



Concept Engineering

Apprentice and Trainee Information Handbook



Contents

Apprentice and Trainee Information Handbook.....	1
Contents.....	2
Handbook Overview	4
1. Rights and obligations.....	5
1.1 Concept Engineering as the Group Training Organisation (GTO)	5
1.2 The Registered Training Organisation (RTO).....	5
1.3 The host employer	6
1.4 You, the apprentice or trainee.....	6
2. Employment Conditions.....	8
2.1 Legislation	8
2.2 The Enterprise Bargaining Agreement (EBA)	13
2.3 Payment arrangements, including superannuation and PAYG.....	14
2.4 Position descriptions.....	14
2.5 Probation requirements.....	15
2.6 Professional behaviour, attitudes and dress code.....	15
2.7 Performance management	15
2.8 Termination.....	16
2.9 Ongoing health and drug testing	16
3. Recruitment of apprentices and trainees	17
3.1 Characteristics of an apprentice or trainee	17
3.2 Pre-recruitment information	17
3.3 Screening and interview.....	18
3.4 Language, literacy and numeracy testing	18
3.5 Other tests, for example psychometrics and mechanical aptitude.....	18
3.6 Physical capability and drug testing.....	19
3.7 Reference checks	19
4. Induction and onboarding	20
4.1 The induction system	20
4.2 Concept Engineering induction.....	20
4.3 Host employer induction	20

4.4	RTO induction.....	21
5.	Host employers	22
5.1	Recruitment of host employers	22
5.2	Fit and proper testing for supervisors.....	22
5.3	Ongoing monitoring of safety	23
5.4	Host employer support	23
6.	The Registered Training Organisation.....	25
6.1	The qualifications being offered	25
6.2	The training and assessment methodology	28
6.3	Quality and breadth in the training experience.....	28
6.4	The training plan	29
6.5	Competency-based progression	29
6.6	RTO support	30
6.7	Completion of the training contract	30
7.	Concept Engineering support services.....	32
7.1	Literacy and numeracy support	32
7.2	Access to specialised equipment	32
7.3	Assistance with personal issues	32
7.4	Monitoring of the training program	32
7.5	Monitoring of the host employer	33
7.6	Occupational health and safety support.....	33
7.7	Movement between host employers	33
7.8	Stand down provisions.....	33
7.9	Cancellation of a host employer arrangement	34
7.10	Cancellation of a training arrangement	35
7.11	Concept Engineering Field Officers	35
7.12	Issues with the RTO or host employer	35
7.13	Complaints and appeals.....	35
	Version Management	39

Handbook Overview

This Apprentice and Trainee Information Handbook provides all the information that you will need to understand how Concept Engineering functions as a Group Training Organisation, your role within the company, and how your apprenticeship or traineeship will work.

Use this handbook as your first reference when you have any questions about your employment, training or any other aspect of your time with Concept Engineering. If you have questions which are not covered by this handbook contact your Concept Engineering Field Officer.

Application context

This Apprentice and Trainee Information Handbook will be provided to all applicants for apprenticeship or traineeship positions with Concept Engineering. This handbook is used during the recruitment process, the induction process and throughout the apprenticeship or traineeship.

This handbook will be updated periodically. When that happens, a new copy will be provided to all apprentices or trainees who are employed by Concept Engineering.

Intended audience / Relevant parties

Apprentices and trainees

Related documents

CPP017 Information Handbooks Policy and Procedure

1. Rights and obligations

1.1 Concept Engineering as the Group Training Organisation (GTO)

Concept Engineering is a Group Training Organisation (GTO). A GTO is an organisation which employs apprentices and trainees and then places them in host businesses where they will undertake work tasks as a member of that team.

A GTO provides certain advantages to an apprentice or trainee, for example, a GTO can give you the opportunity to move between different employers during your training. This will allow you to experience different worksites and gain a much more detailed understanding of the industry as a whole.

As your GTO, Concept Engineering has a number of responsibilities, including:

- Maintaining your employment and paying you
- Ensuring that you are safe in your work
- Coordinating the training you will undertake with your RTO
- Providing support to you and your host employers as you progress through your apprenticeship or traineeship
- Maintaining your employment for as long as possible during a stand-down
- Giving you a clear process to make complaints and appeals
- Meeting the requirements of regulation and legislation

In Victoria GTOs are registered with the Victorian Registration and Qualifications Authority (VRQA). The VRQA administers the Standards for Group Training Organisations 2017 (the Standards) and ensures that we provide a high-quality service to you throughout your training and employment.

1.2 The Registered Training Organisation (RTO)

Your Registered Training Organisation (RTO) is the organisation which will deliver and assess your qualification. The RTO may be a TAFE, or it may be a private company; no matter which one it is you will receive the same qualification. Concept Engineering will work with you to decide on the right RTO to meet your needs.

Your RTO has a number of responsibilities, including:

- Developing a training plan which will allow you to complete your apprenticeship
- Providing you with off-the-job training against your training plan

- Providing the host employer with information about what tasks you must undertake on-the-job to practice your skills
- Assessing you against your progress and signing off units of competency as you complete them
- Monitoring your progress and providing additional support where required
- Giving you a clear process to make complaints and appeals

Your RTO may be registered with the Australian Skills Quality Authority (ASQA) or with the Victorian Registration and Qualifications Authority (VRQA). No matter which one it is, the qualifications issued by all RTOs are the same and you can rest assured that the organisation is high-quality.

To ensure that you get the best training experience possible Concept Engineering is very careful about which RTOs and TAFEs it works with.

1.3 The host employer

Host employers are the businesses in which you are placed to undertake your day to day work. Concept Engineering is your employer and “hires” or “places” you out on the worksites of host employers.

You may have one host employer for your entire apprenticeship or traineeship, or you may be moved between host employers. This decision will be made between you and Concept Engineering.

Host employers have a number of responsibilities, including:

- Providing you with a safe workplace
- Ensuring that you understand how to do the job you are being required to do
- Keeping your work at the right level for the stage of your apprenticeship
- Releasing you from work to undertake off-the-job training with your RTO
- Signing off on your competence when you have demonstrated it

Concept Engineering has a detailed and thorough process for evaluating and approving host employers. We only work with the best companies and we are dedicated to ensuring that you get the best workplace experience possible.

1.4 You, the apprentice or trainee

You are the apprentice or trainee. Being an apprentice or trainee involves entering into a four-way agreement between:

- You

- Concept Engineering (your employer and GTO)
- The RTO (who will provide your training)
- The government of Victoria (who approve the training contract)

The difference between apprenticeships and traineeships is minor and is usually based on whether you are learning a trade or whether you are learning more generic workplace skills. Apprenticeships are also usually longer than traineeships. For example, if you are becoming a carpenter you will be an apprentice and if you are undertaking a qualification in business you will be a trainee.

