new evidence of competency becomes available.
- Applications for RPL will be made through the RTO in consultation with WTA and the host employer.
- The GTO Coordinator will ensure all apprentices are informed about RPL opportunities during induction.

2.2 Assessment

- The RTO will assess the apprentice's prior learning using approved AQF-aligned tools and evidence requirements.
- Evidence may include resumes, work samples, previous qualifications, third-party reports, or verified employment records.
- Assessors must be qualified and authorised under ASQA and RTO requirements.

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2.3 Documentation

- All RPL outcomes must be documented in writing and retained on the apprentice's file.
- If credit is granted, the apprentice's **Training Plan** must be amended to reflect the adjusted units of competency and reduced training duration where applicable.
- WTA must ensure that both the apprentice and host employer are provided with an updated copy of the Training Plan.

2.4 Monitoring and Reporting

- WTA will monitor RPL activity and maintain a record of outcomes within the Governance and Compliance Register.
- RPL results will be reviewed during internal audits and management meetings to ensure compliance and consistency across all apprentices.

3. Quality Assurance and Compliance

WTA will ensure RPL processes meet the requirements of:

- The AQF's principles of fairness, flexibility, validity, and reliability
- ASQA's Standards for Registered Training Organisations 2015
- The SA GTO and QLD DTET standards for quality assurance, documentation, and reporting

WTA will participate in all audits and reviews conducted by the RTO, SA Skills Commission, or Queensland DTET to verify that RPL has been appropriately applied and recorded.

4. Record Keeping

All documentation relating to RPL applications, assessments, and outcomes must be:

- Stored in the apprentice's digital training file within the Governance and Compliance Register;
- Retained for a minimum of seven years in accordance with WTA's Record Keeping and Privacy Policy; and
- Made available to the SA Skills Commission, Queensland DTET, or auditors upon request.

5. Roles and Responsibilities

Role	Responsibilities
Chief Executive Officer (CEO)	Ensure RPL policy aligns with all state and national requirements; oversee audit and compliance reporting.
Compliance Officer	Maintain RPL records, monitor implementation, and verify documentation in the Governance and Compliance Register.
GTO Coordinator	Inform apprentices and hosts about RPL opportunities, liaise with the RTO, and ensure training plans are updated.
Registered Training Organisation (RTO)	Conduct RPL assessments in accordance with AQF and ASQA standards; provide outcome documentation to WTA.
Host Employer	Support RPL assessments by verifying experience or workplace competencies where relevant.

6. Review

This policy will be reviewed annually or earlier if:

- AQF, ASQA, or state-based GTO Standards are amended;
- Contractual requirements from DTET or the SA Skills Commission change; or
- Internal audits or RTO feedback identify improvement opportunities.

All amendments will be approved by the CEO and recorded in the Governance and Compliance Register.

Applicable Standards and Regulatory Frameworks

Recognition of Prior Learning (RPL) and Experience Policy

South Australian GTO Standards (2025)

- Standard 1: Governance and Accountability
- Standard 2: Apprentice and Trainee Support
- Standard 4: Employment, Supervision, and Support of Apprentices and Trainees
- Standard 7: Continuous Improvement and Reporting

Queensland Department of Trade, Employment and Training (DTET) GTO Standards and Contract Requirements

- GTO Registration and Performance Management Framework – compliance with recognition and credit transfer obligations
- Vocational Education, Training and Employment Act 2000 (QLD) – provisions for recognising prior learning and experience within apprenticeship and traineeship pathways
- Apprenticeships and Traineeships Policy Framework – requirements for assessing, documenting, and approving RPL decisions in collaboration with RTOs

National Standards for Group Training Organisations (NSGTO)

- Standard 3: Apprentice and Trainee Employment and Support – requires fair and transparent RPL processes that support equitable access to qualification outcomes
- Standard 5: Governance and Administration – mandates accurate documentation and record-keeping of RPL assessments and decisions
- Standard 7: Continuous Improvement and Reporting – requires review of RPL processes to ensure consistency and compliance

Legislative and Regulatory Frameworks

- South Australian Skills Act 2008
- Skills Regulations 2021 (SA)
- Vocational Education, Training and Employment Act 2000 (QLD)
- Standards for Registered Training Organisations (RTOs) 2015 (Cth) – Clauses 1.12–1.16 (assessment validation and recognition of prior learning)
- Fair Work Act 2009 (Cth) – recognition of relevant skills and experience in determining competency-based progression
- Privacy Act 1988 (Cth) – regulation of personal data collection and storage associated with RPL evidence
- Work Health and Safety Act 2012 (SA) and Work Health and Safety Act 2011 (QLD) – ensuring that recognised experience meets safety competency requirements

Supporting Standards and Guidelines

- Australian Qualifications Framework (AQF) – principles for recognition of prior learning
- ASQA Guidelines on RPL and Credit Transfer – national guidance for evidence-based assessment
- South Australian Skills Commission – RPL and Training Contract Amendment Guidelines

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Department of Trade, Employment and Training (DTET) – RPL evidence and approval procedures for apprenticeships and traineeships

Declared Trades and Vocations Policy

Purpose

This policy ensures that WetTrade Apprenticeships (WTA) delivers and manages apprenticeships and traineeships only in trades and vocations formally declared under South Australian and Queensland legislation.

It confirms compliance with the Traineeship and Apprenticeship Pathways (TAP) Schedule, the South Australian GTO Standards, the Queensland Department of Trade, Employment and Training (DTET) GTO Standards, and the National Standards for Group Training Organisations (NSGTO).

The policy provides a framework for verifying and reviewing declared qualifications and ensuring WTA apprentices are employed only in approved trades or vocations.

Applicable Standards and Regulatory Frameworks

1. South Australian GTO Standards (2025)

- Standard 1: Governance and Accountability
- Standard 4: Employment, Supervision, and Support of Apprentices and Trainees
- Standard 7: Quality Assurance and Continuous Improvement

These standards require that all apprenticeships and traineeships managed by a GTO are consistent with the trades and vocations declared by the *South Australian Skills Commission* under the *South Australian Skills Act 2008* and *Skills Regulations 2021*.

2. Queensland Department of Trade, Employment and Training (DTET) GTO Standards and Contract Requirements

- Governance and compliance with the *Apprenticeships and Traineeships Act 2001 (Qld)*
- Verification that training arrangements align with DTET's approved declared vocations and qualifications list
- Quality assurance of apprenticeship pathways, training outcomes, and host employer arrangements

3. National Standards for Group Training Organisations (NSGTO)

- Standard 3: Apprentice and Trainee Employment
- Standard 4: Host Employer Management
- Standard 7: Continuous Improvement and Reporting

These standards require that GTOs only engage apprentices and trainees in recognised and nationally approved training pathways and qualifications.

4. Traineeship and Apprenticeship Pathways (TAP) Schedule

The TAP Schedule identifies the declared trades and vocations approved by the South Australian Skills Commission. It defines the qualification code, training duration, and employment arrangements that must be followed for all apprentices and trainees under a Training Contract.

Policy Statement

WTA will employ and manage apprentices and trainees only in trades and vocations formally declared under state and national legislation. All apprenticeship arrangements must align with the TAP Schedule and the relevant state-based declared vocations lists.

WTA will ensure that:

- Each qualification offered is included on the current declared trades and vocations list in South Australia or Queensland;

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- Apprentices are enrolled in qualifications approved for the relevant trade or vocation; and
- No new apprenticeship is commenced or extended outside these approved pathways.

Where qualifications or pathways are removed from the declared list, WTA will immediately cease new sign-ups in that qualification and liaise with the RTO and relevant authority to manage existing apprentices to completion or transition.

1. Declared Qualifications Managed by WTA

Trade / Vocation	Qualification Code	Qualification Title
Painting and Decorating	CPC30620	Certificate III in Painting and Decorating
Wall and Floor Tiling	CPC31320	Certificate III in Wall and Floor Tiling
Wall and Ceiling Lining	CPC31220	Certificate III in Wall and Ceiling Lining
Solid Plastering	CPC31020	Certificate III in Solid Plastering
Construction Waterproofing	CPC31420	Certificate III in Construction Waterproofing

All of the above qualifications are declared under both the South Australian Traineeship and Apprenticeship Pathways (TAP) Schedule and the Queensland Declared Vocations and Qualifications List.

2. Scope

This policy applies to:

- All apprentices and trainees employed by WTA in South Australia and Queensland;
- Host employers who provide supervised on-the-job training; and
- WTA staff responsible for governance, compliance, training coordination, and program development.

It governs the verification, review, and approval process for all trades and qualifications offered through WTA's operations.

3. Verification of Declared Trades and Vocations

1. Prior to offering or advertising any apprenticeship or traineeship, the Compliance Officer will confirm that the qualification and occupation are listed as declared under:
 - The South Australian Skills Commission TAP Schedule; or
 - The Queensland DTET Declared Vocations and Qualifications List.
2. Verification records will include the declaration reference number, qualification code, and date of confirmation.
3. No recruitment, enrolment, or Training Contract will proceed until verification is documented and approved by the CEO.

4. Incorporation into Training Plans

1. Once verification is complete, the RTO will develop a Training Plan aligned with the declared trade or vocation.
2. The plan must include:
 - Qualification title and code;
 - Core and elective units as specified in the TAP Schedule;
 - Training delivery mode and duration; and
 - Any RPL or credit transfer arrangements.
3. WTA will ensure that the approved declared qualification is reflected in both the Training Contract and the Training Plan before commencement.

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5. Periodic Review

1. The Compliance Officer will review the declared trades and vocations list every six months for both South Australia and Queensland.
2. The review will confirm that:
 - All current apprentices are enrolled in valid declared qualifications;
 - Any newly added or removed trades are identified and acted upon; and
 - Program delivery remains consistent with the most recent TAP Schedule or state equivalent.
3. Outcomes of the review will be documented in the **Governance and Compliance Register** and tabled at the next **Governance and Compliance Meeting**.

6. Continuous Improvement and Quality Assurance

1. Findings from internal audits, external reviews, or government updates regarding declared trades will be entered into the **Continuous Improvement Register**.
2. Corrective actions will be implemented to address discrepancies or compliance risks.
3. Records of qualification verification and review will be maintained for a minimum of seven years.

7. Roles and Responsibilities

Role	Responsibilities
Chief Executive Officer (CEO)	Approve and oversee declared trade compliance; ensure all new programs align with state and national frameworks.
Compliance Officer	Verify qualifications against declared lists; maintain TAP Schedule updates; record all checks in the Governance and Compliance Register.
GTO Coordinators	Ensure apprentices are enrolled only in declared qualifications; communicate with RTOs regarding approved pathways.
RTO (NTO)	Develop and maintain Training Plans that comply with declared qualification requirements.
Board of Directors	Provide oversight and review periodic reports on compliance with declared trades and qualifications.

8. Review

This policy will be reviewed annually or sooner if:

- Updates are made to the TAP Schedule or declared lists in South Australia or Queensland;
- Legislative or regulatory changes occur; or
- Internal audits identify the need for amendment.

All revisions will be approved by the CEO and recorded in the Governance and Compliance Register.

Applicable Standards and Regulatory Frameworks

South Australian GTO Standards (2025)

- Standard 1: Governance and Accountability
- Standard 4: Employment, Supervision and Support of Apprentices and Trainees
- Standard 7: Quality Assurance and Continuous Improvement

Queensland Department of Trade, Employment and Training (DTET) GTO Standards and Contract Requirements

- Governance and Compliance with the Apprenticeships and Traineeships Act 2001 (QLD)
- Verification of Declared Vocations and Qualifications List
- DTET Quality Assurance and Performance Framework

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National Standards for Group Training Organisations (NSGTO)

- Standard 3: Apprentice and Trainee Employment
- Standard 4: Host Employer Management
- Standard 7: Continuous Improvement and Reporting

Legislative and Regulatory Frameworks

- South Australian Skills Act 2008
- Skills Regulations 2021 (SA)
- Apprenticeships and Traineeships Act 2001 (QLD)
- Fair Work Act 2009 (Cth)
- Work Health and Safety Act 2012 (SA)
- Work Health and Safety Act 2011 (QLD)

Supporting Standards and Schedules

- Traineeship and Apprenticeship Pathways (TAP) Schedule – South Australian Skills Commission
- Queensland Declared Vocations and Qualifications List
- National Standards for Group Training Organisations (NSGTO) – Australian Government

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Training Contract Management Policy

Purpose

This policy outlines how WetTrade Apprenticeships (WTA) manages the approval, registration, monitoring, variation, suspension, substitution, and termination of apprenticeship and traineeship Training Contracts.

It ensures compliance with the *National Standards for Group Training Organisations (NSGTO)* and the *South Australian GTO Standards*, as established under the *South Australian Skills Act 2008* and *Skills Regulations 2021*.

Policy Statement

WTA is committed to ensuring that all apprenticeship and traineeship Training Contracts are managed in full compliance with legislative, regulatory, and contractual requirements.

All Training Contracts must be:

- Approved and registered with the relevant state training authority or the South Australian Skills Commission;
- Supported by accurate and timely documentation; and
- Administered in a manner that prioritises the continuity of training, safety, and apprentice welfare.
-

This policy aligns with:

- **NSGTO Standard 1** – Effective Recruitment, Employment and Induction of Apprentices and Trainees;
- **NSGTO Standard 3** – Support, Monitoring and Feedback;
- **SA GTO Standard 3.1** – Employment and Training Continuity; and
- **SA GTO Standard 5** – Governance, Compliance and Reporting.

1. Training Contract Approval and Registration

1. All apprentices employed by WTA must have a formal Training Contract lodged with and registered by the appropriate state or territory registering body.
 - In South Australia, this is the South Australian Skills Commission (the Commission).
 - In Queensland, this is the Department of Trade, Employment and Training (DTET).
2. WTA will ensure that:
 - Training Contracts are completed accurately, signed by all parties (apprentice, parent/guardian if applicable, WTA, and host employer), and submitted within required timeframes.
 - Each contract includes the approved qualification, Registered Training Organisation (RTO) details, and supervision arrangements.
 - The apprentice receives a copy of the signed Training Contract and understands their rights and responsibilities.
3. WTA must retain an electronic copy of all Training Contracts in the Governance and Compliance Register and maintain accessible records for audit and review purposes.

2. Probationary Period

1. Each Training Contract will include a **probationary period of 60–90 days, consistent** with *SA GTO Standard 3.1* and *NSGTO Standard 1.2*.
2. During this period, WTA will:
 - Assess the apprentice's suitability for the trade and workplace environment;

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- Confirm that the host employer provides appropriate supervision and range of work; and
 - Conduct at least one monitoring visit and feedback session with both the apprentice and host employer.
3. Any decision to continue, vary, or cancel a Training Contract during probation must be documented, and where required, notification provided to the SA Skills Commission or DTET within prescribed timeframes.

