

Apprenticeships  
Are Us



# APPRENTICE INDUCTION HANDBOOK





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## **WELCOME TO APPRENTICESHIPS ARE US LIMITED**

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We at Apprenticeships Are Us know that upon completion of your trade, you will be a valuable asset to the automotive industry, and you will have skills for life. With a nationally recognised qualification and years of practical experience, your future in the automotive industry is assured.

As a registered charity under the *ACNC Governance Standards*, Apprenticeships Are Us (ARU) ensures all operations, training, and apprentice management adhere to Australian laws, including the *Work Health and Safety Act 2024 (Cth)* and *Fair Work Act 2009*.

Apprenticeships Are Us is known as a Group Training Organisation. It's our job to employ you as our apprentice, organise you a job interview with one of our Host Business, get you signed up with the State Training Authority, pay you, give you holidays, pay your superannuation, supply your personal protective equipment, support you through the term of your apprenticeship, and celebrate your accomplishment when you're done!

We choose our Host Business carefully, so that we know where you will work is safe and you get the attention that you need to learn. You are beginning as a first-year apprentice so you are not expected to "know it all" and will be given all the training you need. Your part of the deal is that you need to listen to what people are saying, do as you've been asked, and respect your fellow tradespeople as they have the knowledge that you need for success.

To help you get started we have put together an induction program with a difference. When you start work you will know who to ask for help, what to do in an emergency, where to find apprentice information, and who you should speak to if you have any questions.

It is very important to recognise and always remember throughout your Apprenticeship that Apprenticeships Are Us is your legal employer. You will be placed with a business that will be known as your Host Business and enrolled to attend a Registered Training Organisation (RTO). Your Host Business and your RTO will play an important role in your training and development. However, they are not your legal employer and, in many cases, cannot provide the information regarding your employment that Apprenticeships Are Us can. As a result of this, if you have any queries regarding your employment at any time, you must refer them to the staff at Apprenticeships Are Us.

As your legal employer, Apprenticeships Are Us pays your wages, reports your payroll information through single touch payroll, registers your contract with the State Training Authority and monitors your progress on the job and at your RTO. If you experience any problems relating to your employment or training, these should be referred to Apprenticeship Are Us.

Apprenticeships Are Us (ARU) is dedicated to supporting you throughout your apprenticeship journey. As a registered Group Training Organisation (GTO), ARU complies with the *National Standards for Group Training Organisations*, *Work Health and Safety Act 2024 (Cth)*, and *ACNC Governance Standards*. We ensure that all apprentices receive high-quality training and employment in a safe and supportive environment. Our goal is to provide you with the skills, knowledge, and opportunities to succeed in your career.

Congratulations once again on securing your Apprenticeship. We look forward to monitoring your progress and seeing you through to the end of your time with us.

## **APPRENTICESHIP EMPLOYMENT MANAGERS - LOOKING AFTER YOU**

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By now you have met your Apprentice Employment Manager. Their number one priority is you, our apprentices. They are your line of communication and will provide you with any information that you need along the way. One of the things that your Apprentice Employment Manager will do for you is endeavour to visit you once a month. This is to ensure that your employment commences smoothly and that any issues you may have been sorted quickly.

Your Apprenticeship Employment Manager (AEM) is your dedicated support person throughout your apprenticeship. They are responsible for ensuring that your training and employment adhere to the *National Standards for Group Training Organisations (Standard 2)*. The AEM regularly monitors your progress, ensures your workplace complies with all safety regulations, and acts as your advocate, helping you address any issues that arise during your apprenticeship.

Also, you do not have to wait for your Apprentice Employment Manager to visit. If you'd like to see us at any other time, just ask.

## ISSUES YOU NEED TO TELL US ABOUT

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In addition to contacting your Apprentice Employment Manager when you have issues to discuss, there are other times when you must contact your Apprentice Employment Manager. These include:

**Moving House** – email on [timesheets@apprus.com.au](mailto:timesheets@apprus.com.au) to let us know when, and where, you will be moving.

**Illness** – if you are not fit for work, call your Apprentice Employment Manager and your Host Business **before** your nominated start time to let them know. You will be required to provide Apprenticeships Are Us with a Doctor's Certificate covering all days you do not attend work and/or training due to illness.

**Family Emergency** – call your Apprentice Employment Manager and Host Business to let them know what is happening.

**Loss of Driver's License** – in automotive workshops a valid driver's license is a requirement under WHS legislation. If you have lost or are about to lose your license, your Apprentice Employment Manager and Host Business must be immediately informed. If your employment relies on you having a valid driver's license, your employment may be in jeopardy.

**Accident, Injury or Near Miss** - let your Apprentice Employment Manager and Host Business know within 24 hours if you hurt yourself. If you can't reach your Apprentice Employment Manager, call the office on 02 9891 6900.

If you see a doctor as a result of injury or accident at work, you must obtain a Worker's Compensation Medical Certificate. Even if you think it is a minor issue or you have not had any time off work, **all** visits to a doctor or a hospital must be covered by a Worker's Compensation Medical Certificate. When visiting a doctor or hospital you must let them know that you are there for a work-related illness or injury and that you are employed by Apprenticeships Are Us.

**Personal Protective Equipment (PPE)** – if it is broken, worn out or lost, contact your Apprentice Employment Manager immediately and they will organise replacements.

**If you are being harassed or bullied** – speak up! If you are having problems with your Host or other employees, we can help. We will support you and ensure that the problem is resolved.

**If you think you want to resign, let us know** – your Apprenticeship Employment Manager is there to help you resolve any issues either at work or home which can impact on your apprenticeship. If you are thinking of leaving your apprenticeship, please do not discuss your decision with anyone other than your Apprentice Employment Manager. A confidential discussion with your Apprentice Employment Manager can, in most cases, resolve issues and allow your apprenticeship to continue without issue. If your Apprentice Employment Manager is unavailable, call the office on 02 9891 6900 and ask for the General Manager.

## CHECK OUT OUR WEBSITE – [apprus.com.au](https://www.apprus.com.au)

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Our website contains lots of useful information to help you throughout your apprenticeship. Types of information you can find on the website include:

- Timesheet
- Leave applications
- Website addresses to direct you to further information on a range of topics related to your apprenticeship.
- Additional benefits that may be available to you such as:
  - **Trade Support Loans** are available from the Australian Government up to the value of \$21,078 to assist you with the costs of living and learning while undertaking your apprenticeship.
  - **Car Registration Discounts.**
  - **Public Transport Concession Cards.**

To access our apprentice forms, please visit <https://www.apprus.com.au/apprenticeship-forms/>

## **WHAT IS A GROUP TRAINING ORGANISATION**

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Apprenticeships Are Us is a Group Training Organisation (GTO) that has been supplying quality apprentices to the automotive industry for over a decade. Our team boasts over 100 years of experience in the industry.

Working with Commonwealth and State Governments, Registered Training Organisations and the school system, we are at the forefront of addressing the skills shortage in the automotive industry. Apprenticeships Are Us is a not-for-profit organisation where all surpluses are put back into the industry for the direct benefit of its clients.

Apprenticeships Are Us differentiating itself from other group training organisations through only servicing the automotive industry. We represent the industry at Careers Fairs, Trade Expos, State and Federal Government forums, vocational education and training working groups, and regular meetings with interested stakeholders. We are dedicated to developing the future tradespeople of the Automotive Industry.