Being an apprentice or trainee can be hard work, but it is the best way to learn an industry in as much detail as possible and to prove yourself as you enter the workforce.

As an apprentice or trainee, you have a number of responsibilities, including:

- Undertaking off-the-job training as detailed in your training plan
- Completing assessment tasks as detailed in your training plan
- Asking for assistance when you require it
- Attending work as scheduled and following the instructions of your host employer

The years that you spend as an apprentice or trainee can be some of the best of your life if you approach them with the right attitude.

2. Employment Conditions

2.1 Legislation

2.1.a Fair Work Act 2009 (Cth)

<https://www.legislation.gov.au/Series/C2009A00028>

The Fair Work Act 2009 (Cth) provides a safety net of minimum entitlements, enables flexible working arrangements and fairness at work and prevents discrimination against employees.

The Fair Work allows states to refer matters to the Australian federal government to form a national workplace relations system. Before this, workplace laws were set and administered by most individual states. States kept their workplace relations powers over state and local government employees.

From: <https://www.fairwork.gov.au/about-us/legislation>

Concept Engineering is the employer of all staff who work through the labour hire division and all apprentices and trainees employed by the Group Training Organisation. Because of this, Concept Engineering must abide by the Fair Work Act 2009 (Cth) in all its dealings with these individuals. This equally applies to all staff employed directly to work within Concept Engineering.

2.1.b Sex Discrimination Act 1984 (Cth)

<https://www.legislation.gov.au/Series/C2004A02868>

The Sex Discrimination Act 1984 (Cth) protects people from unfair treatment on the basis of their sex, sexual orientation, gender identity, intersex status, marital or relationship status, pregnancy and breastfeeding. It also protects workers with family responsibilities and makes sexual harassment against the law.

From: <https://www.humanrights.gov.au/our-work/legal/legislation>

Concept Engineering is required to abide by the Sex Discrimination Act 1984 (Cth) in all its dealings with staff, including those employed through labour hire as well as apprentices and trainees, clients and members of the public.

2.1.c Income Tax Assessment Act 1997 (Cth)

<https://www.legislation.gov.au/Series/C2004A05138>

The Income Tax Assessment Act 1997 (Cth) is one of the main statutes under which income tax is calculated. The Act is a rewrite in plain English of the prior Income Tax Assessment Act 1936.

The act governs such activities as:

- deductions for expenses incurred earning assessable income
- tax deductibility of expenditure on managing tax affairs
- the definition of "trading stock", including shares etc
- capital gains tax (CGT).
- the set of events that give rise to CGT consequences.
- liquidator declaring shares to be worthless
- gifts treated as disposals at market value.
- building allowance, treated separate from other forms of depreciation.

Concept Engineering maintains Pay as You Go (PAYG) withholding for all of its employees and remits this tax directly to the Australian Tax Office. This prevents individuals from being presented with a large tax bill at the end of the year and potentially finding themselves without the cash to pay it.

2.1.d Equal Opportunity Act 2010 (Vic)

<http://www.legislation.vic.gov.au/> -> Victorian Law Today -> Acts, E

The Equal Opportunity Act 2010 (Vic) replaces the Equal Opportunity Act 1995 (Vic) and strengthens discrimination laws in Victoria by changing some key definitions, creating new responsibilities for the Commission, and strengthening the Commission's role in helping government, business and the community identify and eliminate discrimination.

The objectives of the Equal Opportunity Act 2010 (Vic) are to encourage the identification and elimination of discrimination, sexual harassment and victimisation and their causes, and to promote and facilitate the progressive realisation of equality.

To do this the Commission will provide a timely and effective dispute resolution service and has been given tools to encourage and facilitate best practice and compliance.

It is also against the law to sexually harass someone or to victimise them for speaking up about their rights, making a complaint, helping someone else make a complaint or refusing to do something that would be contrary to the Equal Opportunity Act.

From: <https://www.humanrightscommission.vic.gov.au/the-law/equal-opportunity-act>

Concept Engineering is required to abide by the Equal Opportunity Act 2010 (Vic) in all its dealings with staff, including those employed through labour hire as well as apprentices and trainees, clients and members of the public.

2.1.e Privacy Act 1988 (Cth)

<https://www.legislation.gov.au/Series/C2004A03712>

The Privacy Act 1988 (Cth) regulates how personal information is handled. The Act defines personal information as:

...information or an opinion, whether true or not, and whether recorded in a material form or not, about an identified individual, or an individual who is reasonably identifiable.

Common examples are an individual's name, signature, address, telephone number, date of birth, medical records, bank account details and commentary or opinion about a person.

The Act includes thirteen Australian Privacy Principles (APPs), which apply to some private sector organisations, as well as most Australian and Norfolk Island Government agencies. These are collectively referred to as 'APP entities'. The Privacy Act also regulates the privacy component of the consumer credit reporting system, tax file numbers, and health and medical research.

From: <https://www.oaic.gov.au/privacy-law/privacy-act/>

Concept Engineering collects personal information about its employees, including those employed in labour hire positions and those who are apprentices and trainees employed through the Group Training Organisation. Because it collects personal information, including some which would be considered sensitive, Concept Engineering must abide by the Privacy Act 1988 (Cth) as it collects, handles, stores and uses this information.

2.1.f Age Discrimination Act 2004 (Cth)

<https://www.legislation.gov.au/Series/C2004A01302>

The Age Discrimination Act 2004 (Cth) protects people from age discrimination in employment, the provision of goods and services, education and the administration of Commonwealth laws and programs.

From: <https://www.humanrights.gov.au/our-work/legal/legislation>

Concept Engineering is required to abide by the Age Discrimination Act 2004 (Cth) in all its dealings with staff, including those employed through labour hire as well as apprentices and trainees, clients and members of the public.

2.1.g Australian Human Rights Commission Act 1986 (Cth)

<https://www.legislation.gov.au/Series/C2004A03366>

The Australian Human Rights Commission Act 1986 (Cth) articulates the Australian Human Rights Commission role and responsibilities. It gives effect to Australia's obligations under the following:

International Covenant on Civil and Political Rights (ICCPR)

- Convention Concerning Discrimination in Respect of Employment and Occupation (ILO 111)

- Convention on the Rights of Persons with Disabilities
- Convention on the Rights of the Child
- Declaration of the Rights of the Child
- Declaration on the Rights of Disabled Persons
- Declaration on the Rights of Mentally Retarded Persons, and
- Declaration on the Elimination of All Forms of Intolerance and of Discrimination Based on Religion or Belief.