3. Variation, Suspension, and Substitution of Training Contracts

3.1 Variation

A Training Contract may be varied to:

- Reflect changes to qualification, RTO, or delivery mode;
- Update employment arrangements (e.g., hours, workplace location); or
- Modify training plans following Commission approval.

Procedure:

- WTA initiates the variation form through the relevant state apprenticeship system;
- All parties (apprentice, WTA, RTO, and host) sign the documentation;
- WTA submits the completed variation to the Commission or DTET for registration within required timeframes;
- A copy of the approved variation is stored in the apprentice's record.

3.2 Suspension

A Training Contract may be suspended when:

- The apprentice is temporarily unable to work or train (e.g., medical leave, seasonal shutdown, or personal circumstances);
- The host business temporarily closes or reduces operations; or
- WTA cannot immediately place the apprentice with another suitable host.

Requirements:

- All suspensions must be approved by the Commission (for SA) or DTET (for QLD).
- WTA must:
 - Notify the Commission/DTET of the reason and proposed duration of suspension within the required timeframe (typically 14 days);
 - Maintain contact with the apprentice during the suspension period; and
 - Prioritise re-engagement or redeployment of the apprentice to an active host employer.

3.3 Substitution (Change of Host Employer)

When a host employer can no longer provide suitable training:

- WTA will initiate a substitution process to assign the apprentice to a new host employer.
- The substitution must be authorised through the Commission or relevant state authority.
- WTA ensures training continuity by:
 - Verifying the new host's capacity and supervision arrangements;
 - Updating the apprentice's Training Plan and Host Employer Agreement; and
 - Recording the substitution in the Training Contract Register.
 -

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4. Cancellation and Termination

A Training Contract may only be cancelled or terminated in accordance with the processes prescribed by the SA Skills Commission or DTET.

Grounds for termination include:

- Mutual agreement of all parties during or after the probationary period;
- Apprentice resignation; or
- Serious breach of conduct or safety that justifies termination.

Procedure:

- WTA consults with the apprentice, host employer, and RTO to determine alternatives before cancellation;
- Where termination is necessary, WTA completes and lodges the official cancellation form;
- Written notice is provided to all parties and the registering authority within the statutory timeframe (usually 14 days).

In South Australia, cancellation cannot take effect until the Commission formally approves the request.

5. Notification and Reporting Obligations

WTA will:

- Notify the SA Skills Commission or DTET in writing within the required timeframe of any:
 - Suspension;
 - Variation;
 - Substitution; or
 - Cancellation of a Training Contract.
- Maintain a Training Contract Register recording:
 - Dates of registration, approval, variation, and termination;
 - Corresponding Commission or DTET reference numbers; and
 - Supporting documentation for each change.
- Provide all information requested by the Commission or DTET during audits or compliance reviews.

6. Record Keeping

All Training Contract documentation, including approvals, variations, suspensions, and cancellations, must be retained electronically in the Governance and Compliance Register for a minimum of seven (7) years.

Records must be auditable, accessible, and protected under WTA's Privacy and Data Protection Policy.

7. Roles and Responsibilities

Role	Responsibilities
Chief Executive Officer (CEO)	Ensure all Training Contracts comply with state and national standards and are registered within required timeframes.
Compliance Officer	Oversee registration, variations, and reporting to the Commission/DTET. Maintain Training Contract Register and compliance records.

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GTO Coordinator / Field Officer	Monitor apprentices during probation, manage host changes, and support apprentices through suspension or substitution processes.
Board of Directors	Provide oversight of compliance and reporting outcomes under GTO registration requirements.

8. Review

This policy will be reviewed **annually**, or earlier if:

- There are amendments to the *National Standards for Group Training Organisations* or the *SA GTO Standards*;
- Legislative changes occur under the *SA Skills Act 2008* or *VETE Act 2000 (QLD)*; or
- An audit or Commission directive identifies improvement requirements.

All updates are to be recorded in the Governance and Compliance Register and communicated to all staff and stakeholders.

Applicable Standards and Regulatory Frameworks

South Australian GTO Standards (2025)

- Standard 5: Governance, Compliance and Reporting

Queensland Department of Trade, Employment and Training (DTET) GTO Standards and Contract Requirements

- GTO Registration and Contract Management Framework

National Standards for Group Training Organisations (NSGTO)

- Standard 5: Governance and Administration

Legislative Frameworks

- South Australian Skills Act 2008
- Skills Regulations 2021 (SA)
- Vocational Education, Training and Employment Act 2000 (QLD)

Training Plan Development Policy

Purpose

This policy defines the process for developing, implementing, reviewing, and maintaining individual Training Plans for apprentices employed by WetTrade Apprenticeships (WTA).

It ensures compliance with the *National Standards for Group Training Organisations (NSGTO)* and the *South Australian GTO Standards* for apprentice training and monitoring.

Policy Statement

WTA requires that every apprentice has a current and accurate Training Plan that:

- Aligns with the relevant Australian Qualifications Framework (AQF) qualification;
- Meets the requirements of the South Australian Traineeship and Apprenticeship Pathways (TAP) Schedule where applicable; and
- Is collaboratively developed, signed, and regularly reviewed by the apprentice, the host employer, and the nominated Registered Training Organisation (RTO).

Training Plans form the foundation for monitoring training progress, coordinating host placements, and ensuring that all apprentices receive structured, compliant, and continuous training.

This policy supports compliance with:

- *NSGTO Standard 2 – Effective Host Employer Management;*
- *NSGTO Standard 3 – Effective Apprentice Support, Monitoring, and Feedback;*
- *SA GTO Standard 3.2 – Apprentice and Trainee Support; and*
- *SA GTO Standard 5.1 – Record Keeping and Governance.*

1. Training Plan Development

1.1 Initial Development

1. A **Training Plan** must be developed for every apprentice at the commencement of the Training Contract.
2. The plan must be developed in consultation with:
 - The **apprentice**;
 - The **host employer** (or employers, where rotations apply); and
 - The **Registered Training Organisation (RTO)** responsible for delivering the formal component of training.
3. The plan will:
 - Specify the **qualification title, code, and AQF level**;
 - Detail the **units of competency** and expected completion timeline;
 - Identify the **mode and frequency** of training delivery (on-the-job and off-the-job);
 - Outline supervision arrangements and host responsibilities; and
 - Include assessment methods, milestone reviews, and progress reporting procedures.

1.2 Compliance and Format

- In South Australia, the Training Plan must comply with the Traineeship and Apprenticeship Pathways (TAP) Schedule for the relevant qualification.
- In Queensland, the Training Plan must meet the requirements set by the Department of Trade, Employment and Training (DTET).
- The Training Plan must be prepared using the approved Commission or Department template and be accessible to the registering authority upon request.

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2. Approval and Signing

1. Once developed, the Training Plan must be:
 - Reviewed for accuracy by the WTA Compliance Officer or GTO Coordinator;
 - Endorsed by the apprentice, host employer, and RTO representative; and
 - Signed by all parties prior to the commencement of structured training.
2. The signed Training Plan must:
 - Be uploaded to the apprentice's digital record within five (5) business days of signing;
 - Be provided to the apprentice and host employer in accessible form (digital or printed); and
 - Be made available to the SA Skills Commission or DTET for audit or monitoring purposes.

3. Monitoring and Review

3.1 Regular Review

WTA will ensure that Training Plans are reviewed:

- At least every 6 months, or more frequently where required by the RTO or Commission;
- Following each monitoring visit;
- When there is a change in host employer, supervision arrangement, or training mode; and
- Whenever progress concerns or learning difficulties are identified.

Each review must result in an updated version of the Training Plan with:

- Revised timelines or units of competency (if required);
- Updated signatures or electronic confirmations from relevant parties; and
- Version control showing the date and nature of the update.

3.2 Host Employer Changes

When an apprentice is rotated or substituted to a new host employer:

- WTA, in consultation with the RTO, must review the Training Plan within ten (10) business days of placement;
- The new host employer's supervision and training opportunities must be reflected in the plan; and
- The revised plan must be signed by the new host employer and reissued to all stakeholders.

4. Record Management

4.1 Storage and Accessibility

- All signed Training Plans (current and superseded) must be stored in the **Governance and Compliance Register** under each apprentice's digital record.
- Electronic files must be:
 - Securely stored in WTA's document management system;
 - Accessible to authorised WTA staff, the RTO, and regulatory bodies; and
 - **Protected under the Privacy and Data Protection Policy.**

4.2 Archiving

- When a Training Plan is superseded or the apprenticeship is completed or cancelled, WTA will:
 - Archive the signed plan in a clearly labelled Training Plan Archive Folder (digital);
 - Retain records for a minimum of seven (7) years; and
 - Provide archived copies to the SA Skills Commission, DTET, or auditors upon request.

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5. Roles and Responsibilities

Role	Responsibilities
Chief Executive Officer (CEO)	Ensure systems and resources are in place for compliant Training Plan management across all jurisdictions.
Compliance Officer	Oversee development, signing, storage, and review of Training Plans; ensure compliance with state and national standards; maintain Governance and Compliance Register.
GTO Coordinator / Field Officer	Facilitate Training Plan development and updates with apprentices, hosts, and RTOs; monitor progress and coordinate signatures.
Registered Training Organisation (RTO)	Provide the formal training plan structure, track competency completion, and collaborate on updates and reviews.
Host Employer	Contribute to development of the Training Plan; provide supervision and work variety consistent with training outcomes.
Apprentice	Actively participate in Training Plan development and review, and maintain a copy for reference and learning.

6. Review

This policy will be reviewed **annually** or earlier if:

- Amendments are made to the *National Standards for GTOs* or *SA GTO Standards*;
- Updates occur to the **SA TAP Schedule** or **AQF qualification structures**; or
- Audit outcomes or Commission directives require procedural changes.

All reviews and updates must be recorded in the **Governance and Compliance Register** and communicated to all relevant staff, RTOs, and host employers.

Applicable Standards and Regulatory Frameworks

- South Australian GTO Standards (2025)**
 - Standard 2: Apprentice Employment and Welfare
 - Standard 5: Governance, Compliance and Reporting
- Queensland Department of Trade, Employment and Training (DTET) GTO Standards and Contract Requirements**
 - Training Plan and RTO Collaboration Requirements
- National Standards for Group Training Organisations (NSGTO)**
 - Standard 2: Apprentice Employment and Support
- Legislative Frameworks**
 - South Australian Skills Act 2008
 - Skills Regulations 2021 (SA)

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Rotation of Apprentices with Host Employers Policy

Purpose

WetTrade Apprenticeships (WTA) is committed to ensuring all apprentices receive broad, diverse, and industry-relevant training experiences across all facets of their trade. Rotating apprentices between host employers ensures that each apprentice achieves comprehensive skill development and exposure to different work environments, techniques, and project types.

This policy outlines WTA’s structured approach to managing apprentice rotations in compliance with the **South Australian GTO Standards (2025)**, **National Standards for Group Training Organisations (NSGTO)**, and **Queensland Department of Trade, Employment and Training (DTET) GTO Standards**.

Scope

This policy applies to:

- All apprentices and trainees employed by WTA
- All host employers engaged with WTA for the placement of apprentices
- WTA Coordinators, Field Officers, and Mentors
- All WTA-managed worksites, training facilities, and host employer premises

Policy Statement

WTA ensures that apprentice rotations are planned, equitable, and beneficial to both apprentices and host employers. Rotations will be guided by individual **Training Plans**, competency requirements, and industry needs.

This policy supports WTA’s commitment to:

- High-quality training outcomes
- Safe and compliant employment practices
- Positive partnerships between WTA, host employers, and apprentices

Rotations are managed collaboratively to ensure minimal disruption to host operations while maximising apprentice learning opportunities.

1. Objectives

WTA’s objectives for apprentice rotation are to:

- Ensure apprentices gain exposure to the full scope of their trade.
- Provide varied and progressive work experiences.
- Maintain compliance with training package and regulatory standards.
- Support host employers through structured placement management.
- Strengthen workforce capability across the painting and wet trades sectors.

2. Principles of Apprentice Rotation

WTA applies the following guiding principles to all rotations:

- **Training-Centred:** Rotation decisions are based on each apprentice’s Training Plan and remaining competencies.
- **Fair and Transparent:** All apprentices will have equal access to rotation opportunities.
- **Collaborative:** Rotations are planned with host employer input to support business needs.
- **Development-Focused:** Apprentices are encouraged to embrace new environments and broaden their skills.
- **Well-Communicated:** All parties will receive advance notice and support for each rotation.

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3. Roles and Responsibilities

Role	Responsibilities
Chief Executive Officer (CEO)	Approve and oversee the implementation of the apprentice rotation framework; ensure compliance with SA GTO Standards, National Standards, and DTET GTO contractual obligations; and report outcomes and performance data to the Board.
Compliance Officer	Maintain accurate records of all rotations, monitor compliance with Training Plans and regulatory standards, ensure documentation is up to date for audit purposes, and report on rotation data to management and relevant authorities.
GTO Coordinator / Field Officer	Identify training gaps requiring rotation, liaise with host employers and apprentices to plan and coordinate rotations, ensure safe and effective transitions, conduct follow-up visits, and document progress and feedback.
Mentors and Trainers	Support apprentices through each rotation, monitor wellbeing and engagement during transitions, and provide additional mentoring or coaching as required to maintain training continuity and learning outcomes.
Apprentices and Trainees	Actively participate in rotations, adapt to new workplaces, uphold professional conduct, follow all workplace and WTA policies, and communicate any issues or support needs to WTA staff.
Host Employers	Provide safe, supportive training environments; cooperate in rotation planning; provide feedback on apprentice performance; notify WTA of issues or incidents; and assist with smooth transition and handover processes.
Board of Directors	Oversee rotation practices and outcomes, review compliance and performance reports, and ensure governance and continuous improvement obligations are met.

4. Rotation Process

4.1 Identifying Rotation Needs

WTA will review each apprentice's progress quarterly to identify:

- Competencies achieved and outstanding Training Plan requirements.
- Gaps in work experience or exposure.
- Opportunities for broader trade skill development.

4.2 Planning Rotations

Rotations will be:

- Aligned with the apprentice's Training Plan.
- Coordinated in consultation with host employers and apprentices.
- Planned with a minimum of two (2) weeks' notice wherever possible.
- Structured to ensure safe transitions and continuity of training.

4.3 Facilitating Rotations

WTA will:

- Introduce apprentices to new hosts through meetings or site visits.
- Provide documentation, including updated Training Plans and risk assessments.
- Brief apprentices on host employer policies and expectations.
- Offer ongoing mentoring support during the transition period.

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4.4 Managing Challenges

Where issues arise:

- WTA will mediate concerns through direct consultation.
- Adjustments to rotations will be made to prioritise safety and training continuity.
- Support mechanisms (e.g. counselling, additional mentoring) will be offered.