You might be asking, 'What's a Group Training Organisation?'. Group Training is a training and employment arrangement where an organisation, known as a Group Training Organisation or GTO, employs apprentices and trainees under an Apprenticeship/Traineeship Training Contract and places them with Host Business. A GTO assumes the employer responsibilities for the quality and continuity of the apprentices' and trainees' employment and training. The GTO also manages the additional care and support necessary to achieve the successful completion of the training contract.

The benefits of Group Training:

- Because you are employed by Apprenticeships Are Us, we will work with you to find another placement to continue your apprenticeship/traineeship, should your Host Business be unable to continue employing you.
- You are paid while you learn and undertake your apprenticeship. You have the flexibility to rotate Host Business and gain the full breadth of skills.
- Your wage and allowances are paid by Apprenticeships Are Us in accordance with the relevant Award and other agreements.
- All the administration and Government paperwork is handled by Apprenticeships Are Us.
- Your training is arranged by Apprenticeships Are Us.
- Your safety equipment (PPE) will be provided to you before you start work.
- You are allocated an Apprentice Employment Manager who will monitor and visit you every few weeks. Your Apprentice Employment Manager will help you if you have any issues or need any further information.

## **CHOOSING AN RTO (REGISTERED TRAINING ORGANISATION)**

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The selection of Registered Training Organisation is a mutual decision to be made by agreement between the apprentice, Host Business and Apprenticeships Are Us.

Each party should consider what the Registered Training Organisation offers and how it would meet their needs. This could include things, such as: where the training would be delivered, how the training is delivered, and additional support required.

A selection of Registered Training Organisations is available at:

ACT	<a href="https://www.avetars.act.gov.au/qualifications">https://www.avetars.act.gov.au/qualifications</a>
NSW	<a href="https://education.nsw.gov.au/skills-nsw">https://education.nsw.gov.au/skills-nsw</a>
QLD	<a href="http://www.qtis.training.qld.gov.au/">http://www.qtis.training.qld.gov.au/</a>
SA	<a href="https://mytraining.skills.sa.gov.au/">https://mytraining.skills.sa.gov.au/</a>
VIC	<a href="https://www.skills.vic.gov.au/s/">https://www.skills.vic.gov.au/s/</a>
WA	<a href="https://www.jobsandskills.wa.gov.au/">https://www.jobsandskills.wa.gov.au/</a>

## **YOUR APPRENTICESHIP**

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An Apprenticeship is a combination of both on the job and off the job training designed to provide the skills and experience required in your chosen vocation. The competencies you are required to demonstrate are set out in your training plan developed by your RTO with the assistance of your Host Business and Apprenticeships Are Us. A specific training plan will be developed in consultation with all parties and will be relevant to your job role. Once you have completed the term of your Apprenticeship and successfully demonstrated the required competencies to the satisfaction of your RTO and Apprenticeships Are Us, you will be eligible to receive a nationally recognised qualification.

Off the job training is a workday like any other. If you are unable to attend training for any reason, contact Apprenticeships Are Us before 9:00am on the day concerned. RDO's and Annual Leave days are not to be taken on training days. The RTO will advise you when you are required to attend training. This may be either one day per week/month or one week at a time [block release].

### **APPRENTICESHIP ROTATIONS**

Each Apprentice employed by Apprenticeships Are Us has an Apprentice Employment Manager who is responsible for placing you with a suitable Host Business, arranging your training at an RTO and monitoring your progress throughout all stages of your apprenticeship. Your Apprenticeships Are Us Apprentice Employment Manager is also responsible for managing the following three important points that may affect your apprenticeship.

#### **a) Rotation from one Host Business to another as required**

This is a process where you are re-hosted from one Host Business to another due to reasons such as; lack of work or personal issues. Should you not be able to achieve all the competencies required in your chosen vocation whilst placed with your Host Business, your Apprentice Employment Manager may discuss "Rotation" to another suitable Host Business at a later date which will allow you to then complete any outstanding training.

#### **b) Suspension periods.**

Suspension is when your apprenticeship is put on hold for a certain period due to the rotation period and/or personal reasons. The time suspended may be added onto the end of your overall apprenticeship to satisfy the Vocational Training Order.

#### **c) Mutual cancellation of your apprenticeship.**

This process is when you and all parties concerned agree to terminate your apprenticeship. Your Apprentice Employment Manager will visit you at least four times a year to check on your progress, however they can be contacted anytime on their mobile if need be. We will follow your progress both on and off the job against the competency standards of your chosen vocation.

## TRAINING CONTRACT

The contract you have signed is between you and Apprenticeships Are Us. Your training contract is governed by the *Apprenticeships and Traineeships Act 2001 (NSW)*, which outlines your obligations, training commitments, and protections under the law. Additionally, your wages, conditions, and entitlements are protected by the *Fair Work Act 2009*. Your guardian/parent may also be party to the contract if you are under the age of eighteen [18] years. Your training contract is registered with the State Training Authority.

This contract includes a probation period of three [3] months. (This may vary from an Apprenticeship to a Traineeship). The probationary period is a settling-in period. During this period both you and your employer have the right to terminate employment without penalty. At the time of completion of your contract period, your qualification will be forwarded directly to you from the relevant State Training Authority and your Registered Training Organisation.

The duration of your contract of training may range from one [1] to four [4] years.

Your training contract is a legally binding document, governed by the *Apprenticeships and Traineeships Act 2001 (NSW)* and registered with the State Training Authority. This contract outlines the responsibilities of both you and your employer, including:

- The duration and scope of your apprenticeship.
- Your rights to fair wages and conditions, as provided by the *Fair Work Act 2009*.
- The training and support you will receive to complete your qualification.

This contract is managed in compliance with *National Standards for Group Training Organisations (Standard 2: Effective Management Systems)*, ensuring both parties meet their obligations

## NOMINAL TERM OF AN APPRENTICESHIP

Apprenticeships and traineeships are approved for a nominal term during which the employer, apprentice or trainee are bound by the obligation under a training contract. The Term is based on advice from industry about how long it may take an apprentice or trainee who is undertaking work-based training, as well as formal training through a registered training organisation, to gain the required skills. The training term may be reduced at commencement on application by the parties to take account of skills already held by the apprentice or trainee before commencing work with their employer.

## Changes to Training Arrangements

Your training contract can be transferred, suspended, cancelled, or varied by mutual agreement between you and your legal employer. A written agreement between both parties is required if you want to transfer from one employer to another. A selection of forms is available on your State Training Authority website for this purpose. If you or your employer want to transfer, suspend, cancel, or vary the training contract and the other party does not agree, then either party must contact the State Training Authority immediately.

### Transfer

Your training contract can be transferred from one employer to another providing that both parties agree and upon the approval by the State Training Authority. A transfer application form is available from the State Training Authority website for this purpose. The form must be signed by all parties, including the new employer. In most cases the new employer must also complete a training contract in which they provide additional information required for assessment of the transfer application. The transfer application form and a new Training Contract should be submitted to the State Training Authority. Signed copies must also be kept by the parties. Apprenticeships Are Us will provide the new employer with a copy of the Training Plan and discuss your progress to date.

## RIGHTS AND RESPONSIBILITIES

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### YOUR HOST BUSINESS

Your Host Business is a business that has entered into a contract with Apprenticeships Are Us to provide a work placement and training opportunity for you during your Apprenticeship.

Whilst not your legal employer, your Host Business is a vital participant in your Apprenticeship. They provide you with the opportunity to work and give you the opportunity, guidance and supervision required to develop your skills. Your Host Business will set your hours of work and assign the duties you will perform during these rostered hours. It is expected that you will follow the instructions of your Host Business and supervisors, perform your duties to the best of your ability and assist in any way to make yourself a valuable member of your Host Business team.