From: <https://www.humanrights.gov.au/our-work/legal/legislation>

For more information about the Human Rights Commission read the fact sheet at:

<https://www.humanrights.gov.au/about/brochures-know-your-rights>

Concept Engineering is required to abide by the Australian Human Rights Commission Act 1986 (Cth) in all its dealings with staff, including those employed through labour hire as well as apprentices and trainees, clients and members of the public.

2.1.h Disability Discrimination Act 1992 (Cth)

<https://www.legislation.gov.au/Series/C2004A04426>

The Disability Discrimination Act 1992 (Cth) seeks to eliminate discrimination against people with disabilities.

From: <https://www.humanrights.gov.au/our-work/legal/legislation>

Concept Engineering is required to abide by the Disability Discrimination Act 1992 (Cth) in all its dealings with staff, including those employed through labour hire as well as apprentices and trainees, clients and members of the public.

2.1.i Racial Discrimination Act 1975 (Cth)

<https://www.legislation.gov.au/Series/C2004A00274>

The Racial Discrimination Act 1975 (Cth) promotes equality before the law for all people regardless of race, colour or national or ethnic origin. It is unlawful to discriminate against people on the basis of race, colour, descent or national or ethnic origin.

From: <https://www.humanrights.gov.au/our-work/legal/legislation>

Concept Engineering is required to abide by the Racial Discrimination Act 1975 (Cth) in all its dealings with staff, including those employed through labour hire as well as apprentices and trainees, clients and members of the public.

2.1.j Workplace Gender Equality Act 2012 (Cth)

<https://www.legislation.gov.au/Series/C2004A03332>

The Workplace Gender Equality Act 2012 (Cth) replaced the Equal Opportunity for Women in the Workplace Act 1999 (Cth). The legislation aims to improve and promote equality for both women and men in the workplace.

The principle objects of the Act are to:

- promote and improve gender equality (including equal remuneration between women and men) in employment and in the workplace
- support employers to remove barriers to the full and equal participation of women in the workforce
- promote, amongst employers, the elimination of discrimination on the basis of gender in relation to employment matters (including in relation to family and caring responsibilities)
- foster workplace consultation between employers and employees on issues concerning gender equality in employment and in the workplace
- improve the productivity and competitiveness of Australian business through the advancement of gender equality in employment and in the workplace.

From: <https://www.wgea.gov.au/about-the-agency>

Concept Engineering is required to abide by the Workplace Gender Equality Act 2012 (Cth) in all its dealings with staff, including those employed through labour hire as well as apprentices and trainees, clients and members of the public.

2.1.k Racial and Religious Tolerance Act 2001 (Vic)

<http://www.legislation.vic.gov.au/> -> Victorian Law Today -> Acts, R

The Racial and Religious Tolerance Act 2001 (Vic) took effect on 1 January 2002 and prohibits behaviour that incites or encourages hatred, serious contempt, revulsion or severe ridicule against another person or group of people because of their race and/or religion.

The Act deals with public behaviour – not personal beliefs – and makes it against the law to make racist comments in a publication, including the Internet and email, statements at a meeting or at a public rally. It also against the law to write racist graffiti, display racist posters or stickers and engage in racist or vilifying abuse in a public place.

From: <https://www.humanrightscommission.vic.gov.au/the-law/racial-and-religious-tolerance-act>

Concept Engineering is required to abide by the Racial and Religious Tolerance Act 2001 (Vic) in all its dealings with staff, including those employed through labour hire as well as apprentices and trainees, clients and members of the public.

2.1.1 Occupational Health & Safety Act 2004 (Vic)

<http://www.legislation.vic.gov.au/> -> Victorian Law Today -> Acts, O

NOTE: Occupational Health and Safety (OHS) and Workplace, or Work, Health and Safety (WHS) are identical. OHS is gradually being phased out across Australia and replaced with WHS; however, this has not occurred in Victoria as of the writing of this handbook.

The Occupational Health and Safety Act 2004 (Vic) is the main workplace health and safety law in Victoria. It sets out key principles, duties and rights about OHS.

The OHS Act seeks to protect the health, safety and welfare of employees and other people at work. It also aims to ensure that the health and safety of the public is not put at risk by work activities.

WorkSafe has many functions under the OHS Act. For example, they:

- monitor and enforce compliance with the OHS Act and regulations
- make recommendations to the Minister about the OHS Act, regulations and compliance codes
- promote public awareness and discussion about occupational health, safety and welfare issues
- publish OHS statistics

WorkSafe publishes practical guidance about duties and obligations under OHS laws.

From: <https://www.worksafe.vic.gov.au/occupational-health-and-safety-act-and-regulations>

Concept Engineering has a duty to all staff, including those employed as labour hire and those employed as apprentices and trainees, to ensure that they are protected in the workplace according to the Occupational Health and Safety Act 2004 (Vic). This includes when those staff are working on a site which is owned and controlled by another company.

2.2 The Enterprise Bargaining Agreement (EBA)

An enterprise agreement is between one or more national system employers and their employees, as specified in the agreement. Enterprise agreements are negotiated by the parties through collective bargaining in good faith, primarily at the enterprise level. Under the Fair Work Act 2009, an enterprise can mean any kind of business, activity, project or undertaking.

From: <https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/rights-and-obligations/enterprise-bargaining>

You may be working under an enterprise bargaining agreement (EBA). If you are you will be informed about what it contains when you begin your employment with Concept Engineering. EBAs can contain all sorts of information about things such as:

- What hours you can be required to work
- What your rights as an employee in your industry are
- What kind of training you must undertake to work in your industry
- Mandatory days off
- Wages to be paid to you

There are many EBAs and it is not practical to detail them all here. If you are interested in whether you will covered by an EBA when you are employed by Concept Engineering be sure to ask your Field Officer to explain it to you.

2.3 Payment arrangements, including superannuation and PAYG

Concept Engineering is your employer and will pay your wage. You will lodge timesheets with Concept Engineering, and you may be required to lodge timesheets with your host employer as well, though your host employer will not pay your wage.

Your wage will be detailed in your contract with Concept Engineering. Some apprentice or trainee wages increase as you move through your training and gain additional skills. If this is the case for you it will be described in your contract.

Concept Engineering will also pay you superannuation at the statutory rate. You will have to complete a superannuation form when you begin working with Concept Engineering telling us which superannuation fund you would like us to pay into. If you don't have a superannuation fund Concept Engineering will help you set up a new account with our preferred fund.