5. Monitoring and Review

After each rotation, WTA will:

- Conduct follow-up visits or calls within the first two weeks.
- Verify apprentice supervision and training quality.
- Gather feedback from both the apprentice and host employer.
- Document outcomes, progress, and any corrective actions in the **Rotation Register**.

6. Communication and Record Keeping

WTA will maintain:

- **Rotation Register** – details of placement dates, duration, competencies, and feedback.
- **Training Plan Records** – updated to reflect learning outcomes from each placement.
- **Host Employer Database** – linked to approved and compliant hosts.

All communication regarding rotations will be documented and shared with:

- Apprentices
- Outgoing and incoming host employers
- Relevant WTA staff (Compliance, Coordination, Mentoring)

7. Continuous Improvement

WTA will evaluate its rotation practices annually by:

- Reviewing completion rates and training outcomes.
- Analysing feedback from apprentices and host employers.
- Identifying opportunities for improvement in rotation planning and delivery.
- Updating related procedures to reflect current standards and best practice.

Applicable Standards and Regulatory Frameworks

South Australian GTO Standards (2025)

- Standard 1: Governance and Accountability
- Standard 2: Apprentice and Trainee Employment
- Standard 3: Work Health and Safety and Risk Management
- Standard 4: Host Employer Management
- Standard 6: Reporting and Data Management
- Standard 7: Continuous Improvement and Reporting

Queensland Department of Trade, Employment and Training (DTET) GTO Standards and Contract Requirements

- Vocational Education, Training and Employment Act 2000 (Qld)
- GTO Contractual Standards for Host Employer Management and Rotation

National Standards for Group Training Organisations (NSGTO)

- Standard 2: Apprentice and Trainee Employment
- Standard 3: Apprentice and Trainee Welfare
- Standard 4: Host Employer Management
- Standard 5: Governance and Administration

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- Standard 7: Continuous Improvement and Reporting

Legislative and Regulatory Frameworks

- South Australian Skills Act 2008
- Skills Regulations 2021 (SA)
- Work Health and Safety Act 2012 (SA)
- Work Health and Safety Act 2011 (Qld)
- Vocational Education, Training and Employment Act 2000 (Qld)
- Fair Work Act 2009 (Cth)
- Privacy Act 1988 (Cth)

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Substitution of Employers Policy

Purpose

This policy establishes the process for substituting or transferring an apprentice to a new host employer when an existing host employer ceases trading, loses registration, or can no longer provide the required range of work or supervision.

It ensures that all substitutions are carried out in compliance with relevant legislation, standards, and WetTrade Apprenticeships (WTA) internal policies, including the *Placement of Apprentice with Host Employers Policy*. Together, these policies ensure that apprentices are only placed with verified, compliant host employers and that their training continuity and welfare are maintained throughout any transition.

Policy Statement

WTA is committed to ensuring that apprentices experience minimal disruption to their training and employment when substitution of a host employer becomes necessary.

Substitutions will only occur when it is in the apprentice's best interest, ensures continuity of training, and maintains compliance with both jurisdictional and national standards.

No substitution or transfer will take effect until formal approval is obtained from the **South Australian Skills Commission**, or, in Queensland, notification has been made to the **Department of Trade, Employment and Training (DTET)**.

All documentation related to substitutions will be maintained in accordance with WTA's Record Keeping and Privacy Policy.

Scope

This policy applies to:

- All apprentices and trainees employed by WTA
- All host employers engaged under Host Employer Agreements
- All WTA personnel responsible for monitoring, compliance, and training coordination

1. Relationship to Placement of Apprentice with Host Employers Policy

This policy operates in conjunction with the *Placement of Apprentice with Host Employers Policy*, which sets out the procedures for the initial placement of apprentices and the criteria for host employer suitability.

Any substitution or transfer of an apprentice to a new host employer must follow the same verification, approval, and monitoring procedures outlined in that policy. The GTO Coordinator and Compliance Officer must ensure:

- The new host employer meets all eligibility, supervision, and WHS standards prior to substitution.
- A new Host Employer Agreement and site verification checklist are completed.
- Training Plan updates are aligned with the apprentice's progression and qualification outcomes.

2. Circumstances for Substitution

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Substitution may occur under the following conditions:

- Host employer ceases trading, enters liquidation, or is deregistered.
- Host employer loses required licensing, registration, or approval.
- Host employer is declared a prohibited employer (SA only).
- Host employer fails to provide the necessary range of work or supervision.
- Apprentice requests transfer due to welfare, safety, or harassment concerns, and WTA deems it justified.

3. Approval Requirements

South Australia

- WTA must obtain written approval from the **South Australian Skills Commission** prior to substitution.
- A Substitution Request Form must include:
 - Reason for substitution
 - Details of the proposed new host employer
 - Apprentice consent
 - Confirmation that training continuity will be maintained
- The substitution is not effective until the Commission issues written approval.

Queensland

- Under the **Vocational Education, Training and Employment Act 2000 (Qld)**, WTA must notify **DTET** of all host employer substitutions.
- Notification must include apprentice details, previous and new host information, and effective transfer date.

4. Substitution Procedure

1. **Identification of Need**
 - WTA identifies that a substitution is required due to host closure, deregistration, or apprentice welfare concerns.
2. **Verification of New Host Employer**
 - Conducted as per the *Placement of Apprentice with Host Employers Policy*.
 - Includes WHS checks, financial and supervision verification, and compliance with relevant GTO standards.
3. **Regulatory Approval**
 - Obtain formal approval from the South Australian Skills Commission (SA) or submit notification to DTET (QLD).
4. **Documentation and Sign-Off**
 - A new Host Employer Agreement is prepared and signed.
 - The apprentice, new host, and WTA representatives must sign a Substitution Acknowledgement Form.
5. **Training Continuity**
 - GTO Coordinator liaises with the RTO to update the apprentice's Training Plan as required.
 - All updates must reflect continued progress toward the qualification outcomes.
6. **Follow-Up and Monitoring**
 - GTO Coordinator must conduct a monitoring visit within four weeks of substitution.
 - Any training issues or safety concerns are to be documented and addressed immediately.

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5. Record Keeping

- All substitution records, correspondence, and regulatory approvals must be stored in WTA's Governance and Compliance Register.
- Records must be retained for a minimum of seven years.

6. Roles and Responsibilities

Role	Responsibilities
Chief Executive Officer (CEO)	Approves substitutions and ensures regulatory lodgement is completed.
Compliance Officer	Prepares substitution documentation, obtains required approvals, and maintains records.
GTO Coordinator	Coordinates apprentice transitions, liaises with host and RTO, and monitors training continuity.
Apprentice	Cooperates with substitution process and continues active participation in training.

7. Review

This policy will be reviewed annually or sooner if:

- Legislative or regulatory changes occur in SA or QLD; or
- The SA Skills Commission or DTET updates requirements for host substitutions.

Revisions will be recorded in the Governance and Compliance Register.

Applicable Standards and Regulatory Frameworks

South Australian GTO Standards (2025)

- Standard 3: Apprentice and Trainee Employment
- Standard 4: Employment, Supervision, and Support
- Standard 5: Host Employer Management
- Standard 7: Continuous Improvement and Reporting

Queensland Department of Trade, Employment and Training (DTET) GTO Standards and Contract Requirements

- Employer substitution and notification requirements under the Vocational Education, Training and Employment Act 2000 (Qld)
- GTO Performance Framework – apprentice continuity and host verification

National Standards for Group Training Organisations (NSGTO)

- Standard 3: Apprentice and Trainee Employment
- Standard 4: Host Employer Management
- Standard 5: Apprentice and Trainee Support and Development
- Standard 7: Continuous Improvement and Reporting

Legislative Frameworks

- South Australian Skills Act 2008 and Skills Regulations 2021
- Vocational Education, Training and Employment Act 2000 (Qld)
- Work Health and Safety Act 2012 (SA)
- Work Health and Safety Act 2011 (Qld)
- Fair Work Act 2009 (Cth)

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Apprentice Recommencement Policy

Purpose

This policy outlines WetTrade Apprenticeships' (WTA) commitment to supporting the recommencement of apprentices who have paused, cancelled, or suspended their training. It establishes clear principles for re-engagement, eligibility, and support to ensure apprentices can successfully return to their trade and complete their qualification.

The policy reinforces WTA's commitment to providing equitable access to re-employment and training pathways in compliance with the **South Australian GTO Standards (2025)**, **National Standards for Group Training Organisations**, and **DTET GTO Standards (2025)**.

Policy Statement

WTA recognises that apprentices may experience periods of interruption during their training due to personal, employment, or economic circumstances. Recommencement provides an opportunity for these individuals to re-engage with meaningful employment, complete their training, and achieve sustainable career outcomes.

WTA is committed to:

- Actively identifying and supporting apprentices seeking recommencement.
- Ensuring fair and transparent assessment and placement processes.
- Providing wraparound supports to assist apprentices in successfully re-entering the workforce.
- Maintaining compliance with all GTO, legislative, and contractual obligations relating to recommencement.
- Promoting collaboration between apprentices, host employers, and training partners to ensure ongoing success.

Scope

This policy applies to:

- All apprentices previously employed by WTA whose contracts were suspended, cancelled, or paused but remain eligible for recommencement.
- All staff involved in recruitment, placement, compliance, and training contract administration.
- Host employers participating in WTA's apprenticeship programs across all trades and regions.

Principles

- **Equity and Access:** All eligible apprentices are given fair opportunity to re-engage in training, regardless of previous challenges or disruptions.
- **Suitability and Readiness:** Recommencing apprentices are assessed for capability, commitment, and fit with available host employers.
- **Support and Mentoring:** Individualised support, counselling, and mentoring are provided to ensure a smooth transition back into training and employment.
- **Compliance:** All recommencements are managed in accordance with GTO Standards, Skills Act requirements, and Fair Work legislation.
- **Continuous Improvement:** Outcomes are reviewed regularly to refine processes and support sustained apprentice retention.

Recommencement Eligibility Criteria

To be considered for recommencement, an apprentice must:

- Have previously commenced a registered apprenticeship or traineeship with WTA or another employer.

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- Remain eligible under the South Australian or Queensland apprenticeship framework for recommencement.
- Demonstrate commitment to completing their qualification.
- Participate in an interview and suitability assessment conducted by WTA.
- Provide up-to-date identification and training records.
- Meet work readiness and fitness-for-duty requirements applicable to their trade.

Recommencement Pathway

- **Expression of Interest:** Apprentices may apply for recommencement directly to WTA or through referrals from AASN providers, Workforce Australia partners, or industry networks.
- **Assessment:** WTA conducts structured interviews and reference checks to assess suitability for re-engagement.
- **Host Matching:** WTA identifies suitable host employers with capacity and supervision arrangements aligned to the apprentice's training needs.
- **Training Contract Update:** WTA liaises with the relevant Australian Apprenticeship Support Network (AASN) to facilitate training contract recommencement.
- **Onboarding:** The apprentice is inducted into WTA's employment framework, provided with safety and policy briefings, and supported in transitioning back into training and work.

Support Services for Recommencing Apprentices

WTA provides a range of tailored supports to ensure successful reintegration, including:

- **Mentoring and Counselling:** Access to an apprentice mentor and counsellor for one-on-one guidance, confidence rebuilding, and personal goal setting.
- **Learning Support:** LLND (Language, Literacy, Numeracy and Digital) assistance where required to aid training progression.
- **Welfare Assistance:** Referrals to community or financial support services for apprentices facing barriers to participation.
- **Employment Readiness Support:** Resume assistance, interview coaching, and goal planning prior to recommencement.
- **Cultural Safety:** Access to culturally appropriate mentoring for Aboriginal and Torres Strait Islander apprentices.
- **Workplace Safety Induction:** Refresher WHS training, including psychosocial hazard awareness and respectful behaviour expectations.

Host Employer Responsibilities

Host employers participating in recommencement placements must:

- Provide appropriate supervision and ensure compliance with apprentice-to-supervisor ratios.
- Maintain a safe and supportive workplace environment.
- Communicate openly with WTA on performance, attendance, and progress.
- Support flexible arrangements or training adjustments as recommended by WTA to aid completion.

Monitoring and Review

WTA will monitor the progress of recommenced apprentices through:

- Regular site visits and performance reviews.
- Mentor check-ins during the first 12 weeks of re-engagement.
- Feedback collection from host employers and apprentices.
- Reporting outcomes to the Compliance Officer for inclusion in the **Continuous Improvement Register**.

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All recommencement data and trends will be reviewed quarterly by management and reported to the Governance and Compliance Committee for oversight.

Roles and Responsibilities

Role	Responsibilities
Chief Executive Officer (CEO)	Endorses the recommencement framework and ensures adequate resourcing of mentoring and support services.
General Manager (GM)	Oversees operational implementation and ensures compliance with GTO and legislative standards.
Compliance Officer	Verifies eligibility, documentation, and reporting; monitors outcomes for audit and regulatory compliance.
GTO Coordinator	Manages assessment, host matching, induction, and ongoing support for recommending apprentices.
HR / Administration Officer	Schedules interviews, manages documentation, and updates apprentice files.
Mentor / Counsellor	Provides welfare, motivational, and personal support throughout the re-engagement process.
Host Employer	Provides training opportunities, supervision, and a safe, inclusive workplace for recommended apprentices.

Continuous Improvement

All recommencement outcomes, including success rates and barriers to re-engagement, are logged in the **Continuous Improvement Register**. Feedback from apprentices and employers is reviewed quarterly to identify trends and drive system enhancement.

Applicable Standards and Regulatory Frameworks

South Australian GTO Standards (2025)

- Standard 2 – Apprentice Employment and Welfare
- Standard 4 – Host Employer Management

National Standards for Group Training Organisations

- Standard 2 – Apprentice Support and Engagement

DTET GTO Standards (Queensland, 2025)

- Clause 2.6 – Apprentice Recommencement
- Clause 4.2 – Host Management

Legislation and Supporting Frameworks

- *South Australian Skills Act 2008 and Skills Regulations 2021*
- *Fair Work Act 2009 (Cth)*
- *Work Health and Safety Act 2012 (SA) and Regulations 2012 (SA)*
- *Work Health and Safety Act 2011 (Qld) and Regulation 2011 (Qld)*
- *Privacy Act 1988 (Cth)*
- *Equal Opportunity Act 1984 (SA)*

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Completion of Training Policy

Purpose

This policy defines the process for confirming and finalising the completion of apprenticeships managed by WetTrade Apprenticeships (WTA), ensuring all training, assessment, and contractual obligations are fully met before an apprenticeship is formally closed.

It ensures compliance with state and national regulatory requirements, including the confirmation of completion by the South Australian Skills Commission and adherence to Queensland's Department of Trade, Employment and Training (DTET) User Choice and GTO Standards.

Policy Statement

WTA is committed to ensuring that every apprentice's completion is conducted in accordance with the relevant legislation, training package requirements, and GTO standards.

