

## Code of Conduct – Apprentices and Trainees

### 1 GROUP TRAINING ORGANISATION (GTO) NATIONAL STANDARDS

WPC Group is a GTO, committed to meeting the following national compliance standard/s:

Standard 1 – Recruitment, Employment and Induction

1.1: A documented and publicly available Code of Practise

### 2 CODE OF CONDUCT – APPRENTICES AND TRAINEES POLICY

WPC Group expects its apprentices and trainees to perform with a high standard of integrity and professionalism at all times.

WPC Group is committed to good corporate values, forming the foundation of this policy.

**Definition:**

Ethics – The process by which people make value based decisions, ultimately guiding their actions and behaviours.

WPC Group is committed to good corporate values by which employees should base their decisions. These values form the foundation of this policy.

- Respect similarities and differences in individual characteristics such as gender, race, age, ethnic cultural background, sexual orientation, disability, religion, education, life experience and marital status.
- Accept each other as unique individuals and treat each other with respect and dignity.
- Act in a manner which will create and maintain a workplace environment that supports diversity and is free from discrimination, hostility and harassment.

### 3 PURPOSE

To ensure WPC Group provide apprentices and trainees to industry who uphold a quality service and ethical behaviour, fostering the opportunity to grow and prosper.

### 4 SCOPE

This policy applies to all apprentices and trainees employed by WPC Group, Group Training Organisation (GTO).

Apprentices and trainees are required to abide by both WPC Group and the Employer Partner requirements/standards/guidelines.

This policy covers appropriate behaviour, presentation, confidentiality, misconduct and serious or gross misconduct.

Related legislation is:

- Equal Opportunity Act
- Occupational Health & Safety Act
- The Child Safety and Wellbeing Act
- Crimes and Amendment (Bullying)
- Australian Human Rights Commission Act
- Fair Work Act

## 5 KEY RESPONSIBILITIES

### WPC Group General Manager

- To be an exemplar of good behaviour and conduct at all times.
- To ensure all employees who manage apprentices and trainees adhere to this policy.

### Industry Consultants

- Lead and manage the apprentice and trainee Code of Conduct Policy and consult the WPC Group General Manager where necessary.

### Apprentices and Trainees

- Understand and adhere to this policy at all times.

## 6 POLICY

### Behaviour

Below are guidelines for acceptable behaviour by WPC Group apprentices and trainees:

Core behaviour	Description
Culture	<ul style="list-style-type: none"> <li>• Adhere to the core values and mission statement</li> <li>• Treat colleagues, customers and other stakeholders with courtesy and respect for their rights and duties.</li> <li>• Respect for business operational confidentiality at all times</li> <li>• Apply good judgement at all times</li> </ul>
Team work	<ul style="list-style-type: none"> <li>• Proactively participate in meetings</li> <li>• Work cooperatively with all co-workers at all levels</li> <li>• Take responsibility for outcomes and problems</li> <li>• Undertake training as required</li> <li>• Undertake work as required</li> </ul>
Health and Safety	<ul style="list-style-type: none"> <li>• Adhere to relevant OH&amp;S policies</li> <li>• Provide feedback on matters relating to OH&amp;S in the workplace</li> </ul>
Continuous Improvement	<ul style="list-style-type: none"> <li>• Adhere to and support quality assurance systems</li> <li>• Adhere to all policies and procedures</li> </ul>

## **Presentation**

Apprentice and trainee presentation reflects on WPC Group's image and reputation. As a minimum standard, personal hygiene and attire should be clean, neat and professionally appropriate.

Apprentices and trainees should take into account requirements for protective clothing, customer/supplier interaction and the Employer Partner environment.

Some examples of non-acceptable presentation are:

- Ripped or torn clothes
- Offensive slogans
- Midriff tops
- Thongs
- Soiled clothes

WPC Group reserves the right to request an apprentice or trainee to dress to an appropriate standard as a condition of employment.

## **Misconduct**

Some examples of misconduct are:

- Incessantly late or absent at work with no contact
- Providing confidential Employer Partner information to other bodies/persons
- Repeatedly contravening policies and procedures

In the case where an apprentice or trainee has engaged in misconduct, the Industry Consultant must follow the steps outlined in the Counselling or Disciplining an apprentice or Trainee Policy and Procedure.

## **Gross or Serious Misconduct**

Some examples of serious misconduct are:

- Theft
- Fraud
- Harassment or Bullying – Refer to the Harassment and Bullying Policy
- Destroying or damaging WPC Group company property
- Disorderly behaviour at work while under the influence of drugs or alcohol – Refer to the Drug and Alcohol Policy
- Verbal abuse or bullying workmates
- Conduct that causes serious and imminent risk to the health and safety of a person or the reputation or viability of WPC Group or the Employer Partner.

Such allegation/s are considered to be serious and will require further investigation. Please refer to the Counselling and Disciplining – Apprentice and Trainee Policy for the procedure to handle these serious matters.

For serious misconduct, WPC Group retains the right to report the matter to the police. The police will be notified with regard to any criminal act against WPC Group or the Employer Partner.

## 7 RECORDS

Related documents/forms/policies	Storage
Counselling and Disciplining – Apprentice and Trainee Policy	Intranet
Equal Opportunity, Discrimination and Harassment Policy	Intranet
Bullying Policy	Intranet
Drug and Alcohol Policy	Intranet
Privacy Policy	Intranet
Child Safe Policy	Intranet

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