Each time you are paid you will have some of that pay withheld by Concept Engineering to cover Pay as You Go (PAYG) withholding. This is income tax. Concept Engineering will send this money directly to the Australian Taxation Office (ATO). At the end of the year you will complete a personal tax return which may result in you receiving a refund on PAYG taxes paid during the year.

Your wages, your superannuation and your PAYG withholding will all be detailed on your payslip each time you are paid.

2.4 Position descriptions

Every employee of Concept Engineering has a position description. This is a document which explains what your job is, what your key duties are and what key performance indicators you must meet in order to be satisfactorily performing your job.

You will be provided with your position description during the recruitment process and you must be sure that you fully understand it before you sign your contract.

If you have any questions about your position description you should ask your Field Officer to explain it to you.

2.5 Probation requirements

Concept Engineering will initially employ you on a probation period. The length and terms of your probation will be detailed in your contract.

The probation period is a “getting to know you” section of your employment. It lasts for a specific period of time, for example six months, and it is the period during which Concept Engineering is able to determine whether you really are as good a match for the job as we thought you were when you interviewed.

While you are on probation you must be careful to follow all rules and instructions because your employment can be terminated if it is determined that you are not a suitable employee.

2.6 Professional behaviour, attitudes and dress code

As an employee of Concept Engineering who is being placed with a host employer you are a sort of ambassador for the business. Apprentices and trainees are members of the Concept Engineering team and they are expected to behave accordingly.

Your behaviour must at all times be professional. Unprofessional behaviour, for example undertaking dangerous actions, being late to work, excessive swearing, stealing items from the workplace, etc. will not be tolerated and will result in disciplinary action, including dismissal.

Your attitude is important too. Make sure that you always approach your work with a positive attitude.

You must also follow the workplace dress code at all times. This may include a uniform in addition to personal protective equipment (PPE) like boots, long work pants and safety goggles.

2.7 Performance management

Concept Engineering will act to manage the performance of any apprentice or trainee who is not meeting the required standard. The process is described in the CPP009 Apprentice and Trainee Performance Management Policy and Procedure.

When poor performance is reported or suspected an investigation will be undertaken. The objective is to work out whether the poor performance is due to some factor outside your

control, for example if you have not been instructed or trained properly, or if you are being bullied. If this is the case, then Concept Engineering will act to correct this.

If there are no mitigating factors, you will be put on a performance management plan. This plan will describe what actions you are required to take to bring your performance up to an acceptable level, how long you have to take those actions, and what will happen if you do not take those actions.

Performance management ideally ends with the apprentice or trainee reaching an acceptable level of performance. If it does not it can end in official warnings or even dismissal.

2.8 Termination

Your employment can be terminated in one of two ways:

- You decide to terminate it
- Concept Engineering decides to terminate it

If you decide to terminate your employment your contract will tell you how much notice you must provide. When you have provided notice, you must continue working until the end of that notice period except when Concept Engineering tells you that you do not have to.

If Concept Engineering decides to terminate your employment this may be because of poor performance, or serious breaches of safety, or it may be because there is no work for you. In cases of poor performance, you will be provided with warnings and performance management prior to dismissal. If there is no work, you will be provided with at least four weeks of notice. Under circumstances where you have seriously breached the code of conduct or put someone at risk of harm you may be dismissed without notice.

No matter how your employment is terminated, if you have not completed your apprenticeship or traineeship it will be suspended. You will then need to find a new employer or GTO who is willing to hire you to finish your training. This can be very difficult so it's best to maintain your employment with Concept Engineering.

2.9 Ongoing health and drug testing

During recruitment you will be required to undertake health checks and drug tests. These are mandatory and if you are not willing to take them then you will not be offered the opportunity to join the Concept Engineering team.

These tests may be repeated throughout your employment. You may be required to undertake alcohol testing on worksites because of their zero-tolerance policy. Refusing to take a drug, alcohol or health test can be grounds for you being dismissed from your role.

3. Recruitment of apprentices and trainees

3.1 Characteristics of an apprentice or trainee

Concept Engineering is looking for the best possible recruits. The characteristics which define a quality employee are:

- Reliable; the employee can be depended upon to do what they say they will do, when they say that they will do it
- See the bigger picture; the employee is aware of the industry as a whole and not simply their own job within the industry
- Realise the value of themselves and the Concept brand; the employee recognises that they are part of a wider group and that they represent more than just themselves
- Committed; the employee understands that they are embarking on a journey which requires time and dedication
- Teachable; the employee wants to learn and is willing to expend personal time and effort to develop new skills
- Willing to go that extra bit further; the employee understands that the job market is competitive and will earn their position
- Measure twice, cut once; the employee is meticulous and measured and thinks through each action that they take

When you apply for a job with Concept Engineering you will be evaluated against these criteria.

3.2 Pre-recruitment information

Before you are recruited you will be provided with all relevant information. We want you to make an informed decision about whether Concept Engineering is the right employer for you, and whether an apprenticeship or traineeship is the right way for you to advance your career.

This information handbook is a core part of the information you will be provided. You will also be given a position description and a contract, both of which contain crucial information about what it's like to work with Concept Engineering.

Finally, you will be given the opportunity to talk to a Concept Engineering Field Officer and ask any questions that you want to ask. This ensures that you have every opportunity to find out all you need to know before you make your decision.

When you are offered a contract, you will be required to sign a form which declares that all this has happened. If you don't believe that you have all the information that you need then don't sign your contract. Talk to your Field Officer and get the information you need first.

3.3 Screening and interview

When you apply for a position with Concept Engineering your application will be screened. Applications which are not complete may be contacted for more information or not at the discretion of the General Manager. Only applicants who match the required characteristics will be moved forward in the process.

All complete applications will be contacted by telephone for a discussion about their application, focused specifically on your interests, aspirations and skills and the expectations of Concept Engineering as the employer. The results of this discussion will be recorded and used as part of the evaluation of your application.

Applicants who appear to be suitable when compared against the selection criteria for the position will be interviewed by a Field Officer, and will be provided with the opportunity to ask questions related to the position. The results of the interview being documented by the Field Officer.

If you are found suitable at interview you will undertake a variety of other tests before you are offered a position.

3.4 Language, literacy and numeracy testing

Because part of undertaking an apprenticeship or traineeship is studying it is important that you have the right level of language, literacy and numeracy (LLN) before you enter the program. Those who have difficulty reading or doing basic math will find it very difficult to complete an apprenticeship or traineeship and it isn't fair for Concept Engineering to put them in that position.

To ensure that you have the right LLN skills you will be required to undertake an online LLN test. This test will determine what level of LLN skills you have and will let Concept Engineering decide whether you are suitable to move on to the next stage of the recruitment process.