Completion will only occur once:

- All competencies in the Training Plan have been achieved and verified by the Registered Training Organisation (RTO);
- The apprentice, host employer, RTO, and WTA have confirmed readiness for completion; and
- The relevant state or territory authority (SA Skills Commission or DTET) has verified and approved the completion documentation.

This process ensures apprentices graduate with all required skills and qualifications and that all records are accurate, auditable, and compliant.

Scope

This policy applies to all apprentices employed by WTA, all RTO partners delivering training, and all host employers providing on-the-job supervision and experience.

1. Apprentice Eligibility for Completion

WTA will confirm apprentice eligibility for completion by ensuring:

- The apprentice has completed all training and assessment requirements in accordance with the Training Plan and the relevant training package;
- The RTO has issued a statement of attainment confirming full competency achievement; and
- The host employer has verified that the apprentice is competent in the workplace across the required range of tasks.

Eligibility verification must be completed before any submission for completion is made to the relevant authority.

2. Completion Verification Process

South Australia

- Completion must be verified by the **South Australian Skills Commission** prior to closure of the Training Contract.
- WTA will prepare a **Completion Confirmation Package** including:
 - Apprentice Completion Checklist;
 - RTO verification of competency;
 - Host Employer confirmation of workplace competency;
 - Apprentice and WTA sign-off.
- The package will be submitted to the SA Skills Commission for verification.

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- The apprenticeship will only be formally completed once written confirmation is received from the Commission.

Queensland

- WTA and its RTO partner must comply with the **DTET User Choice Contract** and related GTO standards.
- Completion requires:
 - RTO confirmation of full competency attainment;
 - Signed Completion Agreement by the apprentice, RTO, host employer, and WTA;
 - Submission of completion documentation through the Department's designated portal;
 - Retention of all records in accordance with User Choice funding and audit requirements.

3. Completion Checklist and Sign-Off

Before finalisation, WTA must complete and retain an **Apprenticeship Completion Checklist** confirming the following:

Step	Responsible Party	Requirement
1	RTO	Confirm and document all competencies as completed in the Training Plan.
2	Host Employer	Verify workplace competency and readiness for trade qualification.
3	Apprentice	Sign acknowledgment of completion readiness and satisfaction.
4	WTA (GTO Coordinator)	Review and confirm documentation accuracy and eligibility.
5	WTA (CEO or Compliance Officer)	Approve completion and submit to SA Skills Commission or DTET.
6	Regulator (SA or QLD)	Verify and close the Training Contract.

All parties must sign the Completion Checklist and maintain copies within WTA's Governance and Compliance Register.

4. Record Management

- All completion documentation—including training records, RTO confirmations, and regulator approvals—must be retained electronically for a minimum of seven years.
- Files must be accessible for audit by the SA Skills Commission, DTET, or any funding body upon request.
- The Compliance Officer will maintain a **Completion Register** tracking finalised apprentices, qualification codes, completion dates, and approval references.

5. Apprentice Support During Completion

WTA will support apprentices during the completion process by:

- Providing guidance on final documentation and requirements;
- Assisting with post-completion employment pathways, including resume and reference support; and
- Ensuring apprentices understand licensing, certification, and trade recognition processes relevant to their qualification.

6. Roles and Responsibilities

Role	Responsibilities
Chief Executive Officer (CEO)	Authorise completion submissions and ensure compliance with verification requirements.
Compliance Officer	Maintain completion records and submit documentation to the SA Skills Commission or DTET.
GTO Coordinator	Liaise with apprentices, hosts, and RTOs to ensure readiness for completion and completion of checklists.
RTO	Confirm competency completion and issue certification.
Host Employer	Verify apprentice competency and readiness for completion.
Apprentice	Participate in the completion process and confirm satisfaction with training outcomes.

7. Review

This policy will be reviewed annually or sooner if:

- The South Australian Skills Act 2008, Skills Regulations 2021, or DTET User Choice Contract is amended;
- The SA Skills Commission or DTET issues updated requirements for apprenticeship completion; or
- Audit findings identify process improvements.

All amendments will be approved by the CEO and recorded in the Governance and Compliance Register.

Applicable Standards and Regulatory Frameworks

South Australian GTO Standards (2025)

- Standard 3: Apprentice and Trainee Employment
- Standard 4: Employment, Supervision, and Support
- Standard 7: Continuous Improvement and Reporting

Queensland Department of Trade, Employment and Training (DTET) GTO Standards and Contract Requirements

- User Choice Contract compliance for completion and reporting
- Verification of training outcomes and documentation standards

National Standards for Group Training Organisations (NSGTO)

- Standard 3: Apprentice and Trainee Employment
- Standard 5: Apprentice and Trainee Support and Development
- Standard 7: Continuous Improvement and Reporting

Legislative Frameworks

- South Australian Skills Act 2008 and Skills Regulations 2021
- Vocational Education, Training and Employment Act 2000 (Qld)
- Fair Work Act 2009 (Cth)
- Australian Qualifications Framework (AQF)
- Standards for Registered Training Organisations (RTOs) 2015

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Apprentice Performance Improvement Policy

1. Purpose

WetTrade Apprenticeships GTO (WTA) is committed to supporting apprentices and trainees in achieving their full potential. This policy provides a structured and fair process for identifying and addressing performance or conduct concerns while maintaining a supportive learning and work environment.

The objectives of this policy are to:

- Provide a clear framework for managing underperformance and misconduct.
- Ensure apprentices are given fair opportunity, guidance, and resources to improve.
- Maintain compliance with training contract obligations, employment laws, and GTO standards.
- Promote accountability, consistency, and transparency in performance management.

2. Scope

This policy applies to:

- All apprentices and trainees employed by WTA.
- WTA staff, including managers, coordinators, trainers, and mentors involved in performance management.
- Host employers who supervise and support WTA apprentices in the workplace.

It applies across all WTA and host employer worksites, training venues, and work-related environments, including remote and online engagement.

3. Roles and Responsibilities

Role	Responsibilities
Chief Executive Officer (CEO)	Ensure compliance with employment, training, and WHS legislation; endorse the policy; review outcomes of serious cases; and oversee alignment with GTO standards.
Compliance Officer	Maintain confidential performance records, ensure fair application of the process, and oversee compliance with relevant laws and standards.
GTO Coordinator / Field Officer	Identify performance concerns early, conduct reviews, facilitate improvement plans, and liaise between apprentices and host employers.
Host Employers	Provide regular supervision, communicate performance issues to WTA promptly, support improvement plans, and uphold fair treatment.
Apprentices and Trainees	Engage in training and work diligently, seek support when needed, comply with conduct and safety expectations, and participate in performance discussions constructively.

4. Minimum Standards of Performance and Conduct

WTA expects all apprentices to demonstrate consistent engagement, professionalism, and a commitment to learning. Apprentices must:

- Attend all scheduled work and training sessions punctually.
- Follow WTA and host employer policies, including safety requirements.
- Display respectful and cooperative behaviour in the workplace.
- Make a genuine effort to meet learning and productivity goals.

WTA will ensure apprentices are informed of expectations through:

- Comprehensive induction and orientation processes.
- Regular mentoring and performance feedback.
- Access to support services, including training assistance and counselling.

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Failure to meet minimum standards will trigger a structured performance improvement process to support development and ensure fair resolution.

5. Performance Improvement Framework

WTA follows a progressive, supportive approach to performance management. The process prioritises early intervention and skill development while maintaining fairness and compliance with GTO standards.

Early Intervention and Support

- Field Officers will address performance or conduct issues informally at the earliest opportunity.
- Apprentices will be advised of the issue, the expected standard, and a timeframe for improvement.
- Support may include additional training, mentoring, or workplace adjustments.
- Meetings and outcomes will be recorded for accountability and follow-up.

Formal Performance Improvement Process

If informal measures are unsuccessful or the issue is serious, a formal process will be initiated.

Step 1: Verbal Warning and Discussion

- The issue will be clearly explained, with examples and reference to expectations.
- The apprentice will be given the opportunity to respond.
- Support measures will be discussed and agreed upon.
- A written record of the meeting will be kept.

Step 2: Written Warning

- Issued if improvement is not evident within the agreed timeframe or the issue is more serious.
- Outlines specific areas requiring improvement, timelines, and available support.
- The apprentice will acknowledge receipt and understanding of the warning.

Step 3: Final Written Warning

- Issued when performance concerns continue despite support and prior warnings.
- Specifies that further failure to improve may lead to termination and cancellation of the training contract.
- Continued support options will remain available.

Step 4: Termination

- If no satisfactory improvement occurs, WTA may terminate employment and initiate training contract cancellation.
- The apprentice will have the opportunity to respond before a final decision is made.

Serious Misconduct

In cases of serious misconduct—such as theft, violence, harassment, or major safety breaches—WTA may proceed directly to final warning or termination without the full process. Each case will be assessed individually to ensure procedural fairness.

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6. Apprentice Rights and Support

Apprentices are entitled to:

- Be informed of concerns and given clear performance expectations.
- Receive guidance, mentoring, and reasonable opportunity to improve.
- Access fair and transparent processes, with the right to respond to allegations.
- Be accompanied by a support person during formal meetings.
- Confidential treatment of all matters.

WTA acknowledges that personal or health-related issues can impact performance. Apprentices experiencing such difficulties are encouraged to discuss them confidentially with a Field Officer or Mentor to explore reasonable adjustments or external support options.

7. Documentation and Record-Keeping

WTA will maintain accurate, confidential records of all performance management actions, including:

- Meeting notes, signed warnings, and improvement plans.
- Records of training, mentoring, and additional support provided.
- Outcomes and any follow-up actions taken.

Records will be securely stored in accordance with privacy legislation and retained in the apprentice's personnel file.

8. Continuous Improvement

WTA is committed to continuously improving its performance management processes by:

- Reviewing and updating this policy annually or following significant incidents.
- Monitoring outcomes and trends from performance reviews.
- Providing staff training to ensure consistent, fair, and lawful implementation.
- Consulting with apprentices, host employers, and staff to identify systemic issues.
- Recording actions and findings in the Continuous Improvement Register.

9. Policy Review

This policy will be reviewed annually, or sooner if legislative or operational changes occur. Feedback from apprentices, staff, and host employers will be incorporated to ensure ongoing effectiveness and compliance.

Applicable Standards and Regulatory Frameworks

South Australian GTO Standards (2025)

- Standard 1: Governance and Accountability
- Standard 2: Apprentice and Trainee Employment
- Standard 3: Apprentice and Trainee Welfare
- Standard 6: Reporting and Data Management
- Standard 7: Continuous Improvement and Reporting

Queensland Department of Trade, Employment and Training (DTET) GTO Standards

- Vocational Education, Training and Employment Act 2000 (Qld)
- GTO Contractual Requirements for Apprentice Performance Management
- Apprentice Welfare and Host Employer Compliance Obligations

National Standards for Group Training Organisations (NSGTO)

- Standard 2: Apprentice and Trainee Employment
- Standard 3: Apprentice and Trainee Welfare
- Standard 4: Host Employer Management

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- Standard 5: Governance and Risk Management
- Standard 7: Continuous Improvement and Reporting

Legislative and Regulatory Frameworks

- Fair Work Act 2009 (Cth)
- Vocational Education, Training and Employment Act 2000 (Qld)
- South Australian Skills Act 2008
- Skills Regulations 2021 (SA)
- Work Health and Safety Act 2011 (Qld)
- Work Health and Safety Act 2012 (SA)
- Privacy Act 1988 (Cth)

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Suspension and Stand-Down Policy

Purpose

This policy outlines the process for the temporary suspension or stand-down of apprentices employed by WetTrade Apprenticeships (WTA), ensuring that all actions are compliant with relevant legislation and regulatory frameworks.

It provides guidance on when stand-downs or suspensions may occur, defines the procedure for regulatory notification and approval, and ensures that apprentices receive ongoing support throughout the period.

Policy Statement

WTA is committed to the continuity of apprenticeship training and the wellbeing of all apprentices. However, circumstances may arise that require a temporary stand-down or suspension of employment or training.

Such situations must be managed fairly, transparently, and in compliance with applicable state and national requirements, including notification to or approval from the **South Australian Skills Commission** or the **Department of Trade, Employment and Training (DTET)** in Queensland.

WTA will ensure that every apprentice affected by a stand-down or suspension receives pastoral care, communication support, and assistance to maintain training progression or transition back into active employment as soon as practicable.

Scope

This policy applies to:

- All apprentices employed by WTA
- All host employers participating in WTA's Group Training programs
- WTA staff responsible for managing employment, compliance, and apprentice welfare

1. Circumstances for Stand-Down or Suspension

Stand-down or suspension may occur under one or more of the following conditions:

- Equipment failure or breakdown not caused by the employer
- Industrial action not initiated by the employer
- Work stoppage due to factors beyond employer control, including natural disasters or supply shortages
- Enforceable government direction (e.g., closure orders, health restrictions)
- Seasonal or project-based work fluctuations
- Temporary medical incapacity or long-term illness
- Host employer ceasing to trade, losing registration, or being declared a prohibited employer
- Apprenticeship misalignment requiring reassignment or review

All stand-downs or suspensions must comply with the **Fair Work Act 2009**, and where applicable, be approved or acknowledged by the **SA Skills Commission** or **DTET**.

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2. Approval and Notification

South Australia

- WTA must notify and seek approval from the **South Australian Skills Commission** prior to any formal stand-down or suspension of an apprentice.
- A written submission must be provided detailing:
 - Reason for suspension or stand-down;
 - Duration and proposed review date;
 - Apprentice welfare and communication plan; and
 - Arrangements for continuation or resumption of training.
- The suspension or stand-down will not take effect until the Commission provides written confirmation.

Queensland

- In accordance with the **Vocational Education, Training and Employment Act 2000 (Qld)**, WTA must notify **DTET** within the required timeframe of any apprentice stand-down or suspension.
- Documentation must include the cause, expected duration, and measures to maintain training engagement.

3. Apprentice Support During Stand-Down

WTA will ensure that all apprentices placed on stand-down continue to receive:

- **Pastoral Care Support:** Regular contact by the GTO Coordinator or Counsellor to discuss wellbeing, housing, and financial concerns.
- **Communication and Updates:** Apprentices will receive written updates on the status of their placement and anticipated return date.
- **Training Continuity Assistance:** Where possible, WTA will coordinate off-the-job training with the RTO during the stand-down period to maintain learning progress.
- **Employment Transition Assistance:** Resume support, interview preparation, or redeployment assistance if a new host employer is required.

All communication and support activities must be logged in the apprentice's case file and included in WTA's Governance and Compliance Register.

4. Reactivation and Return to Work

When an apprentice returns from stand-down or suspension:

1. The GTO Coordinator will confirm the apprentice's readiness to recommence work or training.
2. A **Return-to-Work Induction** will be conducted, covering workplace updates, safety procedures, and training progress review.
3. The apprentice's **Training Plan** must be updated in consultation with the RTO and host employer to ensure training continuity and competency alignment.
4. Notification of reactivation will be sent to the SA Skills Commission (SA) or DTET (QLD) as appropriate.