The following list includes some tips that will assist you in performing your duties at a high level:

- Be Punctual

Arrive on time or early for the commencement of your shift. Attend all shifts as rostered or, if unavailable, provide your Host Business with as much notice as possible of any absence, ensuring that this is no later than the scheduled commencement time.

- Be Flexible

Have a positive attitude and enjoy your work.

- Ask questions of your supervisors

Show your initiative and offer to do tasks. Do not wait to be asked. When you have finished a task, go looking for another one. Parts of your job may be boring or repetitive, but these are just as important as the challenging tasks.

- Do not use Mobile Phones

Mobile phones are a distraction and should not be used during work time unless directed by the Host Business or supervisor as part of the job requirements. If you have a problem in the workplace, discuss it with your supervisor as soon as possible. If you have a problem that cannot be resolved in the workplace, contact your Apprentice Employment Manager for assistance.

### HOST BUSINESS RESPONSIBILITIES

The responsibilities of the Host Business are to:

- Appoint a workplace Host Supervisor who is responsible for providing work direction and support your training needs whether they are on or off the job.
- Commit to the full duration of the apprenticeship/traineeship placement.
- Provide induction relevant to the business and site.
- Advise Apprenticeships Are Us of apprentice/trainee site details and supervisor details.
- Support the training needs of the apprentice/trainee by providing a minimum of 3 hours of study time per week in the workplace.
- Assess and record competencies according to the training plan.
- Approve timesheets of hours worked and approved leave.
- Immediately notify Apprenticeships Are Us of any breach of employment conditions.
- Notify Apprentices Are Us of performance or attendance concerns.
- Provide a safe working environment in accordance with Workplace Health and Safety (WH&S) regulations.
- Notify Apprentices Are Us immediately of any serious injuries or health issues.
- Provide documentation of potential WHS hazards identified by the Apprentice/Trainee.

## APPRENTICE/TRAINEE RESPONSIBILITIES

The responsibilities of the apprentice/trainee during the apprenticeship/traineeship are to:

- Work towards the competencies specified in the training plan
- Adhere to training plan (complete all coursework by specified dates)
- Maintain the work evidence log
- Adhere to confidentiality agreements
- Work the hours determined by your employment contract
- Complete and forward authorised timesheets by the specified dates
- Comply with the Host Business dress code
- Comply with Apprenticeships Are Us and Host Business policies and procedures
- Successfully complete all reviews
- Report any injuries immediately to Apprenticeships Are Us, or any medical condition (new or existing) that would affect how you work, your safety or the safety of others who work with you.

As an apprentice, you are responsible for.

- Adhering to all workplace policies and procedures.
- Complying with the *Work Health and Safety Act 2024 (Cth)* and following all safety guidelines provided by your Host Employer.
- Actively participating in all training and learning opportunities to enhance your skills and knowledge.
- Maintaining regular communication with your AEM regarding your progress or any issues that arise.

## BEHAVIOUR

We at Apprenticeships Are Us have an expectation that you as our apprentice will conduct yourself in a professional manner at all times. We expect that you will:

- Be polite and courteous when dealing with Apprenticeships Are Us staff, your Host Business, and the general public.
- Always respect the rights of others.
- Use appropriate language.
- Not to involve yourself in any form of criminal activity.

## TIMESHEETS

Timesheets are legal documents that record the hours you have worked. Some Host Business may have their own variations of reporting this information (Timesheet example attached to back). These variations are also considered legal documents.

You will be paid according to the information contained on your timesheet. Apprenticeships Are Us having a template of a timesheet on the website. You are responsible for completing your timesheet each week and ensuring that your supervisor has authorised it. If your Host lodges a timesheet on your behalf, it is your responsibility to ensure that the timesheet has been lodged.

**Timesheets for the previous week must be emailed to Apprenticeships Are Us by Monday 12:00pm.**

Email address: [timesheets@apprus.com.au](mailto:timesheets@apprus.com.au)

**If we don't receive a fully complete, authorised timesheet by the cut-off time then your payment may be delayed.**

## Time Sheet Instructions:

- Week Ended – The date of your last day of work for the pay week.
- Company Name – The name of your Host Business and their details.
- Supervisors Signature – Ensure your timesheet is signed by your supervisor.
- Ordinary Time, Annual Leave, Sick Leave, Public Holiday, TAFE and Workers Compensation must be recorded next to the day you took the leave and shown in the appropriate column.
- Sick Leave – If you have taken sick leave in the last week, attach a completed Leave Application Form and Medical Certificate to your Timesheet and send them together.

## YOUR PAY

- You will be paid on a weekly basis. A normal pay week runs from a Monday to a Sunday.
- Your pay for the previous Monday to Sunday will be processed on the following Tuesday. The only exception to this is where a public holiday falls on a Monday. Pays following a Public Holiday Monday will be processed on the Wednesday of that week.
- Your pay will go into your nominated bank account.
- Your normal working week is 5 days of 7.6 hours per day totaling 38 hours.
- Pay slips will be emailed to you, usually on a Tuesday evening (Pay slip example attached to back). Please check that your pay slips are correct and read any other information that accompanies it.
- Your pay and conditions are covered by the Federal Award - Vehicle Manufacturing, Repair, Services and Retail Award 2010. Details of this award can be found on the Fair Work Commission website, [www.fwc.gov.au](http://www.fwc.gov.au)
- If you think that your pay is incorrect, email on [timesheets@apprus.com.au](mailto:timesheets@apprus.com.au) within 24 hours of receiving your pay. The sooner you advise of any issues, the sooner the problem will be resolved.
- You need to inform the Pay Office when any of your details change. This includes:
  - You have moved and your address has changed.
  - The bank account you use to receive your pay has changed.
  - You have changed superannuation funds.
  - Your email address has changed.
  - You have a new mobile phone number.
- Your wages, working hours, and entitlements are protected by the *Fair Work Act 2009* and are based on the *Vehicle Manufacturing Repair Services and Retail Award 2010*. Any issues with your pay or conditions should be reported to your AEM or ARU's finance department.

## **LEAVE ENTITLEMENTS**

Under the *Fair Work Act 2009*, apprentices are entitled to paid leave, including annual leave, personal leave, and compassionate leave. These entitlements are part of your employment rights, and ARU ensures they are provided as required by law.

## **SUPERANNUATION**

An amount of 12% is paid into your superannuation fund monthly. As part of your employment, you have the opportunity to choose your preferred superannuation fund. If you have an existing super fund that you would like your contributions to be paid into, please nominate it using the provided form in your Apprenticeship Are Us Employee Sign Up Pack. If you need another copy of this form, please contact your nominated Apprenticeships Are Us Apprentice Employment Manager or call our Payroll Department on (02) 9891 6900.

If you do not select a superannuation fund, your superannuation contributions will be paid into a fund nominated by your employer (Apprenticeships Are Us Ltd) that meets the required regulatory and My Super standards. This fund is chosen based on a comprehensive review of factors such as performance and fees to ensure it meets your long-term financial needs.

Superannuation is an important part of your employment package. ARU will make contributions to your superannuation fund in accordance with the *Superannuation Guarantee (Administration) Act 1992 (Cth)*. You can choose your own superannuation fund, or ARU will select a default fund on your behalf. Ensure that you.

- Regularly check your superannuation account to confirm contributions are being made.
- Contact your AEM or the finance department if you have any questions or concerns about your superannuation.

This process is overseen in accordance with *National Standard 1: GTO Governance, Accountability, and Compliance*.