3.5 Other tests, for example psychometrics and mechanical aptitude

There are a variety of other tests which may be applied depending on the position you are seeking and the industry in which you will work. Examples include psychometrics and mechanical aptitude tests.

Psychometric tests are undertaken to determine how you think. They come in a wide variety of different forms, but they all divide people into groups. You may have heard about the idea of being an "auditory" (listening), "visual" (watching), or "kinesthetic" (doing) learning

style. This is an example of a psychometric profile. If you have to undertake psychometric testing, you will be informed about what to do and how to do it.

Mechanical aptitude tests are used to determine how naturally easy or difficult you find understanding machines. For example, some people can look at the mechanisms which make up a bicycle (chain, gears, pedals, wheels, etc.) and understand very quickly how they all work, and some people find it difficult to understand even when they have it explained to them. Depending on the job you are applying for you may be required to undertake mechanical aptitude testing.

3.6 Physical capability and drug testing

Most of the jobs which Concept Engineering hires apprentices and trainees for require some level of physical ability and fitness. You don't need to be an athlete, but you do need to be able to move around freely and use your hands accurately. To ensure that this is true and avoid putting you in a situation where you don't have the chance to be successful you may have to undertake physical capability testing.

You will be required to undertake drug tests. These are mandatory and if you are not willing to take them then you will not be offered the opportunity to join the Concept Engineering team.

3.7 Reference checks

Applicants who are found to be suitable and who achieve the necessary results on all the tests will have references checked. If you have worked before these will be your managers or supervisors from the past. If you have not worked before these may be teachers from your school, or they may be people who know you from the community. Family members will not be allowed to act as references for you.

4. Induction and onboarding

4.1 The induction system

Induction with Concept Engineering happens in a variety of stages.

Firstly, you will be inducted by Concept Engineering. Concept Engineering is your employer and has standards you must meet and procedures you must follow. The first induction is based on these standards and procedures.

Secondly, you will be inducted to your host employer's worksite. This is important because all worksites are different and have different safety procedures. If you move between worksites you will be given a new induction to your new worksite.

Finally, when you begin your training and as apprentice or trainee, you will be inducted by your RTO.

4.2 Concept Engineering induction

All newly recruited employees will be inducted to Concept Engineering. The induction session will be guided by this information handbook.

The induction session will occur under the guidance of a Concept Engineering staff member and will contain all the information which is necessary for you to understand your responsibilities as an employee of Concept Engineering.

By providing information in multiple forms, written and verbal, and by presenting you with an opportunity to ask questions, Concept Engineering will ensure that you are fully informed of your rights and responsibilities as an employee.

You will be required to sign-off that you attended your induction session before you are placed with a host employer.

4.3 Host employer induction

Your host employer will provide you with an induction. This may involve an induction manual or site and job-specific DVD, or it may involve you being inducted by someone who already works there.

The induction will contain all the information which is necessary for you to understand the industry and the workplace where you will be placed. Safety is a critical component of the host employer induction and will be focused on. You will also cover the expectations of the Host Employer including:

- Start times and finish times, including the time allocated to breaks
- Uniform and personal presentation

- Professional conduct
- How to deal with complaints and issues on the worksite
- Probation requirements
- How to notify and request leave (including from the RTO)
- How to fill out a timesheet

You must attend your host employer induction before you start work, and your Field Officer will contact you afterward to ensure that you received the induction and learned everything that you needed to learn. If you had difficulty understanding any of the information or if anything was not provided to you then your Field Officer will help to address that.

4.4 RTO induction

Before you commence your apprenticeship or traineeship you will undertake a trial period with the host employer. Following the conclusion of the trial period with a host employer Concept Engineering will organise the selected RTO to conduct a sign-up and induction for you.

This will mark the transition from being an employee to an apprentice or trainee. The RTO takes responsibility for the induction; however, as Concept Engineering is your employer we will review and confirm the content of the induction program. The induction program will contain all the information which is necessary for you understand the training and the qualification that you will be undertaking.

After the RTO induction is complete a Field Officer will contact you and verify your understanding. If you had difficulty understanding any of the information or if anything was not provided to you then your Field Officer will help to address that.

5. Host employers

5.1 Recruitment of host employers

As a GTO, Concept Engineering takes the relationship it has with its host employers very seriously. A good host employer can be the making of an apprentice or trainee, and the engagement of the host employer in the training process is one of the key factors which determines the overall quality of the training and assessment experience.

To ensure that it works with only the best host employers, Concept Engineering uses the following characteristics:

- Established; the host employer has been in the industry for a reasonable period of time, has a good reputation, and is financially stable
- Committed; the host employer can demonstrate commitment to ongoing, sustainable positions and to remaining and growing in their industry
- Innovative; the host employer is open to the implementation of new processes and follows industry developments over time
- Communicative; the host employer engages in open and transparent communication with integrity and clarity
- Safe; the host employer is Workplace Health and Safety (WHS) conscious and has established WHS policies, procedures and processes which are promoted and adhered to
- Experienced; the host employer has a staff base who are committed employees in their industry.

Concept Engineering has implemented a multi-stage host employer selection process, much like the recruitment process for employees, to ensure that we only work with the best.

5.2 Fit and proper testing for supervisors

Within the host employer there is one person who makes more difference to an apprenticeship than any other: the supervisor. Your supervisor will be the individual who is responsible for overseeing your work on a daily basis, for teaching you on-the-job, for helping you when you need it and for informing Concept Engineering and your RTO of when you are ready to move on to the next stage of your learning journey.

To ensure that all supervisors are the best possible candidates, Concept Engineering has implemented a process of evaluation. Only those who have deep and meaningful experience in the industry and who have the capability to teach and mentor are permitted to be supervisors for apprentices and trainees.

Further, all supervisors are evaluated to ensure that they are “fit and proper” for the role. This includes whether they have been:

- convicted of an indictable offence under a law of the Commonwealth or any Australian state or territory?
- found by a court to have breached the Commonwealth Fair Work Act 2009 or previous state or Commonwealth legislation governing wages and conditions?
- subject to enforcement action by the Fair Work Ombudsman?
- convicted in relation to workplace safety laws in Victoria or any other Australian state or territory?
- subject to enforcement action by the Victorian WorkCover Authority or the workplace safety regulatory body in other Australian states or territories such as an enforceable undertaking or a prohibition notice?

You can be confident that your supervisor within the host employer is going to be top quality and that they will support you through your apprenticeship or traineeship.