5. Record Keeping

All stand-down or suspension records—including correspondence, approvals, apprentice communications, and updated training plans—must be retained in digital format within the **Governance and Compliance Register** for a minimum of seven years.

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6. Roles and Responsibilities

Role	Responsibilities
Chief Executive Officer (CEO)	Approve all stand-downs and suspensions; ensure compliance with Commission and DTET notification requirements.
Compliance Officer	Prepare and lodge notification documents with relevant authorities; maintain records of all stand-down actions.
GTO Coordinator	Provide direct communication and pastoral care to affected apprentices; liaise with RTOs and host employers to support training continuity.
Host Employer	Notify WTA immediately of any business closure, shutdown, or change affecting apprentice employment.
Apprentice	Maintain contact with WTA during stand-down and participate in off-the-job training or transition planning where applicable.

7. Review

This policy will be reviewed annually or sooner if changes occur to:

- South Australian Skills Commission or DTET reporting requirements;
- National GTO Standards; or
- Relevant legislation affecting employment and training continuity.

All amendments will be approved by the CEO and recorded in the Governance and Compliance Register.

Applicable Standards and Regulatory Frameworks

South Australian GTO Standards (2025)

- Standard 3: Apprentice and Trainee Employment
- Standard 4: Employment, Supervision, and Support
- Standard 5: Host Employer Management
- Standard 7: Continuous Improvement and Reporting

Queensland Department of Trade, Employment and Training (DTET) GTO Standards and Contract Requirements

- Apprentice employment management requirements under the Vocational Education, Training and Employment Act 2000 (Qld)
- Notification and compliance obligations relating to stand-downs or suspensions

National Standards for Group Training Organisations (NSGTO)

- Standard 3: Apprentice and Trainee Employment
- Standard 5: Apprentice and Trainee Support and Development
- Standard 7: Continuous Improvement and Reporting

Legislative Frameworks

- South Australian Skills Act 2008 and Skills Regulations 2021
- Vocational Education, Training and Employment Act 2000 (Qld)
- Work Health and Safety Act 2012 (SA)
- Work Health and Safety Act 2011 (Qld)
- Fair Work Act 2009 (Cth)

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Host Employer Management

Host Employer Management and Agreement Policy

Purpose

This policy establishes the requirements and procedures for assessing, approving, inducting, and managing host employers who engage apprentices and trainees through WetTrade Apprenticeships (WTA).

It ensures that all host employers provide safe, fair, and compliant workplaces, and that WTA meets its registration, reporting, and audit obligations under both national and jurisdictional legislation.

Policy Statement

WetTrade Apprenticeships (WTA) is committed to engaging only host employers who uphold workplace safety, training quality, and fair employment practices.

All host employers must demonstrate compliance with work health and safety (WHS), industrial relations, and supervision standards prior to hosting apprentices.

WTA formalises each arrangement through a written Host Employer Agreement and a structured Host Employer Induction and Training Process to ensure clarity of roles and responsibilities and compliance with the National Standards for Group Training Organisations (NSGTO), the South Australian Skills Commission Guidelines, and the Department of Trade, Employment and Training (DTET) GTO Performance Standards in Queensland.

Scope

This policy applies to:

- All WTA employees involved in employer engagement, induction, monitoring, and compliance activities
- All host employers participating in WTA GTO programs
- All apprentices and trainees placed with WTA host employers

1. Host Employer Approval and Agreement

1.1 Written Agreement

Before any placement, WTA and the host employer must enter into a written Host Employer Agreement that defines:

- Responsibilities for supervision, safety, and training of apprentices
- Obligations under WHS and industrial relations laws
- Commitment to participate in monitoring visits and feedback processes
- Requirements to maintain insurance, licensing, and safe systems of work
- Provisions for termination of hosting arrangements where compliance is breached

The agreement must be signed by both parties prior to any placement.

If the host's business details, ownership, or operating structure change, the agreement must be reviewed and re-executed.

1.2 Verification and Approval Process

Before approval, each host employer must undergo a compliance verification process confirming:

- Compliance with WHS legislation and codes of practice
- Adequate supervision by a qualified tradesperson

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- Financial stability and ability to meet wage obligations
- Access to safe tools, equipment, and sufficient range of work
- No listing on the South Australian Prohibited Employer Register (for SA-based hosts)

All verification results must be recorded in the Host Employer Compliance Register, including:

- Approval date, expiry date, and verification status
- Copy of the signed Host Employer Agreement
- Completed Employer Resource Assessment (ERA)
- Site inspection and WHS induction record
- Details of any corrective actions and follow-up reviews

2. Host Employer Induction and Training

2.1 Induction Requirement

All approved host employers must complete a Host Employer Induction before receiving their first apprentice. A Host Employer Induction Checklist will be used to ensure consistent and documented delivery.

2.2 Induction Content

The induction will cover, at minimum, the following key areas:

- Work Health and Safety (WHS) obligations under state and national law
- Apprentice supervision responsibilities, including minimum supervision ratios
- Procedures for reporting incidents, hazards, and near misses to WTA
- Mentoring expectations and apprentice welfare responsibilities
- Record-keeping, attendance, and communication with WTA
- Disciplinary processes, dispute management, and contact points for support
- Equal Employment Opportunity (EEO) and anti-bullying standards
- Reporting requirements to WTA and relevant authorities

2.3 Induction Documentation

The GTO Coordinator must ensure that:

- The Host Employer Induction Checklist is completed and signed by both the WTA representative and the host employer
- A copy of the signed induction record is stored in the Host Employer Compliance Register
- The host is provided with the Host Employer Handbook outlining policies, procedures, and reporting contacts

2.4 Refresher Induction

A refresher induction is required:

- Every 12 months for all active host employers, or
- Immediately after significant changes in staff, ownership, WHS systems, or supervision structure

The refresher will reconfirm compliance with key obligations and any updates to legislation, standards, or WTA policies.

3. Monitoring and Reporting

3.1 Regular Monitoring

WTA will conduct site visits and monitoring reviews for each host employer at least every three months to confirm:

- Ongoing compliance with WHS and supervision standards
- Apprentice training progress and range of work

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- Host participation in reviews and corrective actions
- Any emerging risks or performance issues

3.2 Six-Monthly Reporting – South Australia

In accordance with the Skills Regulations 2021, WTA must:

- Submit a six-monthly report to the South Australian Skills Commission listing all current host employers and apprentices
- Maintain detailed records of each host's approval status, site location, and supervising tradesperson

3.3 Annual Reporting – Queensland

Under the Vocational Education, Training and Employment Act 2000 (Qld) and DTET GTO Performance Framework, WTA must:

- Maintain a register of host employers and apprentices available for audit or review by DTET
- Provide host employer data upon request for compliance, funding, or evaluation purposes
- Participate in DTET's annual GTO Performance Review

3.4 Ongoing Compliance Verification

Each host must be re-verified annually or sooner if risk indicators arise (e.g. workplace incident, complaint, or change of ownership).

Verification will assess:

- WHS compliance and insurance coverage
- Supervision and competency levels
- Training variety and quality
- Financial stability and award compliance
- Exclusion from the SA Prohibited Employer Register (if applicable)

4. Host Employer Responsibilities

Approved host employers must:

- Provide and maintain a safe working environment that complies with relevant WHS legislation
- Ensure qualified supervision for apprentices at all times
- Provide sufficient range and quality of work to meet Training Plan requirements
- Comply with all applicable industrial awards and legislation
- Notify WTA immediately of any workplace injury, misconduct, or incident
- Participate in all monitoring, feedback, and review processes as required

South Australia:

- Cooperate with WTA and the SA Skills Commission during site inspections and audits
- Ensure compliance with any corrective actions or improvement notices issued by WTA or the Commission

Queensland:

- Comply with DTET's GTO Quality Framework, including supervision, apprentice welfare, and WHS requirements
- Provide information requested by DTET during audits or program reviews

5. Suspension or Withdrawal of Host Approval

A host employer's approval may be suspended or revoked if they:

- Breach the Host Employer Agreement or relevant laws
- Fail to meet WHS, supervision, or training obligations

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- Are declared a Prohibited Employer (SA only)
- Repeatedly fail to cooperate with WTA's monitoring or reporting processes

If suspension occurs:

- All affected apprentices must be immediately withdrawn and redeployed
- Relevant regulators (SA Skills Commission or DTET) must be notified within 24 hours
- Full documentation of the issue, action taken, and redeployment outcomes must be retained

6. Record Keeping

WTA must maintain two dedicated compliance records:

1. Host Employer Register – listing approval status, expiry date, ERA results, and contact details
2. Governance and Compliance Register – recording agreements, verification outcomes, and reporting submissions

Records must be retained for a minimum of seven years and made available for inspection upon request by the SA Skills Commission or DTET.

7. Roles and Responsibilities

Role	Responsibilities
Chief Executive Officer (CEO)	Approve new host employers and sign all Host Employer Agreements. Ensure compliance with all regulatory reporting obligations, including six-monthly (SA) and annual (QLD) submissions.
Compliance Officer	Conduct host verification checks, maintain compliance registers, prepare reports, and notify authorities of any host suspension or breach.
GTO Coordinator	Conduct site visits, deliver inductions, assess WHS and supervision standards, and support hosts to meet compliance obligations. Manage apprentice redeployment when required.
Board of Directors	Provide governance oversight of host compliance, review risk and audit reports annually, and ensure adherence to registration and contractual obligations.

8. Review

This policy will be reviewed annually or sooner if:

- Legislative or regulatory changes occur in any jurisdiction
- The South Australian Skills Act 2008 or Vocational Education, Training and Employment Act 2000 (Qld) is amended
- The SA Skills Commission or DTET issues updated compliance or reporting requirements

All changes will be approved by the CEO and recorded in the Governance and Compliance Register.

Applicable Standards and Regulatory Frameworks

South Australian GTO Standards (2025)

- Standard 4: Employment, Supervision, and Support of Apprentices and Trainees
- Standard 5: Host Employer Management
- Standard 6: Work Health and Safety
- Standard 7: Quality Assurance and Continuous Improvement

Queensland Department of Trade, Employment and Training (DTET) GTO Standards and Contract Requirements

- Governance, host management, and compliance under the Vocational Education, Training and Employment Act 2000 (Qld)

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- Work Health and Safety and supervision verification before placement
- Annual performance reporting and compliance reviews

National Standards for Group Training Organisations (NSGTO)

- Standard 3: Apprentice and Trainee Employment
- Standard 4: Host Employer Management
- Standard 5: Apprentice and Trainee Support and Development
- Standard 7: Continuous Improvement and Reporting

Legislative Frameworks

- South Australian Skills Act 2008 and Skills Regulations 2021
- Work Health and Safety Act 2012 (SA)
- Work Health and Safety Act 2011 (Qld)
- Fair Work Act 2009 (Cth)

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Placement of Apprentice with Host Employers Policy

Purpose

This policy defines the procedures and compliance requirements for placing apprentices with approved host employers to ensure safe, fair, and high-quality workplace experiences that enable completion of the relevant qualification.

It ensures alignment with:

- the *National Standards for Group Training Organisations (NSGTO)*,
- the *South Australian GTO Standards* issued by the South Australian Skills Commission,
- the *South Australian Skills Act 2008* and *Skills Regulations 2021*, and
- the *Vocational Education, Training and Employment Act 2000 (QLD)*.

Policy Statement

WetTrade Apprenticeships (WTA) ensures apprentices are placed only with verified, reputable, and compliant host employers that meet all national and jurisdictional regulatory requirements.

This policy supports the intent of the National GTO Standards, particularly:

- *Standard 1 – Effective Recruitment, Employment and Induction of Apprentices and Trainees;*
- *Standard 2 – Effective Host Employer Management;* and
- *Standard 3 – Effective Apprentice and Trainee Support, Monitoring and Feedback.*

In South Australia, all placement, host approval, and monitoring practices must also comply with the South Australian GTO Standards, which require WTA to:

- ensure host employers meet prescribed suitability and safety standards;
- rotate apprentices where necessary to achieve full competency outcomes;
- maintain accurate reporting and record-keeping for all placements; and
- cooperate with compliance monitoring by the SA Skills Commission.

Apprentices and host employers must also follow the expectations and procedures outlined in the Apprentice and Host Employer Information Handbook, which complements this policy.

1. Eligibility and Selection Criteria

Apprentices eligible for placement must:

- Meet the entry and pre-employment requirements of their training program;
- Demonstrate the commitment, aptitude, and workplace readiness expected under *National Standard 1*; and
- Comply with the placement expectations detailed in the Apprentice and Host Employer Information Handbook.

Selection and placement decisions will consider:

- The apprentice's trade area, progression stage, and training plan;
- Compatibility with available host employers;
- Workplace location, safety, and accessibility; and
- The host's demonstrated ability to provide the full range of work experience required under *South Australian GTO Standard 3.2* (where applicable).

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2. Host Employer Evaluation and Screening

Before placement, WTA conducts a structured evaluation and approval process to confirm that each host employer meets all obligations under the **National** and **South Australian GTO Standards**.

2.1 Assessment Criteria

Host employers must demonstrate:

- **Compliance** with WHS and industrial relations legislation;
- **Capacity** to provide qualified supervision and meaningful on-the-job training;
- **Financial stability** to meet wage and employment obligations;
- **Commitment** to workplace inclusion and fair treatment of apprentices; and
- (For South Australia) **No listing** on the **Prohibited Employer Register**.

2.2 Site Verification

- WTA must complete a **workplace site inspection** before initial placement to assess safety, supervision, and suitability, as required under *SA GTO Standard 2.3* and *National Standard 2*.
- The host's verification status, approval date, and supporting evidence are recorded in the **Host Employer Compliance Register**.
- All documentation must be retained for audit by the **SA Skills Commission** or **DTET**.

3. Matching Apprentices with Host Employers

Placements are matched based on:

- Apprentice trade, competency level, and learning needs;
- Host employer trade scope and range of work;
- Apprentice career goals and location; and
- Cultural and operational fit between apprentice and host.

Each placement must satisfy *National Standard 2.1* and *SA GTO Standard 3.1*, ensuring apprentices gain access to varied and relevant work that supports progression toward qualification outcomes.

4. Monitoring and Support

4.1 Ongoing Monitoring

In line with *National Standard 3* and *SA GTO Standard 4*, WTA will:

- Conduct regular site visits (minimum every 12 weeks);
- Review workplace safety, supervision, and apprentice satisfaction; and
- Record findings in the **Apprentice Monitoring Register**.

4.2 Support and Intervention

If concerns arise:

- WTA will investigate and mediate issues, ensuring training continuity;
- Mentoring and counselling services will be offered to affected apprentices;
- Outcomes and corrective actions will be documented and reviewed by management.