ARU complies with the *Superannuation Guarantee (Administration) Act 1992 (Cth)* to ensure that all eligible apprentices receive superannuation contributions. Apprentices have the right to choose their superannuation fund or be enrolled in ARU's default fund.

## **ANNUAL LEAVE (HOLIDAYS)**

The time that you decide to take holidays must be agreed with your Host Business. To ensure that your Host Business has enough time to organise cover for your absence, you should discuss this with them at least one month before your leave commences.

Once the dates have been agreed, complete a Leave Application Form and have your Host Business sign it. A blank Leave Application Form can be found on the website.

Usually, the Host Business will send the completed Leave Application Form through to Apprenticeships Are Us on your behalf. However, it is your responsibility to ensure that Apprenticeships Are Us has received the application.

Annual leave can be paid in advance (before you start your holidays) or weekly as usual.

You should keep a copy of Leave Application Forms where payment of annual leave in advance is required. Please contact the Payroll Office (02 9891 6900) to confirm that your form has been received to ensure that you will be paid for your leave in advance.

## **CASHING OUT ANNUAL LEAVE (HOLIDAYS)**

Cashing out annual leave means an employee receives payment of annual leave instead of taking time off work.

Excess annual leave can be:

- Partially cashed out by an employee or,
- An employer can direct an employee to take excess annual leave.

Both situations require certain conditions to be met and specific processes to be followed. Further details can be obtained from the Fair Work Ombudsman's website ([fairwork.gov.au](http://fairwork.gov.au)) or from your Apprentice Employment Manager.

## **FAMILY AND DOMESTIC VIOLENCE LEAVE**

As of 1 August 2018, provisions have been made to accommodate up to five (5) unpaid days leave a year for an employee (including casual) to deal with situations regarding family and domestic violence except for employees working under Enterprise or State Reference Public Sector awards or Award and Agreement Free employees. Apprenticeships Are Us take the safety of our employees very seriously and want to ensure that all our employees understand the changes that have been made to accommodate leave in relation to family and domestic violence.

To take family and domestic violence leave and employee must provide notice and evidence to support the absence. Types of evidence can include documents issued by the police service, documents issued by a court, family violence support service documents or a statutory declaration. Apprenticeships Are Us also take the individual circumstances of our employees seriously and all communication with Apprenticeships Are Us will be kept confidential in accordance with our workplace privacy obligations.

## **MOBILE PHONE & PORTABLE COMMUNICATION DEVICE (PCD)**

During work periods, Apprentices are not to use their personal mobile telephones or PCDs. The purpose is to ensure that disruptions and interference in the workplace are minimised. Before the commencement of duties, apprentices must turn their personal mobile phones and PCDs off or into silent mode and secure them away from the employee's workspace (for example in a locker or toolbox drawer).

Apprentices may attend to their mobile phones/PCDs during all meal breaks. For urgent and emergency purposes, personal mobile phones/PCD may be left on and used during worktimes, at the discretion of the relevant manager or supervisor with prior written approval.

## **EMERGENCY CONTACT INFORMATION**

All Apprentices upon commencement of employment must fill out an Apprenticeships Are Us Personal Details Sheet detailing contact information in case of an emergency. Copies of this form will be kept on file at the Apprenticeships Are Us Head Office and the Host Business. Apprenticeships Are Us or your Host Business will contact your designated contact should such a situation arise.

## **CHANGE OF PERSONAL DETAILS**

If you change any of your personal details e.g., address, phone number, banking details etc, please notify Apprenticeships Are Us as soon as practicable. The payroll system can pay wages into more than one account. If you wish to take advantage of this facility, please notify the Apprentices Are Us payroll team. Information required will be your Bank's BSB and account numbers along with the amount you wish to have deposited into the nominated account.

## **FIT FOR WORK**

What is fit for work?

Fit for work means that you are in a state of physical, mental and emotional stability that enables you to perform your tasks competently, and in a manner that does not threaten the health and safety of yourself or others in the workplace.

It is your responsibility to:

- Ensure that you are fit for work.
- Notify your Apprentice Employment Manager and Host Business immediately if you are not fit for work.
- Declare any prescription medications that may adversely affect your ability to operate machinery or drive vehicles.
- Ensure that your PPE is in good order and clean at all times.
- Seek medical advice immediately if you are not sure whether you are fit for work.

## **DRUGS AND ALCOHOL**

It is important to understand that your workplace requires your full attention and concentration. Being under the influence of drugs or alcohol while you are at work greatly increases the chances that either you or your work mates will get injured. Apprenticeships Are Us expect that you will attend your place of work 'Fit for Work' and never under the influence of alcohol or drugs.

### **Alcohol and Illegal Drugs**

The consumption of alcoholic beverages or the taking of any illegal drugs is not permitted during working hours in office and workshop areas, or during meal breaks on or off the Host Business premises. This extends to all apprentices performing their duties away from their Host Business premises and while in a company motor vehicle. Alcohol and illegal drugs are not to be stored in the Host Business premises.

A person under the influence of alcohol or illegal drugs will not be allowed to perform their duties and must leave the Host Business premises immediately.

### **Legally Prescribed and Over-the-Counter Drugs**

Any staff taking, or under the influence of any drugs, must inform their Apprentice Employment Manager and Host Business immediately before commencing work.

Apprenticeships Are Us reserves the right to direct the apprentice to perform tasks of less risk, or be required to take sick leave, until the course of drugs being taken is complete.

### **Drug Testing Policy**

Apprenticeships Are Us work with Host Business to ensure that all parties' WHS obligations are met. Apprentices may be asked to participate in drug and alcohol testing either by their Host Business or by Apprenticeships Are Us. Drug and alcohol testing may be conducted in the form of:

- Random testing – any worker or a select group of workers may be tested on a random day
- Upon reasonable belief – a worker who shows signs of being affected by alcohol and/or drugs may be considered for testing. When a worker is suspected of being affected at work primary consideration must be given to the safety of the individual and of others
- Testing after a workplace health and safety incident

A positive test result or a refusal to participate in drug and alcohol testing may result in disciplinary action up to and including dismissal. Counselling or EAP may be provided if appropriate. In the event of a positive or non-negative test you may be required to attend a follow-up test to confirm the result with our drug test provider. The specific results of any test or follow up test are to be kept confidential by Apprenticeships Are Us and provided to other parties on a strict need to know basis.

## **SAFETY**

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### **WORK HEALTH AND SAFETY (WHS)**

We take your welfare at work very seriously. Apprenticeships Are Us wants to do as much as it can to make sure that you go home from work every day the same way that you came to work, without injury or illness.

Workplace bullying is unlawful under the *Fair Work Act 2009*, and ARU has a zero-tolerance approach. Any incidents of bullying or harassment must be reported immediately, and apprentices are legally protected from such behavior.

Both ARU and Host Employers are required by law to provide a safe work environment in compliance with the *Work Health and Safety Act 2024 (Cth)*. Apprentices are also required to follow all WHS policies and procedures to ensure safety for themselves and others in the workplace.

To ensure this happens, Apprenticeships Are Us will make every reasonable effort to make sure that you are working in a safe environment.

## Apprenticeships Are Us:

- Implements policies and procedures in the areas of injury prevention, and hazard recognition and removal, in accordance with current WHS legislation.
- Provides ongoing training to its apprentices on all WHS matters.
- Works with Host Business to ensure that they comply with our WHS policies and procedures.
- Promotes continuous improvement through investigations into accidents, near misses, or newly identified risks.