5.3 Ongoing monitoring of safety

Because Concept Engineering is your employer, we have ultimate responsibility for your safety in the workplace. This includes when you are on placement with a host employer. To ensure that you will be safe all host employers are carefully evaluated as to the quality of their health and safety procedures before they are allowed to host an apprentice or trainee.

Throughout the duration of your placement the host employer worksite will be continuously monitored by your Field Officer. A key component of this monitoring is ensuring that they are maintaining their occupational health and safety obligations.

If at any point you feel that your health or safety is not secure in your host employer worksite you must tell us immediately so that we can undertake an investigation and take action if necessary.

5.4 Host employer support

Concept Engineering recognises that a successful apprenticeship or traineeship is a partnership between all parties, and this includes the host employer. To ensure that the host employer is best able to maintain its responsibilities under the partnership Concept Engineering offers a range of support measures to host employers. These include:

- Ongoing regular visits to discuss your progress
- Professional development opportunities
- Support to develop and implement effective teaching systems

- Occupational health and safety support
- Mediation services when there is conflict

Concept Engineering is here to support everyone involved in your apprenticeship and traineeship experience, and that includes the host employer.

6. The Registered Training Organisation

6.1 The qualifications being offered

6.1.a Qualifications list

As a Group Training Organisation, Concept Engineering offers the following apprenticeship or traineeship opportunities:

- UET30712 - Certificate III in ESI - Power Systems - Rail Traction
- UEE30811 - Certificate III in Electrotechnology Electrician
- UEE41211 - Certificate IV in Electrical - Rail Signalling
- MEM30305 - Certificate III in Engineering - Fabrication Trade
- MEM30205 - Certificate III in Engineering - Mechanical Trade

6.1.b UET30712 - Certificate III in ESI - Power Systems - Rail Traction

Those gaining this qualification will be able to acquire the skills and knowledge needed for a career in the Electricity Supply Industry. The scope of this qualification covers:

Rail Traction industry such the installation, maintenance and inspection of overhead poles/structures, conductors and cables and rail traction wiring systems including associated equipment used on these structures. The installation and maintenance of the overhead traction configuration and the installation and maintenance of bonds as well as the operation of the rail traction height access equipment is also included in this job function.

From: <https://training.gov.au/Training/Details/UET30712>

6.1.c UEE30811 - Certificate III in Electrotechnology Electrician

This qualification provides competencies to select, install, set up, test, fault find, repair and maintain electrical systems and equipment in building and premises. It includes ERAC requirements for an 'Electrician's licence'.

From: <https://training.gov.au/Training/Details/UEE30811>

6.1.d UEE41211 - Certificate IV in Electrical - Rail Signalling

This qualification provides competencies to install, certify, fault find and maintain rail signalling equipment and systems. This includes ERAC requirements for an 'Electrician's licence', performing like for like replacement, performing authorised installations and alterations, and applying emergency operational restriction. It excludes changing circuit principles, changing the design function and commissioning.

Note:

Commissioning is defined as the process to certify the signalling system to the enterprise standard. Certification is defined as the signing of certification documents by qualified, competent persons attesting to the design, product, or installation is in accordance with the specification requirements as verified by appropriate inspections and/or tests at equipment level.

From: <https://training.gov.au/Training/Details/UEE41211>

6.1.e MEM30305 - Certificate III in Engineering - Fabrication Trade

This qualification covers the skills and knowledge required for employment as an Engineering Tradesperson - Fabrication within the metal, engineering, manufacturing and associated industries or other industries where Engineering Tradespersons - Fabrication work. The qualification has been specifically developed to meet the needs of apprentices in the above trade. The qualification packaging has been developed on an assumption that competency will be developed through an integrated combination of on and off-the-job learning strategies such as those delivered through a formal apprenticeship. The qualification may also be achieved through formal skills recognition assessment processes.

Job roles /employment outcomes

The Certificate III in Engineering - Fabrication Trade specifies the competencies required for employment as an Engineering Tradesperson - Fabrication including metal fabrication, forging, founding, structural steel erection, electroplating, metal spinning, metal polishing, sheet metal work, welding and the use of related computer controlled equipment.

Employment outcomes related to this qualification are found in a wide variety of manufacturing and engineering related sectors as well as Engineering Tradesperson - Fabrication roles in other industries.

Application

This qualification is designed to provide an industry recognised skills profile related to trade work as an Engineering Tradesperson - Fabrication. Skills development would usually be undertaken through an Australian Apprenticeship arrangement where the mix of on and off-the-job training would be specified in the Training Plan associated with the Contract of Training between the employer and apprentice.

Assessment of some units of competency must, where indicated, include evidence of the candidate's performance in a productive work environment where there is a sufficient range of appropriate tasks and materials to cover the scope of application of those units. All outcomes must reflect the standard of performance inherent in the job.

Occupational titles that this qualification is suitable for may vary and include metal fabrication tradesperson, boilermaker, 1st class sheet metal worker, 1st class welder, moulder, foundry tradesperson and patternmaker.

From: <https://training.gov.au/Training/Details/MEM30305>

6.1.f MEM30205 - Certificate III in Engineering - Mechanical Trade

This qualification covers the skills and knowledge required to work as an Engineering Tradesperson - Mechanical within metal, engineering, manufacturing and associated industries or other industries where Engineering Tradesperson - Mechanical work. The qualification has been specifically developed for apprentices in the above trade. The qualification packaging has been developed on an assumption that competency will be developed through a combination of on and off-the-job learning strategies such as those delivered through a formal apprenticeship. The qualification may also be achieved through formal skills recognition assessment processes.

Job roles /employment outcome

The Certificate III in Engineering - Mechanical Trade specifies the competencies required for employment as an Engineering Tradesperson - Mechanical including the design, assembly, manufacture, installation, modification, testing, fault finding, commissioning, maintenance and service of all mechanical equipment, machinery, fluid power systems, stationary and mobile equipment, instruments, refrigeration, and the use of computer controlled machine tools.

Employment outcomes related to this qualification are found in a wide variety of manufacturing and engineering related sectors as well as Engineering Tradesperson - Mechanical roles in other industries.

Application

This qualification is designed to provide an industry recognised skills profile related to trade work as an Engineering Tradesperson - Mechanical. Skills development would be undertaken through an Australian Apprenticeship arrangement where the mix of on and off-the-job training would be specified in the Training Plan associated with the Contract of Training between the employer and apprentice.

Assessment of some units of competency must, where indicated, include evidence of the candidate's performance in a productive work environment where there is a sufficient range of appropriate tasks and materials to cover the scope of application of those units. All outcomes must reflect the standard of performance inherent in the job.