4.3 Mentorship

Host employers are encouraged to provide structured mentoring and skills coaching, as required under *National Standard 3.4*, to foster professional growth and retention.

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5. Apprentice Rotation Policy

To ensure compliance with *SA GTO Standard 3.2* and *National Standard 2.2*, WTA must rotate apprentices when required to ensure they gain exposure to the full range of work needed to complete their qualification.

5.1 Rotation Criteria

Rotations may be initiated when:

- The host employer cannot provide sufficient variety of work or training tasks;
- The apprentice has achieved all competencies available at the current placement;
- Business conditions or ownership changes affect training continuity; or
- WHS or industrial compliance concerns arise.

5.2 Rotation Process

- The GTO Coordinator identifies the need for rotation and confirms with the Registered Training Organisation (RTO) that the move supports the apprentice's Training Plan.
- A new Host Employer Agreement and Employer Resource Assessment (ERA) are completed before the transfer.
- The apprentice's Training Plan and monitoring records are updated accordingly.
- Both the previous and new host employers receive a written summary of the apprentice's progress and next competencies.

5.3 Continuity of Training

- Rotations must not interrupt structured training delivery.
- Competencies achieved are documented and transferred across placements.
- WTA ensures that all rotations comply with the *SA GTO Standard 3.2* requirement for continuous employment and training support.

6. Evaluation and Feedback

In alignment with *National Standard 4 – Continuous Improvement* and *SA GTO Standard 5 – Quality Management*:

- Apprentices and hosts will be surveyed following each placement or rotation.
- Feedback will inform improvements to matching, supervision, and host support.
- Annual data from evaluations will feed into WTA's Continuous Improvement Register.

7. Confidentiality and Data Protection

All apprentice and host employer records will be managed under privacy legislation and *National Standard 5.3* for information management.

Personal data will only be used for legitimate operational or reporting purposes and will be securely stored for a minimum of seven years.

8. Roles and Responsibilities

Role	Responsibilities
Chief Executive Officer (CEO)	Ensure compliance with the National and SA GTO Standards. Approve host employers and rotations. Authorise state-specific reporting.
Compliance Officer	Verify host eligibility, maintain compliance registers, and submit required reports to the SA Skills Commission and DTET.
GTO Coordinator / Field Officer	Conduct monitoring visits, manage rotations, liaise with RTOs, and ensure training continuity.

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Training Manager (RTO Liaison)	Coordinate Training Plan updates and ensure apprentices meet qualification requirements.
Board of Directors	Oversee compliance with the National and SA GTO Standards and review audit outcomes annually.

9. Review

This policy will be reviewed annually, or sooner if:

- Amendments are made to the *National Standards for Group Training Organisations*;
- The **South Australian GTO Standards** are updated by the SA Skills Commission; or
- Legislative changes occur under the *SA Skills Act 2008* or *VETE Act 2000 (QLD)*.

All policy reviews will be documented in WTA's **Governance and Compliance Register** and communicated to staff, apprentices, and host employers through updated versions of the **Apprentice and Host Employer Information Handbook**.

Applicable Standards and Regulatory Frameworks

South Australian GTO Standards (2025)

- Standard 3: Risk Management and Host Employer Compliance
- Standard 4: Apprentice Employment and Welfare

Queensland Department of Trade, Employment and Training (DTET) GTO Standards and Contract Requirements

- GTO Performance Framework – Apprentice Placement and Supervision

National Standards for Group Training Organisations (NSGTO)

- Standard 4: Host Employer Management

Legislative Frameworks

- South Australian Skills Act 2008
- Skills Regulations 2021 (SA)
- Fair Work Act 2009 (Cth)

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Prohibited Employer Management Policy

Purpose

This section outlines WetTrade Apprenticeships' (WTA) responsibilities and procedures for ensuring that no apprentices or trainees are engaged with employers or host employers who are listed on the **South Australian Prohibited Employer Register**.

It ensures compliance with the *South Australian Skills Act 2008*, *Skills Regulations 2021*, and relevant guidelines issued by the **South Australian Skills Commission**.

Policy Statement

WetTrade Apprenticeships is committed to protecting the safety, welfare, and training integrity of all apprentices and trainees.

In accordance with the *South Australian Skills Act 2008*, WTA will not place, rotate, or maintain an apprentice with any employer who has been declared a **Prohibited Employer** by the South Australian Skills Commission.

All prospective host employers must undergo formal verification before engagement, and existing hosts will be subject to ongoing compliance checks to ensure they remain eligible under South Australian legislation.

Scope

This policy applies to all WTA staff involved in the engagement, assessment, or monitoring of host employers in South Australia, including the **CEO, Compliance Officer, GTO Coordinator**, and field officers responsible for apprentice placements.

Procedures

1. Screening of Prospective Host Employers

- Prior to approval or placement of any apprentice, WTA must **screen all prospective host employers** against the **South Australian Prohibited Employer Register**.
- Verification must be completed using the **Commission's online Prohibited Employer Register** or through direct confirmation with the SA Skills Commission.
- No apprenticeship placement or rotation will be approved until written confirmation of eligibility has been obtained.
- Records of all checks must be retained in the **Host Employer Compliance Register**.

2. Ongoing Verification and Monitoring

- The Compliance Officer will conduct quarterly checks to verify that all current host employers remain eligible and are not listed on the Prohibited Employer Register.
- Evidence of each verification will be recorded, dated, and filed in the Governance and Compliance Register.
- Any anomalies or warnings identified during these checks must be escalated immediately to the CEO.

3. Action if a Host Becomes Prohibited

If a current host employer is declared a **Prohibited Employer**:

1. The GTO Coordinator must **immediately withdraw all apprentices or trainees** placed with that host.
2. The Compliance Officer must **notify the South Australian Skills Commission in writing** within 24 hours of becoming aware of the prohibition.

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3. WTA will cooperate fully with the Commission in facilitating the transfer of affected apprentices to alternative eligible hosts.
4. All communication and actions taken must be documented and stored in the Governance and Compliance Register.

4. Communication and Record Keeping

- The Compliance Officer must notify all relevant internal stakeholders, including the CEO and GTO Coordinator, when a host is confirmed as prohibited.
- The GTO Coordinator must communicate directly with affected apprentices and host employers, ensuring a safe and orderly transition.
- Records of all correspondence, notifications, and apprentice transfer arrangements must be maintained for audit purposes.

Appeals and Reviews

- Prohibited employers have the right to appeal or seek a review of the Commission's decision in accordance with the **South Australian Skills Commission's prescribed process**.
- WTA will not participate in or support any appeal process on behalf of a prohibited employer.
- Apprentices affected by such prohibitions will continue to receive WTA's full support and will be prioritised for redeployment to compliant host employers.

Responsibilities

Role	Responsibilities
Chief Executive Officer (CEO)	Ensure compliance with the <i>Skills Act 2008</i> and confirm that no prohibited employers are engaged. Approve all formal notifications to the SA Skills Commission regarding prohibited employers.
Compliance Officer	Conduct initial and periodic checks against the Prohibited Employer Register. Maintain verification records and manage notifications to the SA Skills Commission.
GTO Coordinator	Ensure no apprentice or trainee is placed or rotated with a prohibited employer. Manage the immediate withdrawal and redeployment of affected apprentices when necessary.
Board of Directors	Provide oversight and ensure effective implementation of this policy. Review annual audit outcomes and risk reports relating to host employer compliance.

Review

This policy section will be reviewed annually or earlier if amendments occur to the:

- *South Australian Skills Act 2008*
- *Skills Regulations 2021*
- *South Australian Skills Commission – GTO Compliance or Prohibited Employer Guidelines*

Applicable Standards and Regulatory Frameworks

South Australian GTO Standards (2025)

- Standard 3: Risk Management and Host Employer Compliance
- Standard 4: Apprentice Employment and Welfare
- Standard 5: Governance, Compliance and Reporting

Queensland Department of Trade, Employment and Training (DTET) GTO Standards and Contract Requirements

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- Included for cross-jurisdictional alignment of host employer verification and compliance processes.

National Standards for Group Training Organisations (NSGTO)

- Standard 4: Host Employer Management
- Standard 5: Governance and Administration

Legislative Frameworks

- South Australian Skills Act 2008
- Skills Regulations 2021 (SA)
- Fair Work Act 2009 (Cth)
- Work Health and Safety Act 2012 (SA)

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Host Employer Training Contract Transfer Policy

Purpose

This policy defines WetTrade Apprenticeships' (WTA) requirements and procedures when a host employer assumes direct responsibility for an apprentice's training contract.

It ensures that all transfers of training contracts are conducted transparently, lawfully, and in compliance with the **South Australian Skills Act 2008, Skills Regulations 2021**, and the **SA GTO, National, and DTET GTO Standards (2025)**.

The purpose of this policy is to:

- Ensure apprentices and host employers understand their rights and obligations during a transfer.
- Maintain training continuity and welfare of the apprentice.
- Provide evidence of compliance and governance oversight of all training contract transitions.

Scope

This policy applies to:

- All apprentices employed by WTA whose host employers wish to take over their training contract directly.
- WTA management, mentors, coordinators, and compliance staff involved in the transfer process.
- Host employers seeking to assume direct employment of an apprentice.
- The supervising registered training organisation (RTO) that delivers the formal training.

Policy Statement

WetTrade Apprenticeships (WTA) supports opportunities for apprentices to transition into direct employment with host employers where this benefits the apprentice's career progression and meets all regulatory obligations.

Transfers will only proceed when:

- The host employer demonstrates the financial, supervisory, and regulatory capacity to employ and train the apprentice directly.
- The apprentice provides informed consent.
- WTA verifies compliance with all applicable laws, awards, and GTO standards.

WTA maintains responsibility for ensuring that the transition does not disadvantage the apprentice, disrupt training, or breach industrial or contractual obligations.

Alignment with GTO Standards

Standard	Alignment
SA GTO Standard 2 – Recruitment, Employment & Training	Ensures the apprentice's welfare, training continuity, and informed consent are maintained during transition.
SA GTO Standard 3 – Risk Management & Support	Requires risk assessment and documented approvals prior to contract transfer.
SA GTO Standard 4 – Host Employer Management	Mandates due diligence, supervision verification, and host capacity checks.
National GTO Standard 2	Supports fair employment transitions while maintaining apprentice rights and training outcomes.

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DTET GTO Standard Clauses 2.6 & 5.1	Requires GTOs to manage training contract variations, suspensions, or cancellations in line with departmental procedures.
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Principles

1. **Transparency:** All parties must receive accurate information regarding roles, obligations, and entitlements.
2. **Apprentice Welfare:** The apprentice's training continuity and wellbeing remain the highest priority.
3. **Informed Consent:** Both the apprentice and the host employer must agree in writing to the transfer.
4. **Compliance:** All transfers are managed according to legislative and regulatory requirements.
5. **Documentation:** Every stage of the transfer must be recorded, authorised, and retained in compliance records.

Eligibility for Transfer

A host employer may take over a training contract where:

- The apprentice has completed a successful probationary period under WTA's employment.
- The host employer has demonstrated ongoing compliance with WTA supervision and WHS requirements.
- The RTO supports the continuity of training and endorses the employer's capacity to provide the required training outcomes.
- No outstanding disciplinary or performance matters are under review.

Process Requirements

Stage	Description	Responsibility	Required Evidence / Documentation
1. Expression of Interest	The host employer formally notifies WTA of their intention to take over the training contract.	Host Employer / GTO Coordinator	Email / Written Request
2. Apprentice Consultation	WTA meets with the apprentice to discuss rights, options, and implications. The apprentice must give informed consent.	GTO Coordinator / Counsellor	Apprentice Consent Form
3. Due Diligence Check	WTA verifies that the host employer meets regulatory and industrial requirements (ABN, WHS compliance, insurance, supervisory ratio, wage capacity).	Compliance Officer / GM	Host Due Diligence Checklist
4. RTO Confirmation	The supervising RTO confirms that the training plan can continue uninterrupted and that units of competency align with the new employer's scope of work.	RTO Representative / Compliance Officer	RTO Endorsement Letter
5. Departmental Notification	WTA submits a formal Training Contract Transfer Request to the Department for Training, Employment and Skills (DTET) for approval.	Compliance Officer	DTET Transfer Form / Email Confirmation

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6. Contract Variation Approval	Upon departmental approval, WTA issues final documentation to all parties confirming the termination of WTA's employment contract and commencement of direct employment.	CEO / GM	Approval Notice / Updated Training Contract
7. Record Closure and Handover	All WTA employment records are archived, and the apprentice's file is transferred to the host employer and RTO as per privacy laws.	Compliance Officer	Handover Record / File Transfer Confirmation

Apprentice Entitlements and Protections

- The apprentice retains continuity of training and recognition of prior service.
- Accrued leave entitlements are finalised and paid by WTA in accordance with the **Fair Work Act 2009 (Cth)**.
- The new employer assumes responsibility for wages, insurance, and superannuation from the transfer date.
- WTA remains available to provide post-transfer support for a minimum of 30 days to ensure stability.

Confidentiality and Recordkeeping

All transfer documentation, correspondence, and consent forms are maintained in accordance with WTA's **Records Management Policy** and the **Privacy Act 1988 (Cth)**.

Records must be retained for a minimum of seven (7) years for audit and compliance purposes.

Continuous Improvement

Data on training contract transfers will be reviewed annually to:

- Identify trends or issues affecting completion rates.
- Assess host employer satisfaction and apprentice outcomes post-transfer.
- Inform updates to related procedures and GTO compliance reporting.

All findings are tabled in the **Governance & Compliance Committee** and recorded in the **Continuous Improvement Register**.

Applicable Standards and Legislation

- **South Australian GTO Standards (2025):** Standards 2, 3, and 4
- **National Standards for Group Training Organisations:** Standards 2, 4, and 5
- **DTET GTO Standards (2025):** Clauses 2.6, 3.1, 4.3, and 5.1
- **Legislation:**
 - *South Australian Skills Act 2008*
 - *Skills Regulations 2021 (SA)*
 - *Fair Work Act 2009 (Cth)*
 - *Privacy Act 1988 (Cth)*
 - *Work Health and Safety Act 2012 (SA)*

Review

This policy will be reviewed annually or when legislative, regulatory, or departmental changes occur. All amendments will be approved by the **Chief Executive Officer (CEO)** and recorded in the **Governance and Compliance Register**.

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Workplace Conduct and Behaviour

Code of Conduct Policy

Purpose

This policy outlines the expected standards of professional conduct, integrity, and behaviour for all employees, officers, and representatives of **WetTrade Apprenticeships (WTA)**. It ensures compliance with national and state-based regulatory frameworks governing ethical practice, governance, and workplace conduct across all jurisdictions of operation.

Policy Statement

All employees of WTA must uphold the highest standards of professionalism, integrity, and ethical behaviour in all dealings with apprentices, host employers, regulators, and the community. The Code of Conduct promotes trust, accountability, and respect, ensuring WTA maintains its reputation as a compliant and responsible Group Training Organisation (GTO).