Just as we have a responsibility to make every effort for you to stay safe, you also have some responsibilities to ensure your own safety. Your responsibilities include –

- Report all near misses and potential hazards and risks to your Apprentice Employment Manager and your Host Business immediately.
- Report all injuries, no matter how small, to your Apprentice Employment Manager and your Host Business immediately.
- Always wear all your Personal Protective Equipment (PPE) and dress appropriately.
- Comply with all WHS policies and procedures issued by Apprenticeships Are Us and your Host Business.
- Conduct yourself in a manner that will not create the risk of harm to yourself or your workmates. Do not engage in inappropriate or unprofessional behaviour in your workplace.
- **NEVER** attend work under the influence of alcohol or drugs.
- Jewelry worn close to the skin is permitted, however loose-fitting jewelry should not be worn at any time.
- Hair that touches the shoulders must be tied up close to the scalp (e.g., in a bun).
- Don't be scared to ask questions and never feel that you will be in trouble for asking. Be safe, not sorry!

Your safety is our top priority. In compliance with the *Work Health and Safety Act 2024 (Cth)*, all apprentices are required to:

- Follow workplace safety procedures at all times.
- Report any hazards, incidents, or unsafe practices to your Host Employer and AEM immediately.
- Participate in safety training and induction provided by your Host Employer.

ARU will ensure that all Host Employers comply with WHS standards as outlined in *Standard 3: Host Employer and Workplace Arrangements* of the *National Standards for Group Training Organisations*.

## PERSONAL PROTECTIVE EQUIPMENT (PPE)

PPE is any piece of clothing or safety equipment worn or used to protect you from illness or injury in the workplace. These include, but are not limited to, boots, glasses, sun protection, work wear, earmuffs, safety vests, gloves, and masks. It is the responsibility of the employer to provide you with PPE that is appropriate for the tasks that you will undertake at work.

Appropriate footwear must be worn for all working environments, for example:

- Apprentices in office workplaces must wear closed in, non-slip shoes.
- Apprentices in retail workplaces must wear closed in, non-slip shoes.
- Apprentices in automotive workshops sites etc. must wear steel cap boots

At any stage should you believe that the PPE is not adequate or not being provided, contact your Apprenticeships Are Us Apprentice Employment Manager.

Apprenticeships Are Us will provide you with the basic PPE that is appropriate to your Host Business workplace. It is your responsibility to:

- Wear your PPE as directed and in accordance with WHS Regulation(s) 2011 Division 5. The law imposes severe penalties for not wearing all items of PPE as described in the regulations. Apprenticeships Are Us may also take additional disciplinary action if you do not wear your PPE as directed and in accordance with the Regulations.
- Keep your PPE in good working condition.
- If your PPE is damaged, worn out, stolen, or lost, inform your Apprentice Employment Manager and Host Business immediately so that replacements can be issued.

If, for any reason, your apprenticeship is terminated within three months of commencing your employment, you are required to return all PPE to Apprenticeships Are Us. PPE can be given to your Apprentice Employment Manager. Failure to do so will result in a \$200 fee being deducted from your wages or annual leave owing.

## **RESPONSIBILITY FOR SAFETY**

Apprenticeships Are Us is committed to ensuring the health, well-being and safety of all employees, visitors, and contractors in all work activities of the organisation. Apprenticeships Are Us are obligated to drive a culture of awareness and change in the people that work for the organisation to meet the requirements and responsibilities outlined in the WH&S legislation and associated regulations, standards, and codes of practice. Our Apprentices are hosted by other employers, the WHS Act and Regulation acknowledges that the responsibility for health and safety in the workplace can be concurrent, i.e., both the Host Business and Apprenticeships Are Us have responsibility for consulting with the Apprentices on WH&S matters. Therefore, with the requirements of the Act, Apprenticeships Are Us Apprentices will be directly involved in the WH&S consultation process of their Host Business. Failure to notify us within 24 hours of an incident will result in a verbal or written warning/s.

It is everyone's responsibility to identify and correct any obvious workplace hazards or potential dangers. If you as an Apprentice feel that you or another worker's safety is at risk, inform your direct supervisor. If the problem remains unresolved, contact your Apprentice Employment Manager. Apprenticeships Are Us will then assess the situation and resolve it on your behalf with the Host Business.

At no time are you required to continue working in a situation where you feel your safety is at risk.

## **SAFETY PROCEDURES**

### **Manual Handling**

With any manual handling exercise, it is most important that you feel comfortable with the task you are required to complete. If you do not feel comfortable with a Manual Handling exercise, you should let your Direct Supervisor know before you complete the task. Where lifting equipment is provided, you will be provided with training to become familiar with its use, you will then be able to use the equipment in all appropriate handling tasks. You may require supervision whilst using equipment, your Direct Supervisor will notify you of this if applicable.

### **Hazard Symbols & Signs**

Hazard and warning symbols are another way of recognising potentially hazardous conditions. All Apprentices are required to comply with the signs or symbols around your workplace that point out any potentially hazardous conditions; for example, a 'Wet Floor' sign.

### **Risk Assessments**

Risk assessments that have been completed within your workplace will be communicated with the employees concerned. If an Apprentice should be aware of any outcomes that may arise through the process of Risk Assessment, they will be notified and trained as required. This will occur through consultation between the Host Business, the Apprentice and where applicable, Apprenticeships Are Us.

## **Safety Data Sheets (SDS)**

Before using any potentially dangerous or toxic substances, your Host Business will provide training regarding the acknowledgement and referral to the relevant SDS where required. You should be aware of the guidelines set out in the SDS and follow them whilst working with the substances.

## **Safe Operating Procedures (SOPs)**

Where SOPs are required to undertake tasks in the workplace, you must become familiar with and follow these requirements. The Host Business will in most circumstances have SOPs posted at the relevant location in the workplace. Your Direct Supervisor will provide training that follows the Standard Operating Procedure. If you require further assistance, you should contact your supervisor, or your Apprenticeships Are Us Apprentice Employment Manager.

## **Machinery & Equipment Operators' Certificates & Licenses**

You will not be required to operate equipment you are not qualified or licensed for. If you are requested to do so, you should contact your Direct Supervisor or your Apprenticeships Are Us, Apprentice Employment Manager. Use of equipment without appropriate qualification will constitute a major breach of the Apprenticeships Are Us Code of Conduct. If you have any doubts, contact your Host Business or Apprenticeships Are Us.

## **Danger Tags**

Never remove a Danger Tag that has been placed on a machine. Never start a machine that has a Danger Tag attached. Your Direct Supervisor will provide training regarding the correct procedure of the use of Danger Tags in the workplace.

## **Emergency Evacuation & Fire Protection**

It is important that you become familiar with your Host Business Emergency Evacuation procedures. You will be shown through the workplace and the Evacuation Meeting Points within your Induction prior to the commencement of work.

## **Reporting Accidents / Incidents**

You must report all Accidents/Incidents and Near Misses to the Host Business that occur in the workplace. Accidents that occur to and from work must also be reported. As soon as possible and no later than 24 hours after the Accident/Incident occurred, you should report it to Apprenticeships Are Us. Failure to report an Accident/Incident could cause a claim for compensation to be delayed or denied by the Workers Compensation Insurer.

For assistance with WHS concerns please contact:

**HR and WHS Manager Tel: 02 9891 6900**

**Fax: 02 9687 3069**

**Mobile: 0439 492 537**

**Email: [hr@apprus.com.au](mailto:hr@apprus.com.au)**

## **WORKPLACE BULLYING**

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Apprenticeships Are Us is committed to providing a safe and healthy workplace free from bullying. Workers are protected by this policy whether they feel bullied by a supervisor, another worker, client, contractor or member of the public. Apprenticeships Are Us will treat reports of workplace bullying seriously. We will respond promptly, impartially and confidentially. This policy will be made available to all workers including contractors. New workers will be given a copy of this policy at their induction. Managers and supervisors will remind workers of the policy from time to time.

