

Access and Equity – 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: Before apprentices/trainees enter into an Employment Contract, the GTO informs them about their employment conditions, the host employer arrangement, the training, support services to be provided and the rights and obligations of the parties.

Standard 3 – GTO Governance and Administration

3.6: The GTO adheres to the principles of access and equity in all operations including marketing, recruitment, monitoring, support, governance and administration.

2 ACCESS AND EQUITY – APPRENTICES AND TRAINEES POLICY

All apprentices and trainees have full access to services, information and support by WPC Group

WPC Group is committed to supporting apprentice and trainee groups who face particular disadvantage, such as:

- People with a disability
- Indigenous people
- Women
- People in rural and remote areas
- People from Culturally and Linguistically Diverse (CALD) backgrounds
- Disadvantaged and disengaged youth
- Women in non-traditional trades or occupations
- People who seek to re-enter employment following a physical or mental health occurrence
- People who experience employment discrimination
- Mature age people seeking a career start or career change
- Migrants and refugees
- LGBTI or gender and sexually diverse people

3 PURPOSE

To ensure principles of access and equity are carried out at WPC Group. This means, all apprentices and trainees, regardless of background, views, race, ethnicity, disability, CALD (Culturally and Linguistically Diverse) etc., have access to all advertisements, available services, information and support by Industry Consultants and the extended team.

To increase the retention rate of apprentices and trainees through the application of more relevant and targeted support and processes that address barriers to employment and training.

4 SCOPE

This policy applies to apprentices, trainees and Employer Partners.

This policy refers to the provision of information before, during and after employment.

This policy addresses access and equity in the context of:

- **Recruitment and selection** procedures including provision of constructive feedback
- **Employment** of apprentices and trainees for the duration of the training contract
- Identification and provision and accessing **support**, as required
- Maintenance of apprentice and trainee **records and documentation**
- Provision of advice concerning **post-training employment**

Examples of information regarding access and equity obligations include provision of each apprentice and trainee with:

- Video platforms such as YouTube and audio for CALD apprentices with low literacy
- The process involved in accessing support at all stages
- A review of policies and procedures before commencing with the Employer Partner
- A position description prior to employment
- Their employment conditions in writing prior to commencing

This policy relates to the following legislation:

- Equal Opportunity Act
- Disability Discrimination Act
- Age Discrimination Act
- Racial Discrimination Act
- Sex Discrimination Act
- Australian Human Rights Commission Act
- Fair Work Act

5 KEY RESPONSIBILITIES

WPC Group General Manager

- To ensure employees who manage apprentices and trainees adhere to this policy

Industry Consultant

- Ensure all apprentices and trainees have access to all support services and information to ensure a positive employment and training experience.
- To ensure Employer Partners have an Access and Equity policy that is actioned.

6 POLICY

Access and Equity is an integral part of WPC Group operations and service delivery with its principles relating to recruitment and employment processes.

WPC Group recognise and 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.

WPC Group recognise and accept each other as unique individuals and treat each other with respect and dignity.

WPC Group develop an Access and Equity statement and plan as per the Developing and Implementing the Access and Equity Plan Policy.

WPC Group has a strong focus on community partnerships at all levels to provide employment opportunities and individualised mentoring programs to increase retention rates and job satisfaction.

WPC Group are committed to consultations with key communities with particular concerns in specific locations to overcome barriers and improve services.

WPC Group follow these Access and Equity guiding principles:

Recruitment and Selection

Advertisements will be publicised broadly on various sites and accessible by all people

There is zero tolerance for discrimination (direct or indirect) on the basis of an attribute and/or employment. The following are attributes on the basis of which discrimination is prohibited:

- Age
- Sex
- Race
- Pregnancy
- Impairment
- Political beliefs or activity
- Religious belief or activity
- Industrial activity
- Marital status
- Physical features
- Status as a parent or carer

Place increased numbers of people within disadvantaged groups who have been assessed as having the pre-requisite skills and attitudes needed to gain employment.

Establish partnerships to make more effective use of combined resources and specialist expertise to place apprentices and trainee from specified disadvantaged groups with employment and training.

Employment

All apprentices and trainees will be treated fairly by WPC Group

Apprentices and trainees will be placed in workplace environments with Employer Partners that are free from discrimination, prejudice, racism and negative behaviour.

Support

All apprentices and trainees will have access to information and support such as:

- Dedicated Industry Consultant to discuss employment and training matters
- Human resource and industrial relations support
- Occupational health and safety information
- Employee Assistance Program
- Complaints process

Industry Consultants will provide tailored support for apprentices and trainees and identify individuals most in need.

Where for example, age, gender, remoteness, language, disability, race or sexuality, create a barrier to access, NextGen Jobs will provide support to assist apprentices and trainees reach their full potential and open up opportunities.

Access and information will be maximised when employment and training issues are identified.

Industry Consultants have access to a set of resources to provide apprentices and trainees from different groups, as required, such as:

- Numerous and literacy resources
- Translating and language services
- Ethnic services
- Mental health services
- Human rights and equal opportunity commission
- Local community services association

WPC Group will liaise with specialist organisations to support apprentices and trainees

Records and Documentation

Industry Consultant will keep comprehensive records available to the apprentice/trainee and Employer Partner, where requested.

Apprentice/trainee records will be maintained as per the Archive Policy.

Privacy and confidentiality will be maintained at all times.

Post-training Employment

Industry Consultants will provide information, access and support with subsequent employment post the apprenticeships/traineeship in the form of:

- Three months prior to completion, discussion with the Employer Partner as to the employment options post training

7 PROCEDURE

In the case where an apprentice or trainee requires support, these are the steps to take:

- 7.1 The apprentice/trainee to raise the matter with their allocated Industry Consultant at any time. (No need to wait for a worksite visit.) This may take the form of:
 - 7.1.1 Phone call
 - 7.1.2 Email
 - 7.1.3 Face-to-face
- 7.2 The Industry Consultant will listen and may:
 - 7.2.1 Identify and discuss the available support
 - 7.2.2 Recommend approach with a specialist e.g. medical practitioner
 - 7.2.3 Recommend discussion with the workplace supervisor
 - 7.2.4 Provide specific resources and information to support understanding or further referral of the matter
 - 7.2.5 Discuss the various options
 - 7.2.6 Where appropriate, make available the grievance policy and process
 - 7.2.7 Notate the discussion in the apprentice/trainee file, including the support provided and associated actions or follow up

Note: The Industry Consultant will not inform an apprentice/trainee of which path to take or decision to make.
- 7.3 Where relevant, the Industry Consultant and apprentice/trainee will agree on an action to take place and timeframe.
- 7.4 The Industry Consultant will contact the apprentice/trainee at the time agreed on at step 7.3 to follow up on whether progress was made.
- 7.5 Where the apprentice/trainee actioned the task, a further discussion will take place on whether the issue is resolved or requires further support. Repeat steps 6.3 and 6.4.
- 7.6 Where the apprentice/trainee did not action the task, the Industry Consultant will investigate the reasons and encourage the apprentice/trainee to do so, provide another option or further time.
- 7.7 In the event where the issue does not improve or is affecting the apprentice/trainee work performance significantly, (with consent) the Industry Consultant should raise the matter with the WPC Group Manager and follow the appropriate action.

8 RECORDS

| Related documents/forms/policies | Storage |
|---|----------|
| Developing and Implementing the Access and Equity Plan Policy | Intranet |
| Access and Equity Plans | Intranet |
| Code of Conduct – Apprentices and Trainees Policy | Intranet |
| Equal Opportunity, Discrimination and Harassment | Intranet |
| Privacy | Intranet |

End of Document

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