Scope

This policy applies to all WTA employees, contractors, consultants, and representatives, including management and Board members, engaged in operations across South Australia, Queensland, and other jurisdictions.

1. Professionalism and Respect

All staff must:

- Treat all apprentices, host employers, colleagues, and stakeholders with respect, fairness, and courtesy.
- Demonstrate professionalism in all communications and interactions, whether internal or external.
- Uphold principles of diversity, inclusion, and equal opportunity.
- Refrain from discriminatory, harassing, or bullying behaviour, in accordance with WTA's **Access and Equity** and **Anti-Discrimination** policies.

2. Integrity and Ethics

Employees are expected to:

- Conduct all duties with honesty, transparency, and ethical responsibility.
- Comply with all relevant legislation, WTA policies, and industry standards.
- Maintain confidentiality of sensitive information relating to apprentices, host employers, and the organisation.
- Avoid misuse of position or information for personal gain or advantage.

3. Conflicts of Interest

All employees must:

- Disclose any actual, potential, or perceived conflicts of interest to their manager or the CEO immediately.
- Refrain from participating in decisions where a conflict of interest exists.
- Seek guidance from the Compliance Officer or CEO if uncertain about conflict management.

4. Workplace Health, Safety, and Security

Employees are responsible for:

- Maintaining a safe working environment in accordance with the **Work Health and Safety Acts** of each jurisdiction.

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- Reporting hazards, incidents, or near misses immediately to the Compliance Officer or CEO.
- Following all safety procedures, risk controls, and emergency response plans.
- Protecting company assets and maintaining data and information security at all times.

5. Communication and Collaboration

All employees must:

- Communicate openly, respectfully, and constructively.
- Promote teamwork, cooperation, and knowledge sharing.
- Use professional language in all written and verbal communications, including emails and online correspondence.
- Listen to and value diverse perspectives in decision-making processes.

6. Use of Company Resources

- Company resources, including vehicles, tools, digital systems, and facilities, must be used responsibly and solely for legitimate business purposes.
- Misuse or unauthorised access to systems or information will be considered a breach of this policy.
- Employees must follow all ICT and cybersecurity protocols.

7. Professional Development

- Employees are encouraged to pursue continuous professional learning.
- WTA will support access to training and development opportunities relevant to roles and compliance obligations.
- Employees must stay informed about regulatory and policy changes relevant to GTO operations.

8. Compliance with Organisational Policies

All staff must familiarise themselves with and adhere to WTA's policies, including but not limited to:

- **Work Health and Safety Policy**
- **Privacy and Record Keeping Policy**
- **Host Employer Management Policy**
- **Access and Equity Policy**
- **Complaints and Dispute Resolution Policy**

Uncertainty regarding policy interpretation should be clarified with a supervisor or the Compliance Officer.

9. Reporting Violations

- Employees must promptly report suspected or known breaches of this Code, organisational policy, or relevant legislation.
- Reports may be made to the GTO Coordinator, Compliance Officer, or CEO.
- Individuals who report concerns in good faith are protected from victimisation or retaliation under this policy.

10. Consequences of Breach

- Breaches of this Code of Conduct may result in disciplinary action, including counselling, formal warning, suspension, or termination of employment.
- Serious misconduct or unethical behaviour may be referred to external authorities, including the **SA Skills Commission**, **DTET**, or **Fair Work Ombudsman**.

Responsibilities

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Role	Responsibilities
Chief Executive Officer (CEO)	Ensure the Code is communicated, implemented, and enforced across all organisational levels.
Compliance Officer	Monitor compliance with this policy, maintain breach and corrective action records, and report findings to management.
Managers and Coordinators	Model ethical behaviour and ensure staff understand and comply with this Code.
All Employees	Act with integrity, uphold professional standards, and report any breaches or unethical behaviour.

Review

This policy will be reviewed annually or sooner if there are changes to regulatory or legislative requirements, or if audit outcomes indicate a need for revision.

Applicable Standards and Regulatory Frameworks

South Australian GTO Standards (2025)

- Standard 1: Governance and Accountability
- Standard 5: Governance, Compliance and Reporting
- Standard 6: Workforce Capability and Conduct
- Standard 7: Continuous Improvement and Reporting

Queensland Department of Trade, Employment and Training (DTET) GTO Standards and Contract Requirements

- GTO Registration and Performance Management Framework
- Vocational Education, Training and Employment Act 2000 (QLD)

National Standards for Group Training Organisations (NSGTO)

- Standard 1: Governance and Management
- Standard 5: Governance and Administration

Legislative and Regulatory Frameworks

- South Australian Skills Act 2008
- Skills Regulations 2021 (SA)
- Vocational Education, Training and Employment Act 2000 (QLD)
- Fair Work Act 2009 (Cth)
- Work Health and Safety Act 2012 (SA)
- Work Health and Safety Act 2011 (QLD)
- Privacy Act 1988 (Cth)

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Discrimination Policy

Purpose

This policy outlines **WetTrade Apprenticeships' (WTA)** commitment to maintaining a workplace that is fair, inclusive, and free from all forms of unlawful discrimination. It ensures compliance with relevant Commonwealth, South Australian, and Queensland legislation, as well as national and state GTO standards.

The policy defines discriminatory conduct, sets out the responsibilities of managers and staff, and establishes clear procedures for reporting, investigating, and resolving complaints.

Policy Statement

WTA is committed to providing a safe and respectful workplace in which all employees, apprentices, and host employers are treated equitably and without prejudice.

Discrimination in any form—whether direct, indirect, or systemic—is strictly prohibited. All employees, managers, and supervisors share responsibility for promoting a work environment based on respect, professionalism, and equal opportunity.

Unlawful discrimination includes treating a person unfairly or less favourably because of a protected attribute, such as:

- Sex, gender identity, or sexuality
- Age or parental status
- Race, cultural background, or religious belief
- Disability or impairment
- Marital, relationship, or family responsibilities
- Political or trade union activity
- Association with a person identified by any of these attributes

1. Definitions

- **Direct Discrimination:** Occurs when a person is treated less favourably because of a protected attribute.
- **Indirect Discrimination:** Occurs when a policy, condition, or requirement appears neutral but disadvantages a person or group based on a protected attribute.
- **Vilification:** Public behaviour inciting hatred or ridicule against a person or group due to their race, religion, gender identity, or sexuality.
- **Victimisation:** Retaliating against an individual for making or assisting with a complaint of discrimination.

2. WTA's Commitment to Equal Opportunity

WTA will:

- Take all reasonable steps to eliminate unlawful discrimination and harassment.
- Promote diversity, inclusion, and respect in all workplace practices.
- Investigate complaints promptly, confidentially, and fairly.
- Provide training and ongoing awareness on anti-discrimination and equal opportunity.
- Take disciplinary action against any employee or host employer found to have breached this policy.

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3. Responsibilities

Managers and Supervisors must:

- Identify, prevent, and address discrimination in the workplace.
- Take immediate action on observed or reported discriminatory behaviour.
- Promote awareness and model professional, inclusive behaviour.
- Support and protect employees or apprentices who make or witness complaints from victimisation.

All Employees and Apprentices must:

- Treat others with respect, fairness, and courtesy.
- Avoid and report discriminatory, harassing, or exclusionary behaviour.
- Support colleagues who raise genuine complaints.
- Maintain confidentiality during any investigation.

4. Reporting and Complaint Management

Informal Resolution

- Where possible, employees or apprentices should attempt to resolve minor issues directly with the individual involved.
- Supervisors may facilitate informal mediation or education sessions to clarify behavioural expectations.
- Managers may take independent corrective action if they observe unacceptable conduct, even if no complaint is lodged.

Formal Complaint Process

If informal resolution is unsuccessful or inappropriate:

1. Complaints must be submitted in writing to the **Compliance Officer** or **CEO**.
2. WTA will acknowledge receipt within **48 hours** and commence investigation within **five (5) business days**.
3. Both complainant and respondent will have an opportunity to provide their accounts, supported by evidence or witnesses.
4. Findings will be reported in writing, and any disciplinary or corrective actions determined.
5. Both parties will be notified of the outcome in accordance with confidentiality requirements.

Outcomes and Remedies

Depending on investigation findings, outcomes may include:

- Counselling or mediation
- Training or behavioural correction measures
- Disciplinary action up to and including termination of employment
- Notification to regulatory or legal authorities where required

5. Confidentiality

All complaints and investigations will be handled confidentially.

Only those directly involved in the resolution process will have access to information.

Breach of confidentiality or making false, malicious allegations will be treated as a serious disciplinary offence.

6. Protection from Victimisation

WTA guarantees protection for any individual who makes or supports a complaint in good faith.

Retaliation or victimisation of complainants or witnesses will result in disciplinary action.

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7. Education and Prevention

- Anti-discrimination awareness will be incorporated into **induction programs** and **refresher training**.
- Policy reminders will be communicated regularly through internal meetings and compliance reviews.
- The **Compliance Officer** will monitor emerging risks and update policy guidance as legislation evolves.

8. Review

This policy will be reviewed **annually** or sooner if there are amendments to relevant legislation, GTO standards, or Commission directives.

All updates will be documented in the **Governance and Compliance Register** and communicated to staff and host employers.

Applicable Standards and Regulatory Frameworks

South Australian GTO Standards (2025)

- Standard 1: Governance and Accountability
- Standard 2: Apprentice and Trainee Support
- Standard 5: Governance, Compliance and Reporting
- Standard 6: Workforce Capability and Conduct

Queensland Department of Trade, Employment and Training (DTET) GTO Standards and Contract Requirements

- GTO Registration and Performance Management Framework
- Vocational Education, Training and Employment Act 2000 (QLD)
- Equal Employment Opportunity and Fair Treatment Requirements

National Standards for Group Training Organisations (NSGTO)

- Standard 3: Apprentice and Trainee Employment and Support
- Standard 5: Governance and Administration

Legislative and Regulatory Frameworks

- South Australian Skills Act 2008
- Skills Regulations 2021 (SA)
- Fair Work Act 2009 (Cth)
- Anti-Discrimination Act 1991 (QLD)
- Equal Opportunity Act 1984 (SA)
- Work Health and Safety Act 2012 (SA)
- Work Health and Safety Act 2011 (QLD)
- Privacy Act 1988 (Cth)

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Complaints, Disputes & Mediation Policy

Purpose

This policy establishes a transparent, fair, and structured framework for managing complaints, disputes, and mediation within WetTrade Apprenticeships (WTA).

It ensures compliance with the South Australian GTO Standards (2025), National Standards for Group Training Organisations (NSGTO), and the Queensland Department of Trade, Employment and Training (DTET) GTO Standards and Contract Requirements.

The policy promotes timely, confidential, and impartial resolution of issues raised by apprentices, host employers, staff, or other stakeholders and formally incorporates the Addressing Issues and Grievances Procedure as the operational process that underpins this policy.

Policy Statement

WTA is committed to resolving all complaints and disputes promptly, fairly, and without bias. No apprentice, host employer, or staff member will face disadvantage, discrimination, or victimisation for lodging a complaint or participating in the resolution process.

All complaints, grievances, and appeals will be managed in accordance with the following principles:

- **Impartiality:** Investigations are conducted objectively by individuals not involved in the original issue.
- **Confidentiality:** Information is shared only with those directly involved in resolution.
- **Timeliness:** Each stage of the process is managed within documented timeframes.
- **Accessibility:** All apprentices and stakeholders have equitable access to the complaint process.
- **Continuous Improvement:** Outcomes and data are reviewed regularly to improve organisational performance.

Scope

Applies to:

- All WTA apprentices, trainees, host employers, RTO partners, staff, contractors, and stakeholders.
- Any matter relating to training, employment, behaviour, performance, or host employer relationships in South Australia and Queensland.

Definitions

- **Complaint:** Expression of dissatisfaction with WTA's services, decisions, staff, or host employer conduct.
- **Grievance:** Concern or problem raised by an apprentice or host employer about workplace conditions, relationships, or treatment.
- **Appeal:** Formal request for review of a previous decision or outcome.
- **Dispute:** Disagreement between parties relating to training, employment, or operational matters.
- **Mediation:** Voluntary, structured process facilitated by an impartial person to reach mutual agreement.
- **Victimisation:** Detrimental treatment resulting from involvement in a complaint or appeal.

Complaints and Mediation Framework

Stage 1 – Informal Resolution

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- Apprentices or host employers are encouraged to first raise issues directly with the **GTO Coordinator** or **Field Officer**.
- The Coordinator will aim to resolve the issue within five (5) business days and record the outcome.
- If unresolved, or if either party requests escalation, the matter proceeds to Stage 2.

Stage 2 – Formal Complaint

- Complaints may be made verbally, via email, or in writing to the **Compliance Officer** or **GTO Coordinator**.
- WTA will:
 - Acknowledge receipt within 48 hours.
 - Record the matter in the **Complaints, Disputes & Mediation Register**.
 - Begin investigation within five (5) business days.
- The investigation includes interviews, evidence review, and documentation of findings using the **Complaint and Appeal Investigation Record**.
- Written notification of the outcome is provided within fourteen (14) business days, with progress updates every seven (7) days if delayed.

Stage 3 – Internal Review or Appeal

- Appeals must be lodged in writing within seven (7) days of the outcome notice.
- Reviews are conducted by the **CEO** or **General Manager**, who were not involved in the initial decision.
- A final internal decision will be provided within ten (10) business days.

Integration with Addressing Issues and Grievances Procedure

The **Addressing Issues and Grievances Procedure** forms the operational foundation of this policy and must be followed for any issue, grievance, or host termination involving apprentices.

This procedure provides the structured steps for:

- Early issue identification and documentation.
- Facilitated mediation between apprentices and host employers.
- Implementation of improvement actions or behaviour management strategies.
- Documentation of outcomes and escalation to management if required.
- Finalisation of host terminations and transition support for apprentices.

By integrating this procedure under the Complaints, Disputes & Mediation Policy, WTA ensures a unified approach to conflict resolution, avoiding duplication and maintaining a single compliance reference point across all jurisdictions.

External Referral and Mediation Pathways

Where internal processes are exhausted or an independent review is requested, apprentices or employers may contact:

South Australia

- *South Australian Skills Commission* – skillscommission.sa.gov.au | (08) 8429 2733
- *South Australian Civil and Administrative Tribunal (SACAT)* – sacat.sa.gov.au | 1800 723 767

Queensland

- *Queensland Training Ombudsman* – 1800 773 048
- *Department of Trade, Employment and Training (DTET)* – 1800 210 210
- *Fair Work Commission* – 1300 799 675

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Mediation

- WTA may appoint or recommend an independent mediator for unresolved matters.
- Mediation participation is voluntary and costs are shared equally unless otherwise agreed.