**Expected workplace behaviours** - Under work health and safety laws, workers and other people must take reasonable care that they do not adversely affect the health and safety of others.

Apprenticeships Are Us expecting people to:

- behave in a responsible and professional manner.
- treat others in the workplace with courtesy and respect.
- listen and respond appropriately to the views and concerns of others.
- be fair and honest in their dealings with others.

This policy applies to behaviours that occur:

- in connection with work, even if it occurs outside normal working hours.
- during work activities, for example when dealing with clients.
- at work-related events, for example at conferences and work-related social functions.
- on social media where workers interact with colleagues or clients and their actions may affect them either directly or indirectly.

### **What is workplace bullying?**

**Workplace bullying** is defined as repeated and unreasonable behaviour directed towards a worker or a group of workers that creates a risk to health and safety.

**Repeated behaviour** refers to the persistent nature of the behaviour and can refer to a range of behaviours over time.

**Unreasonable behaviour** means behaviour that a reasonable person, having considered the circumstances, would see as unreasonable, including behaviour that is victimising, humiliating, intimidating or threatening.

Single incidents of unreasonable behaviour can also present a risk to health and safety and will not be tolerated.

### **What is not workplace bullying?**

**Reasonable management action** taken by managers or supervisors to direct and control the way work is carried out is not considered to be workplace bullying if the action is taken in a reasonable and lawful way.

### **What can you do?**

If you feel you are being bullied and are not comfortable dealing with the problem yourself, or your attempts to do so have not been successful, you should raise the issue with your Apprentice Employment Manager, or Apprenticeships Are Us WHS Representative (02 9891 6900), and your Host Business.

If you witness unreasonable behaviour, you should bring the matter to the attention of your Apprentice Employment Manager, WHS Representative and Host Business as a matter of urgency.

### **How we will respond**

If workplace bullying or unreasonable behaviour is reported or observed, we will take the following steps:

1. Your Apprentice Employment Manager, or WHS Representative, or Host Business will speak to the parties involved as soon as possible, gather information, and seek a resolution to satisfactorily address the issue for all parties.
2. If issues cannot be resolved or the unreasonable behavior is of a serious nature, an impartial person will be appointed to investigate. Both sides will be able to state their case and relevant information will be collected and considered before a decision is made.
3. All complaints and reports will be treated in the strictest of confidence. Only those people directly involved in the complaint or in resolving it will have access to the information.
4. There will be no victimization of the person making the report or helping to resolve it. Complaints made maliciously or in bad faith will result in disciplinary action.

## Consequences of breaching this policy

Appropriate disciplinary action will be taken against a person who is found to have breached this policy. These measures will depend on the nature and circumstance of each breach and could include:

- one or more parties agreeing to participate in counselling or training.
- a verbal or written reprimand.
- transfer, demotion or dismissal of the person engaging in the bullying behaviour.

## If bullying has not been substantiated

If the investigation finds bullying has not occurred or cannot be substantiated, Apprenticeships Are Us may still take appropriate action to address any workplace issues leading to the report.

Bullying and harassment are not tolerated at ARU. If you experience bullying, it is important to:

- Report the issue to your AEM or Host Employer immediately.
- Keep a record of any incidents, including dates, times, and details of what occurred.
- Understand that you have the right to a safe and respectful workplace under the *Fair Work Act 2009* and the *Work Health and Safety Act 2024 (Cth)*.

Apprenticeships Are Us Ltd is committed to ensuring a safe and respectful workplace, in compliance with *National Standard 1: GTO Governance, Accountability, and Compliance*

## **COMPLAINTS AND DISPUTE RESOLUTION**

If you have any concerns or complaints during your apprenticeship, ARU has a clear and transparent complaints and dispute resolution process. To raise a complaint.

- Contact your AEM to discuss your concerns.
- If the issue is not resolved, submit a formal complaint in writing to the ARU complaints officer.
- ARU will review your complaint in line with *National Standard 2: Effective Management Systems* and provide you with a response within 10 working days.

You also have the right to escalate serious concerns to the relevant State Training Authority or Fair Work Commission if necessary.

## **EQUAL OPPORTUNITY OF EMPLOYMENT (EEO) & ANTI-DISCRIMINATION**

Apprenticeships Are Us is committed to providing equal opportunities to all apprentices, as required by the *Anti-Discrimination Act 1977 (NSW)* and the *Fair Work Act 2009*. Discrimination based on race, gender, disability, or any other protected characteristic is strictly prohibited.

Discrimination occurs when someone is treated in a different way to others (this can be less or more favourably) because of a personal characteristic, such as one listed below. Under Federal and State antidiscrimination Laws, discrimination in employment is prohibited. The following lists the attributes contained in the New South Wales Anti-Discrimination Act 1977:

- Race - including skin colour, nationality and national or ethnic origin
- Gender – including pregnancy
- Marital status
- Disability
- Sexuality
- Age
- Transgender
- Carer's responsibility.

Discrimination may include (but is not limited to):

- Offensive 'jokes' or comments about another employee's racial or ethnic background, sex, sexual preference, age, disability, or religious belief
- Displaying pictures or posters which are offensive or derogatory
- Expressing negative stereotypes of groups
- Judging someone on their political or religious beliefs etc rather than their work performance
- Using stereotypes or assumptions based on a personal irrelevant attribute to guide decision making about a person's career
- Undermining a person's authority or work performance because of an irrelevant personal attribute.

Examples of other unlawful conduct/discrimination include, but are not limited to:

- Sexual harassment
- Vilification.

Apprenticeships Are Us Ltd is an EEO employer. The position of employees within Apprenticeships Are Us should be based on merit, without regard to attributes not applicable to the position. Apprenticeships Are Us is committed to promoting EEO in all employment related activities including:

- Recruitment and Selection
- Placement and job assignments
- Variations to terms of work
- Opportunities for promotion, transfer, training, and other benefits
- Allocation of workload or company resources
- Remuneration and rewards
- Counselling or discipline
- Termination

## **SEXUAL HARASSMENT**

Sexual harassment is any unwelcome conduct of a sexual nature that a reasonable person would consider to be offensive, humiliating or intimidating. Sexual harassment can include, but is not limited to:

- Unwelcome touching or other physical contact
- Remarks with sexual connotations
- Smutty jokes and/or remarks
- Requests for sexual favours
- Leering or the display of offensive material.

Sexual harassment can be a single incident or a series of incidents. Under the Commonwealth and State anti-discrimination Laws, sexual harassment in employment is prohibited. Apprenticeships Are Us considers sexual harassment to be unacceptable. We believe all employees have the right to work in an environment free of sexual harassment and it is the responsibility of all employees to support this goal. Managers and supervisors must ensure that all employees are treated equitably and are not subject to sexual harassment. They must also ensure that people, who make complaints, or are a witness to sexual harassment are not treated detrimentally. Apprenticeships Are Us makes a commitment to promptly investigate complaints.

Apprenticeships Are Us has a complaint handling system which includes procedures for reporting, investigating, resolving and appealing sexual harassment complaints. Any reports of sexual harassment will be treated seriously and investigated promptly, fairly, and impartially. A person making a complaint and/or who is a witness to sexual harassment will not be victimised. Employees should note that if they make a troublesome, untrue, or malicious complaint that is designed to harass or annoy or for any other wrongful purpose, then disciplinary action will result.