Occupational titles that this qualification is suitable for may vary and include mechanical tradesperson, fitter and turner, fitter and machinist, maintenance fitter, diesel fitter, plant mechanic, refrigeration mechanic and 1st class machinist.

From: <https://training.gov.au/Training/Details/MEM30205>

6.2 The training and assessment methodology

Training and assessment can be delivered in different ways. For example, some training programs are delivered entirely in the classroom, some are delivered entirely in the workplace and some are delivered online. An apprenticeship or traineeship is always a blend of different methodologies. The key methodologies are:

- Classroom; this involves training which is conducted in a classroom or simulated environment rather than the worksite
- Workplace; this involves training which is conducted in the workplace while actual work tasks are being undertaken
- Online; this involves training which is conducted through a learning management system on a computer
- Distance; this involves training which is undertaken using books and notes without a trainer present

The collection of methodologies which will be used for you depends on the qualification which you are enrolled in and the RTO which is managing your learning journey. Your training plan, developed in consultation with the RTO and Concept Engineering, will detail which methodologies are to be used at which times.

6.3 Quality and breadth in the training experience

The RTO is responsible for ensuring that your training experience has quality and breadth. This means that it has to allow you to learn the things you need to learn without being overly difficult and it has to provide you with skills that you can take into different workplaces, not those which can only be used in one specific workplace.

RTOs are governed by the Standards for Registered Training Organisations (RTOs) 2015, which is law. The Standards detail the level of quality and the breadth of the training which they are to provide, and an RTO which does not meet these standards is breaking the law.

Concept Engineering follows a comprehensive process to select and quality assure RTOs with whom we work. The characteristics which we search for are:

- Connected; the RTO has strong connections with industry and memberships with appropriate industry bodies
- Experienced; the RTO has a staff base who are committed employees in their industry
- Knowledgeable; the RTO has a strong, deep knowledge about its industry and is up to date with new processes and industry developments

- Communicative; the RTO engages in open and transparent communication and reporting with integrity and clarity
- Innovative; the RTO utilises new technology in the development and rollout of its courses, including having online services
- Efficient; the RTO takes actions quickly and effectively, without prompting, when they are required.

If, at any time, you feel that the quality and breath of your training experience is not up to what you consider to be an appropriate standard be sure to notify your Field Officer immediately so that we can investigate and take action if it is required.

6.4 The training plan

When you begin your apprenticeship or traineeship you will sign a training plan. This document is developed by the RTO and is co-signed by Concept Engineering.

The training plan details your entire apprenticeship or traineeship journey, through to your graduation. It details which units you will undertake, when you will undertake them, how much of the training is conducted using different methodologies, and how you will be assessed.

The training plan can be modified to meet specific needs. For example, if you will be rotated through multiple host employers the training plan can be altered to reflect that.

The training plan is co-created, and you are a part of the creation. Be certain that you fully understand the training plan when it is developed, ask lots of questions about how it will work, and make sure that if you have any questions or concerns about any part of the plan you raise them.

6.5 Competency-based progression

It used to be that apprenticeships or traineeships were conducted on a “time-served” basis. An apprenticeship might take four years, for example, and there was no way to move faster than that. This has changed in Australia over the past few decades, and the system which is now used is “competency-based”.

In a competency-based system the years allocated to an apprenticeship or traineeship are considered “nominal” or “indicative”. They show the expected progression of the average person who starts the training with no knowledge or skills at all.

Some people may be able to move faster than that. Maybe you have some pre-existing skills from a previous job, or maybe you’re a really fast learner. Maybe you spend more time studying than expected. Whatever the reason, in a competency-based system you can move forward when you’re ready to move forward rather than waiting for time to tick away.

This can also apply the other way and an apprenticeship or traineeship can be slowed down if necessary. Some people can take up to ten years to complete an apprenticeship or traineeship.

The competency-based system is law in Australia. Even though many people in the workplace still believe the old way is the best way, the new way is the way it's done. Concept Engineering will monitor your training plan and your development of skills and knowledge to ensure that you progress at the rate which is right for you rather than moving forward on a time-served basis.

6.6 RTO support

Just as Concept Engineering offers support to you, and to host employers, we also offer support to the RTOs who train our apprentices and trainees. This support takes a number of forms, such as:

- Cooperation in the development of the training plan
- Assistance to plan workplace activities
- Additional monitoring beyond that undertaken by the RTO
- Workplace relations consultation and assistance

Think of Concept Engineering as being the coordinator of your apprenticeship or traineeship and offering support to everyone who is involved. That's the role we play.

6.7 Completion of the training contract

Ask anyone who has done it and they will tell you that the day you complete your apprenticeship or traineeship is a great day. It's a day to be proud of, and a day to remember.

When that day comes the final sign-off and completion of your training contract involves four parties:

- You
- The RTO
- The Victorian government
- Concept Engineering

All four parties have to be confident that you are ready to take your place as a fully qualified member of your chosen field and, when they are, all four will sign to your competence. Once that happens your training contract is complete, you will receive your qualification and your confirmation papers for completing your apprenticeship, and you will celebrate!

When you have completed your qualification and are no longer an apprentice or trainee a number of options will be in front of you. You may be able to continue working with the host employer, or you may join Concept Engineering labour hire division as a worker. You may also do something else entirely. Whatever decision you make, Concept Engineering will conduct an exit interview and what you tell us will help us to improve our services for future apprentices and trainees.

7. Concept Engineering support services

7.1 Literacy and numeracy support

If you require assistance with literacy or numeracy Concept Engineering can help you. When you first begin your employment with Concept Engineering you will be tested for these skills and you will be given the opportunity to self-identify any issues which you know about. If you have a need for literacy and numeracy support Concept Engineering will put in place an additional support plan.

The additional support plan is created in agreement between you, Concept Engineering, your RTO and your host employer. If there are costs to the plan, for example if a tutor is required and they must be paid, this will be discussed with you and you must agree before the service begins. No service that costs you will be provided without your consent.

The RTO will also offer language, literacy and numeracy support as required by the Standards under which they operate.

7.2 Access to specialised equipment

In some cases, you might require specialised equipment. Usually this is to address a disability or some other restriction, for example people who are missing fingers might need special tools. Where this is a factor it will be discussed with you in advance, before you are able to start your apprenticeship or traineeship. You may be required to pay for these tools and equipment, there may be government support, and Concept Engineering or the host employer may assist. The decision will be made together.

Standard work equipment, for example boots, basic tools, safety goggles, etc. are your responsibility to provide.