Record-Keeping and Confidentiality

- All complaints, appeals, and resolutions will be recorded in the **Complaints, Disputes & Mediation Register** and retained in the **Governance and Compliance Register** for a minimum of seven (7) years.
- Records will include complaint details, actions taken, and final resolution.
- Access is restricted to authorised staff (Compliance Officer, GM, CEO).
- Personal information is handled in accordance with the **Privacy Act 1988 (Cth)** and WTA's **Records Management Policy**.

Protection from Victimisation

WTA enforces a **zero-tolerance** approach to victimisation or retaliation.

Any apprentice, host employer, or staff member found engaging in retaliatory conduct will be subject to disciplinary or contractual action under WTA's **Disciplinary and Conduct Policy**.

Continuous Improvement

- The **Compliance Officer** reviews all complaints quarterly to identify trends and recurring issues.
- Results are tabled at the **Governance and Compliance Committee** meeting.
- Insights inform updates to related policies (e.g., Apprentice Support, Host Management, WHS).
- Improvements are logged in the **Continuous Improvement Register** and verified through annual audits.

Roles and Responsibilities

Role	Responsibilities
Chief Executive Officer (CEO)	Ensures fairness, oversight, and transparency in complaint management. Approves final outcomes and policy updates.
General Manager (GM)	Reviews escalated cases and ensures alignment with compliance requirements. Approves host terminations where necessary.
Compliance Officer	Manages registers, investigates complaints, and coordinates external reporting. Maintains data for continuous improvement.
GTO Coordinator / Field Officer	Receives complaints, documents all actions, facilitates mediation, and ensures follow-up support for apprentices.
All Staff	Cooperate with investigations, maintain confidentiality, and report issues promptly.
Apprentices / Host Employers	Raise concerns in good faith, participate in resolution processes, and maintain respectful communication.

Review

This policy will be reviewed annually, or earlier if:

- SA or National GTO Standards are amended;
- External audits identify areas for improvement; or
- Legislative or regulatory requirements change.

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All amendments will be approved by the CEO and recorded in the **Governance and Compliance Register**.

Applicable Standards and Regulatory Frameworks

South Australian GTO Standards (2025)

- Standard 3 – Apprentice and Trainee Support
- Standard 5 – Governance, Compliance and Reporting
- Standard 7 – Continuous Improvement and Reporting

Queensland DTET GTO Standards and Contract Requirements (2025)

- Clause 4.2 – Welfare and Support
- Clause 4.3 – Host Employer Management
- Clause 5.1 – Governance and Reporting

National Standards for Group Training Organisations (NSGTO)

- Standard 3 – Apprentice and Trainee Employment and Support
- Standard 5 – Governance and Administration
- Standard 7 – Continuous Improvement and Reporting

Legislation and Supporting Frameworks

- *South Australian Skills Act 2008 and Skills Regulations 2021*
- *Vocational Education, Training and Employment Act 2000 (Qld)*
- *Fair Work Act 2009 (Cth)*
- *Work Health and Safety Act 2012 (SA)*
- *Work Health and Safety Act 2011 (Qld)*
- *Privacy Act 1988 (Cth)*

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Employment and Workforce Policies

Employee Leave Policy

1. Purpose

WetTrade Apprenticeships (WTA) recognises that employees and apprentices require access to fair and transparent leave arrangements to balance work, training, and personal responsibilities. This policy ensures compliance with industrial instruments, Fair Work legislation, and GTO standards by establishing clear procedures for requesting, approving, and managing leave.

The objectives of this policy are to:

- Ensure consistent, fair application of leave entitlements across all employees and apprentices.
- Support employee wellbeing and work-life balance while maintaining operational continuity.
- Clarify the types of leave available and the process for applying and approving leave.
- Maintain compliance with relevant employment laws, Awards, enterprise agreements, and GTO standards.

2. Scope

This policy applies to:

- All WTA employees (full-time, part-time, and casual).
- All apprentices and trainees employed by WTA.
- Host employers and supervisors responsible for overseeing WTA apprentices.

It applies to all types of leave entitlements, including annual leave, personal/carer's leave, compassionate leave, long service leave, parental leave, and other statutory leave provisions.

Apprentices must meet the timeline requirements for requesting leave and must notify both WTA and their host employer of any planned or unplanned absences.

3. Roles and Responsibilities

Role	Responsibilities
Chief Executive Officer (CEO)	Ensure organisational compliance with legislation, Awards, and industrial instruments; approve exceptional leave requests; review policy implementation.
Compliance Officer	Maintain accurate leave records, ensure privacy and compliance with legislation, and monitor leave utilisation across the organisation.
GTO Coordinator / Field Officer	Communicate leave policies to apprentices, approve and record leave applications, coordinate with host employers to manage absences, and monitor attendance.
Host Employers	Acknowledge and approve apprentices' leave requests in consultation with WTA; maintain workplace records of absences; notify WTA of unplanned absences or excessive leave.
Employees and Apprentices	Apply for leave in accordance with this policy, provide required notice and evidence, and communicate absences promptly.

4. General Leave Policy

All employees and apprentices are entitled to leave in accordance with relevant Awards, industrial instruments, or legislation.

Key principles include:

- Leave must be requested and approved in advance, except in emergencies.
- All planned leave must consider operational requirements and fairness across the workforce.
- All leave records are confidential and stored in the employee's personnel file.
- Entitlements accrue from commencement of employment and are calculated in accordance with workplace relations laws.

In the event of conflict between this policy and an Award or statutory provision, the latter takes precedence.

5. Annual Leave Policy

- Full-time employees are entitled to a minimum of 20 working days of annual leave per year, pro-rata for part-time staff.
- Leave accrues progressively and counts as continuous service.
- Apprentices must submit leave applications at least four weeks in advance where possible.
- WTA may direct employees to take leave during business close-down periods or approve unpaid leave if insufficient entitlement exists.
- Employees may apply for leave in advance, subject to agreement that any excess will be deducted upon termination.
- Annual leave may be "cashed out" only in accordance with workplace relations legislation and with mutual agreement.

6. Personal (Sick) Leave Policy

- Employees are entitled to a minimum of 10 days of paid personal/carer's leave per year, accruing progressively.
- Personal leave may be used for illness, injury, or caring for an immediate family or household member.
- Apprentices must notify both WTA and their host employer as soon as practicable if they are unable to attend work.
- Evidence such as a medical certificate may be required for absences exceeding one day or as requested by management.
- Unused personal leave accumulates from year to year but is not paid out on termination.

7. Carer's Leave Policy

- Carer's leave may be taken to care for or support an ill family or household member or during unexpected emergencies.
- Up to two days of unpaid carer's leave may be taken by all employees, including casuals, per occasion.
- Where an employee has accrued paid personal leave, this must be used first before unpaid leave is accessed.
- Notification and evidence (such as a medical certificate) may be required.

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8. Compassionate Leave Policy

- Employees are entitled to two days of paid compassionate leave for each occasion involving the death or serious illness of an immediate family or household member.
- Casual employees are entitled to two days unpaid compassionate leave per occasion.
- Additional unpaid leave may be granted at management's discretion, depending on the circumstances.

9. Long Service Leave Policy

- Employees are entitled to long service leave as provided under the *Industrial Relations Act 2016 (Qld)* or relevant state legislation.
- Entitlement generally arises after 10 years of continuous service.
- Leave accrues based on continuous service with WTA and may be taken in accordance with applicable laws or enterprise agreements.

10. Parental Leave Policy

Types of Parental Leave

- Parental Leave (primary caregiver up to 52 weeks unpaid).
- Concurrent Leave (up to 8 weeks for both partners within 12 months of birth or adoption).
- Special Maternity Leave (for pregnancy-related illness or loss).

Eligibility

Employees (including casuals with regular and systematic service) are eligible if they have at least 12 months continuous service before the expected birth or adoption.

Application Process

- Written notice must be given at least 10 weeks before leave begins, stating intended start and end dates.
- Changes must be confirmed at least four weeks prior to commencement.
- WTA will respond to written requests within 21 days and may refuse an extension only on reasonable business grounds.

Paid Parental Leave

- Primary caregivers may access up to 18 weeks paid leave at the national minimum wage (if eligible).
- Partners may receive up to two weeks Government-funded Dad and Partner Pay.

During Parental Leave

- Employees are protected from discrimination during parental leave.
- WTA will maintain reasonable contact as agreed with the employee and keep them informed of any significant organisational changes.
- Temporary replacement staff will be informed of the employee's right to return to their position.

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11. Other Leave Provisions

Pre-adoption Leave

Up to two days of unpaid leave for adoption interviews or examinations.

Pregnancy-Related Illness

Employees may access accrued personal leave or special maternity leave if medically certified as necessary.

Loss of a Child

If pregnancy ends within 28 weeks before the due date without a live birth, unpaid special maternity leave applies for the certified period.

Leave Without Pay

Employees may apply for unpaid leave for personal reasons. Approval will depend on operational requirements and must be agreed to in writing.

12. Applying for Leave

- Leave requests must be made in writing using the approved form or HR system.
- Minimum notice periods:
 - Annual leave: four weeks.
 - Personal or carer's leave: as soon as possible after becoming aware of the need for leave.
 - Parental leave: 10 weeks' written notice.
- All leave applications must be approved by the relevant supervisor or WTA manager.
- Documentation such as medical certificates or statutory declarations must be provided when required.

13. Record-Keeping

WTA will:

- Maintain accurate records of all leave entitlements and usage.
- Store leave applications and approvals in the employee's personnel file.
- Ensure confidentiality and compliance with privacy legislation.

14. Continuous Improvement

WTA will review this policy annually and after any significant legislative or organisational changes. Feedback from employees, apprentices, and host employers will be used to enhance clarity, compliance, and effectiveness.

Applicable Standards and Regulatory Frameworks

South Australian GTO Standards (2025)

- Standard 1: Governance and Accountability
- Standard 2: Apprentice and Trainee Employment
- Standard 3: Apprentice and Trainee Welfare
- Standard 5: Work Health and Safety and Risk Management
- Standard 7: Continuous Improvement and Reporting

Queensland Department of Trade, Employment and Training (DTET) GTO Standards

- Vocational Education, Training and Employment Act 2000 (Qld)
- Apprentice Welfare and Host Employer Compliance Obligations
- Employment and Training Contract Management Standards

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National Standards for Group Training Organisations (NSGTO)

- Standard 2: Apprentice and Trainee Employment
- Standard 3: Apprentice and Trainee Welfare
- Standard 4: Host Employer Management
- Standard 5: Governance and Risk Management
- Standard 7: Continuous Improvement and Reporting

Legislative and Regulatory Frameworks

- Fair Work Act 2009 (Cth)
- National Employment Standards (NES)
- Industrial Relations Act 2016 (Qld)
- Long Service Leave Act 1987 (SA)
- Paid Parental Leave Act 2010 (Cth)
- Work Health and Safety Act 2011 (Qld)
- Work Health and Safety Act 2012 (SA)
- Privacy Act 1988 (Cth)

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Appendices

APPENDIX A - Definitions List

Apprentice: An individual engaged in a structured training arrangement under a Training Contract, combining on-the-job learning with formal training, aiming to achieve a nationally recognised qualification in a designated trade.

Apprenticeship: A formal vocational training arrangement where an individual undertakes employment-based training under a Training Contract to gain competencies in a specific trade.

Apprentice Probationary Period: A designated initial period of three months (or as per the Training Contract), during which an apprentice's performance, behaviour, and suitability for the trade are assessed.

Bullying: Repeated, unreasonable behaviour directed towards a worker or group that creates a risk to health and safety, including verbal abuse, intimidation, and exclusion.

Code of Conduct: A set of guidelines outlining expected behaviours, ethical standards, and professional responsibilities for all WetTrade Apprenticeships staff, apprentices, host employers, contractors, and visitors.

Complaint: An expression of dissatisfaction by an apprentice, host employer, or stakeholder regarding WetTrade Apprenticeships' services, decisions, or conduct.

Discrimination: Unlawful treatment of an individual or group based on protected attributes such as age, gender, race, disability, religion, sexual orientation, or other characteristics as defined in anti-discrimination legislation.

Duty of Care: A legal and moral obligation to ensure the health, safety, and welfare of all apprentices, staff, and others within the work and training environment.

Fair Work Commission: The national workplace relations tribunal in Australia, which handles disputes, agreements, and complaints related to employment matters.

GTO Coordinator: The designated person within WetTrade Apprenticeships responsible for overseeing the placement, support, and monitoring of apprentices and host employers.

Group Training Organisation (GTO): An organisation, such as WetTrade Apprenticeships, that employs apprentices and hosts them out to suitable businesses (host employers) for on-the-job training and experience.

Harassment: Unwanted behaviour that offends, humiliates, or intimidates another person, including but not limited to sexual harassment, gender-based harassment, and racial harassment.

Host Employer: A business or organisation approved by WetTrade Apprenticeships to provide on-the-job training, supervision, and mentoring to apprentices during their placement.

Manual Handling: Activities requiring physical exertion, such as lifting, carrying, pushing, or pulling objects, which must be performed safely to avoid injury.

Mentor: A person designated to provide support, guidance, and professional advice to apprentices throughout their training.

Pastoral Care: Holistic support provided to apprentices to address emotional, social, and personal needs, fostering personal growth, resilience, and informed decision-making.

Psychosocial Hazards: Aspects of work that can impact psychological health and safety, including but not limited to bullying, harassment, job demands, poor support, and exposure to traumatic events.

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Risk Management: The process of identifying, assessing, controlling, and reviewing potential hazards or risks within the workplace to ensure the safety of all stakeholders.

Sexual Harassment: Unwelcome conduct of a sexual nature that makes a person feel offended, humiliated, or intimidated, including inappropriate comments, jokes, advances, or physical contact.

Support Plan: A documented strategy outlining specific actions, resources, and timelines to address identified support needs of an apprentice.

Training Contract: A legally binding agreement between the apprentice, employer (or host employer), and training organisation that outlines the terms and conditions of the apprenticeship arrangement.

Training Plan: A formal document developed collaboratively by the apprentice, host employer, WetTrade Apprenticeships, and the Registered Training Organisation (NICS), detailing the competencies, learning outcomes, and assessment strategies for the apprenticeship.

Victimisation: Treating someone unfairly or subjecting them to harm because they have made a complaint, helped another person make a complaint, or refused to engage in behaviour that breaches workplace policies.

WetTrade Apprenticeships (WTA): The Group Training Organisation responsible for employing and supporting apprentices in wet trades and hosting them out to industry partners for on-the-job training.

Workplace Health and Safety (WHS): The framework of policies, procedures, and legal requirements designed to ensure the physical and psychological wellbeing of all individuals in the workplace.

Workplace Bullying: Repeated, unreasonable behaviour directed at an individual or group that creates a risk to health and safety, often characterised by verbal abuse, intimidation, exclusion, or undermining.

Workplace Grievance: A formal concern or complaint raised by an apprentice, staff member, or host employer regarding conduct, conditions, or decisions in the workplace.

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