## **SERIOUS MISCONDUCT**

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While we are confident that this section will not apply to you, it is company policy to inform all new apprentices of the consequences of serious misconduct.

Serious misconduct is conduct by an apprentice that is intentional and causes immediate risk to the health or safety of a person, or the reputation, viability or profitability of the business.

Activities or actions regarded by Apprenticeships Are Us as serious misconduct include, but are not limited to:

- Theft or assault in the workplace.
- Workplace Bullying. Refer to the Workplace Bullying Policy detailed above.
- The consumption of alcohol or illegal drugs in any of the circumstances explained in the “Drugs and Alcohol” section above.
- Attending for work under the influence of alcohol or illegal drugs.
- Failure to notify your Apprentice Employment Manager and Host Business that you are taking legally prescribed or over-the-counter drugs.
- Misuse or damaging the property of Apprenticeships Are Us or the Host Business.
- Disclosing any details about your workplace, Apprenticeships Are Us or your Host Business, or your workmates on all forms of media. This includes, but is not limited to, electronic, digital, print and social media. Examples include, but are not limited to, radio, television, newspapers, magazines, Facebook, Twitter, Instagram, Google, LinkedIn, YouTube, Reddit, Pinterest.
- Not wearing PPE, or continually losing or mistreating PPE.
- Not complying with WHS Policies and Procedures as instructed by Apprenticeships Are Us or the Host Business.
- Not attending your training and not advising Apprenticeships Are Us and your Host Business of your non-attendance.
- Falsifying or omitting any timesheet information.
- Falsifying a Medical Certificate.

**Any of the above actions may result in your immediate dismissal from Apprenticeships Are Us and your Host Business.**

## **PRIVACY AND CONFIDENTIALITY**

ARU is committed to protecting your personal information in accordance with the *Privacy Act 1988 (Cth)*. All personal data is stored securely and used only for legitimate employment and training purposes.

## **POLICIES AND PROCEDURES**

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Apprenticeships Are Us commits to upholding the National Standards for Group Training Organisations. These standards, in addition to applicable legislation, guides the development, maintenance and implementation of our policies and procedures. The following Apprenticeships Are Us policies and procedures are available at <https://www.apprus.com.au>

- Privacy Policy
- Complaints Handling Policy
- Multiculturalism Policy
- Work, Health and Safety Policy
- Indigenous Employment Policy
- Performance Management Policy
- Apprentice Monitoring Statement
- ARU Corporate Governance Statement
- Bullying and Harassment Policy
- Financial Viability Policy
- Financial Delegations Procedure
- Management of Conflicts of Interest
- Training Plan Guidelines for Employees
- Child Safety Statement
- Whistle-Blower Policy
- Work Health and Safety Policy

## CODE OF PRACTICE

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Apprenticeships Are Us commit to observe the highest standards of fairness and professional practice as we deliver the services and obligations outlined through our respective contracts with Government; Corporate Australia; and other business partners. At all times, our priority is to assist clients to achieve the best employment outcomes. We will deliver services to the best of our ability and with adherence to contracted requirements and guidelines.

We operate our services in a manner that -

1. Upholds the integrity and good reputation of our group training services by:

- Acting with honesty, due care, and diligence.
- Behaving ethically and professionally and being openly accountable for our actions.
- Avoiding any practice or activity which could reasonably be foreseen to bring Apprenticeships Are Us into disrepute; and,
- Complying with all relevant Australian laws and regulations

2. Demonstrate our commitment to our employees by:

- being supportive and helpful in their pursuit of employment.
- Focusing our assistance to achieve the best outcome.
- Treating them fairly and with respect.
- Addressing employee and Host Business in a friendly, courteous, and culturally sensitive manner; and
- Considering employees individual circumstances and backgrounds.

3. Is accurate and relevant by:

- Providing on-going assistance for the duration of our service to them.
- Providing information about programs or services that may assist in their job search.
- Ensuring we have premises and facilities appropriate to deliver services with privacy and dignity.
- Ensuring that the information that we collect about employees is relevant, necessary and is kept confidential.
- Tailoring assistance to employees with consideration of their individual job search needs.

4. Is communicated clearly and effectively by:

- Ensuring that employees and Host Business are aware of their rights and obligations.
- Provide timely feedback and information to employees and Host Business about decisions that we make that could affect them; and
- Providing employees and Host Business with access to relevant records we have about them, on request.

5. Encourages feedback without prejudice by ensuring that:

- We have a complaints process of which employees and Host Business are made aware of.
- Staff seek and appropriately respond to employees and Host Business feedback with the aim of continuously improving services.
- Staff supports employees and Host Business when resolving any issues or concerns they may have.

Employees and Host Business are encouraged in the first instance to raise any concerns they may have with Apprenticeship Employment Managers. If employees and Host Business are dissatisfied with how we respond to their concerns or feel that they cannot discuss the issue with us, they can contact the Managing Director.

**Michael Wentworth**  
**Managing Director**  
**Apprenticeships Are Us**

**NSW (02) 9891 6900**  
**[mwentworth@apprus.com.au](mailto:mwentworth@apprus.com.au)**

## Frequently Asked Questions (FAQ)

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### **Q. What is a TCID# and how do I get one?**

A. Your TCID# is a tracking and identification number issued by the State Training Authority. On your first day of employment, or shortly after, Apprenticeships Are Us will arrange for you to meet with an Australian Apprenticeship Support Network (AASN) who will complete the relevant application form. If you are aged under 18, then your parents will also need to sign the form. Once completed the form will be submitted to the State Training Authority and it will take around 4 weeks for them to issue the TCID#

### **Q. Can I get a travel concession card?**

A. Yes, you can apply for a concession card once your TCID# has been issued. Apprenticeships Are Us will provide you with an application form. You will need to include a passport size-photo as well as the application in an envelope and send it to the address found on the back of the application form.

### **Q. When will my coursework begin?**

A. You cannot be formally enrolled into a course until after the TCID# is issued. Within days of the TCID# being issued, a trainer/assessor from the Registered Training Organisation will contact you to schedule a meeting to introduce the coursework and the requirements. Your Host Supervisor will also be included in this meeting.

### **Q. How do I select my course units?**

A. Each course consists of some core units and several electives. When the trainer first meets with you and your supervisor, we will be able to explain the units and together we can tailor the course, so it is most suitable for your workplace and your interests.

### **Q. Can I complete my training early?**

A. It may be possible to complete the apprenticeship/traineeship early under special circumstances if;

- (1) you have completed all your coursework and
- (2) your Host Supervisor considers that you have gained sufficient workplace experience. However, all requests for early completion must be submitted to the State Training Authority, who may or may not approve your request.

### **Q. What happens if I fall sick?**

A. If you are sick then you need to call both your Host Supervisor and Apprentice Employment Manager no later than your usual start time. Please note that SMS messages are not acceptable. If you are sick, then you should always see a doctor and request a medical certificate.

### **Q. Who can I contact for help?**

A. In most cases the first person you should contact is your Apprentice Employment Manager. If the issue relates to your coursework, then contact the trainer/assessor from the Registered Training Organisation. If you feel like you're not getting the support, you are able to contact your State Training Authority.

## Useful Websites

<b>DISCRIMINATION</b>		
National	Australian Human Rights Commission	<a href="https://humanrights.gov.au/">https://humanrights.gov.au/</a>
Australian Capital Territory	ACT Human Rights Commission	<a href="https://hrc.act.gov.au/">https://hrc.act.gov.au/</a>
New South Wales	Anti-Discrimination New South Wales	<a href="https://antidiscrimination.nsw.gov.au/">https://antidiscrimination.nsw.gov.au/</a>
Queensland	Queensland Human Rights Commission	<a href="https://www.qhrc.qld.gov.au/">https://www.qhrc.qld.gov.au/</a>
Victoria	Victorian Equal Opportunity & Human Rights Commission	<a href="https://www.humanrights.vic.gov.au/">https://www.humanrights.vic.gov.au/</a>
Western Australia	WA Equal Opportunity Commission	<a href="https://www.wa.gov.au/organisation/equal-opportunity-commission">https://www.wa.gov.au/organisation/equal-opportunity-commission</a>
<b>EMPLOYMENT</b>		
National	Fair Work Ombudsman	<a href="https://www.fairwork.gov.au/">https://www.fairwork.gov.au/</a>
National	The Fair Work Act 2009	<a href="https://www.fairwork.gov.au/about-us/legislation">https://www.fairwork.gov.au/about-us/legislation</a>
National	National Employment Standards	<a href="https://www.fairwork.gov.au/employment-conditions/national-employment-standards">https://www.fairwork.gov.au/employment-conditions/national-employment-standards</a>
National	Awards	<a href="https://calculate.fairwork.gov.au/findyouraward">https://calculate.fairwork.gov.au/findyouraward</a>
<b>MISCELLANEOUS</b>		
National	USI – Unique Student Identifier	<a href="https://www.usi.gov.au/students">https://www.usi.gov.au/students</a>
National	Australian Apprenticeships	<a href="http://www.australianapprenticeships.gov.au/">http://www.australianapprenticeships.gov.au/</a>
<b>PRIVACY</b>		
National	Office of the Australian Information Commissioner	<a href="https://www.oaic.gov.au/">https://www.oaic.gov.au/</a>
New South Wales	Information and Privacy Commission New South Wales	<a href="https://www.ipc.nsw.gov.au/">https://www.ipc.nsw.gov.au/</a>
Queensland	Office of the Information Commissioner Queensland	<a href="https://www.oic.qld.gov.au/">https://www.oic.qld.gov.au/</a>
Victoria	Office of the Victorian Information Commissioner	<a href="https://ovic.vic.gov.au/privacy/for-the-public/">https://ovic.vic.gov.au/privacy/for-the-public/</a>

<b>STATE TRAINING AUTHORITY</b>		
Australian Capital Territory	Skills ACT	<a href="https://www.act.gov.au/skills/students/australian-apprenticeships">https://www.act.gov.au/skills/students/australian-apprenticeships</a>
NSW	Training Services NSW	<a href="http://www.training.nsw.gov.au/">http://www.training.nsw.gov.au/</a>
Queensland	Queensland Department of Employment, Small Business and Training	<a href="https://desbt.qld.gov.au/training/apprentices">https://desbt.qld.gov.au/training/apprentices</a>
Victoria	Victorian Registration & Qualifications Authority	<a href="https://www.vrqa.vic.gov.au/Pages/default.aspx">https://www.vrqa.vic.gov.au/Pages/default.aspx</a>
Western Australia	Apprenticeship Office	<a href="https://www.dtwd.wa.gov.au/apprenticeship-office#welcome-to-apprenticeship-office">https://www.dtwd.wa.gov.au/apprenticeship-office#welcome-to-apprenticeship-office</a>
<b>SUPPORT SERVICES</b>		
National	D'Accord – Employee Assistance Program	<a href="https://eapassist.com.au/">https://eapassist.com.au/</a>
National	Mental Health	<a href="http://www.beyondblue.org.au/">http://www.beyondblue.org.au/</a>
National	Disability Support Services	<a href="http://www.humanservices.gov.au/">http://www.humanservices.gov.au/</a>
<b>WORK HEALTH &amp; SAFETY</b>		
National	Safe Work Australia	<a href="https://www.safeworkaustralia.gov.au/">https://www.safeworkaustralia.gov.au/</a>
Australian Capital Territory	Worksafe ACT	<a href="https://www.worksafe.act.gov.au/Home">https://www.worksafe.act.gov.au/Home</a>
New South Wales	SafeWork NSW	<a href="https://www.safework.nsw.gov.au/">https://www.safework.nsw.gov.au/</a>
Queensland	WorkSafe Queensland	<a href="https://www.worksafe.qld.gov.au/">https://www.worksafe.qld.gov.au/</a>
Victoria	WorkSafe Victoria	<a href="https://www.worksafe.vic.gov.au/">https://www.worksafe.vic.gov.au/</a>
Western Australia	WorkCover WA	<a href="https://www.workcover.wa.gov.au/">https://www.workcover.wa.gov.au/</a>

## **DISCLAIMER**

The information contained in this Apprentice Induction Handbook (Handbook) supersedes all previous induction manuals and is intended for general reference only. This Handbook is not a contract of employment and is not intended to create contractual obligations for Apprenticeships Are Us of any kind.

The policies and procedures outlined in this Handbook will be applied at the discretion of Apprenticeships Are Us. Apprenticeships Are Us reserves the right to deviate from the policies and procedures described in this Handbook. Apprenticeships Are Us reserves the right to withdraw or change policies and procedures described in this handbook at any time, for any reason, and without prior notice.

The Company will make every effort to notify employees when an official change in policy or procedure has been made, but employees are responsible for their own up-to-date knowledge about Company policies and procedures.



# TIMESHEET

WEEK ENDED: 23/02/2020

ONE STANDARD DAY(ORDINARY HOURS) = 7.6 HOURS  
 ONE WEEK(FIVE DAYS-ORDINARY HOURS) = 38 HOURS  
 38 HOURS IS REQUIRED MINIMUM PER WEEK

EMPLOYEE NAME: JOHN SMITH  
 EMPLOYEE SIGNATURE: [Signature]  
 DATE: 19/02/2020

COMPANY NAME: EXAMPLE AUTOS  
 AUTHORISED SUPERVISOR'S NAME: JOHN BOSS  
 AUTHORISED SUPERVISOR'S SIGNATURE: [Signature]  
 DATE: 19/02/2020

WHS ISSUES YES / NO  /  If yes, please refer to the Apprenticeship - An Un-Limited Opportunity booklet on page 14, 15, 16, 17, 18, 19, 20 or your incident package.

Day	Date	TIME STARTED	TIME FINISHED	Ordinary Time (less lunch)	Public Holiday	Sick Leave	Workers Comp.	Total Hours	Overline	Unguided	Comments
Monday	17/2/20	8:30 am	5:00 pm	7.6				7.6	1.5	2	
Tuesday	18/2/20	8:30 am	5:00 pm	7.6				7.6			
Wednesday	19/2/20					7.6		7.6			SICK LEAVE
Thursday	20/2/20	8:30 am	5:00 pm	7.6				7.6			
Friday	21/2/20					7.6		7.6			ANNUAL LEAVE
Saturday											
Sunday											
<b>TOTAL</b>				22.8		7.6		38			

**TIMESHEET MUST BE RECEIVED NO LATER THAN 12PM MONDAY TO ENSURE YOU ARE PAID ON WEDNESDAY.**

TIMESHEETS ARE A LEGAL DOCUMENT. FALSIFYING HOURS OR SUPERVISORS SIGNATURE IS A FRAUDULENT OFFENCE.

\*\* If any time is recorded in the workers comp. column a corresponding Incident Report Form must be completed and sent to our office

EMAIL TO: [timesheets@appurus.com.au](mailto:timesheets@appurus.com.au) OR FAX: 02 9687 3069