7.3 Assistance with personal issues

If you experience a personal issue during your apprenticeship or traineeship, for example a death in the family or a health issue, make sure that you tell us straight away. Concept Engineering can help to plan the response, including working with the RTO and host employer to ensure that you are not disadvantaged. In extreme cases your apprenticeship or traineeship can even be suspended to provide you with several months of breathing room to deal with the issue.

7.4 Monitoring of the training program

Concept Engineering will monitor your training program every step of the way. We'll be keeping track of where you are against your training plan and we'll be ready to step in and assist if it looks like you're having trouble.

If you fall behind the expected pace of progress, we will discuss it with you, your RTO and your host employer. It's not always a bad thing, you may just need a little more time and that can be OK. In a competency-based system, which is what Australia has, everyone progresses at their own pace.

We will also be watching for those who outperform or who move very quickly. If you are one of the lucky ones with natural talent or previous experience, or if you just work very hard and do well, we'll help to move you forward at the rate which is right for you.

7.5 Monitoring of the host employer

One of Concept Engineering's most important responsibilities is making sure that your host employer provides you with the work, training and support that you need to progress. To ensure that this happens we constantly monitor and work with host employers, providing them with support where required.

7.6 Occupational health and safety support

If there is any concern whatsoever about occupational health and safety Concept Engineering is here to support you. We have well-established systems and processes to monitor you, your host employer and your RTO and ensure that you are always safe. Concept Engineering is also your employer for the purposes of worker's compensation insurance, so if you do get injured we'll look after you.

If you are concerned about your health and safety at all, contact your Field Officer immediately. Concept Engineering has an excellent health and safety record and we want to maintain it.

7.7 Movement between host employers

Sometimes it is necessary to move between host employers. This might happen when a project comes to an end, or when you progress within your apprenticeship and the host employer is not ready for someone of a higher skill level. Whatever way it happens, Concept Engineering will ensure that your movement between host employers is smooth and simple.

We will work with your RTO and with your old and new host employers to ensure that you know exactly what is happening and that it doesn't disrupt your training program. We will ensure that you get an induction and orientation to your new host employer and we will be with you every step of the way.

7.8 Stand down provisions

"Stand down" refers to a period where you are still employed by Concept Engineering and still working on your apprenticeship or traineeship but you have no host employer.

Stand down may be unavoidable at times. Often this will be due to unexpected issues with a project, for example funding related issues, or because a host employer is experiencing undisclosed difficulties or goes into liquidation.

Stand down comes in two forms:

1. Project stand down, which occurs when a project or job is continuing but is delayed for a defined period
2. Permanent stand down, which occurs when a project or job is cancelled and there is no possibility of return

During any project stand down of up to four weeks Concept Engineering will maintain your employment and will provide opportunities to engage with the RTO who is undertaking your training, as well as providing opportunities to take part in other short-course style training. The time will be used to deepen and develop your skills.

During permanent stand down, or project stand down of more than four weeks, Concept Engineering will:

- Provide you with at least four weeks of notice of an impending suspension, in accordance with the enterprise bargaining agreement
- Attempt to find a suitable alternative placement to which you can be moved and where you can continue your training
- Provide opportunities to engage with the RTO who is undertaking your accredited training, as well as providing opportunities to take part in other short-course style training
- Maintain your employment for at least four weeks, and as long as is financially possible, past the four-week mark

If no alternative placement can be found the contract for training, and your employment, will be suspended until a suitable placement can be found.

7.9 Cancellation of a host employer arrangement

While it is extremely unusual, and Concept Engineering takes every effort to avoid it, sometimes a host employer will cancel their agreement and stop hosting apprentices and trainees. If this happens to you, taking care of you is our top priority.

The first thing that will happen is that the stand down procedure will begin. This includes us looking for a new host employer to move you to as quickly as possible. If you want to know more about what happens in cases of stand down, see the relevant section of this information handbook.

7.10 Cancellation of a training arrangement

While it is extremely rare, sometimes an RTO will cancel a training arrangement. This may happen because the RTO no longer teaches the course or because they have closed. Concept Engineering is extremely careful about the selection of partner RTOs to ensure that this doesn't happen.

If this were ever to happen, taking care of you will be our first priority. We will arrange for another RTO to pick up your training where the previous one left off. It doesn't have to disrupt your apprenticeship or traineeship at all.

7.11 Concept Engineering Field Officers

When you begin as an apprentice or trainee with Concept Engineering you will be given the name and contact details of your Field Officer. This person is your number one point of contact. They will probably be the one to conduct your induction and orientation and they will come and visit you regularly in your workplace.

Make sure that you get to know your Field Officer and that you keep their contact details close. If you ever have any need of support, whatever the issue, your Concept Engineering Field Officer is your first call.

7.12 Issues with the RTO or host employer

If you believe that there is any issue with your RTO or your host employer you can contact your Field Officer. They are on your team, so you can be sure that the discussion will be confidential, and they will try to help. If there is a genuine issue they will be able to open an investigation and correct it.

7.13 Complaints and appeals

7.13.a Complaints

Any apprentice or trainee, staff member, host employer or any other person or organisation has the right to lodge a complaint about Concept Engineering. A complaint may be made regarding the actions of the company, its staff members and apprentices or trainees, or about any third party or employee of a third party who is involved with the company.

Concept Engineering strongly believes in the principles of natural justice and strives for procedural fairness in the addressing of complaints at all times. To ensure that this end is achieved, complaints may be made on two different procedural levels: informal and formal.

In the first instance, a complaint should be made informally. This involves raising the issue with the other party concerned and attempting to address it directly.

Concept Engineering staff are all made aware of this approach and should be ready to discuss the concern and address it where possible. To ensure that an appropriate record of

your informal complaint is kept you should email the details of your complaint, the action you have taken, and the resolution to the State Manager at vic@conceptengineering.com.au. Concept Engineering will store this information in our Complaints and Appeals Register to ensure that, if necessary, the information is available for use in a formal complaint.

If the issue cannot be resolved informally, a formal complaint may be made. Your complaint should be made using the FRM025 Complaint Form. This form is available from the Concept Engineering website and should be submitted to vic@conceptengineering.com.au.

Following receipt of the complaint, an officer of Concept Engineering will contact you to discuss the matter further. Your complaint, and all associated detail, will be stored and maintained in the Complaints and Appeals Register to aid in delivering procedural fairness. You will be notified, in writing, that an investigation has been opened and is being undertaken.

The complaint will be investigated thoroughly, including undertaking interviews with all concerned individuals. Following this process, a decision will be made by the investigating officer and will be endorsed by the General Manager of Concept Engineering. This decision, once made, will be upheld unless an appeal is made and is successful.

Following the completion of the formal complaint process, if you are not satisfied, you have the right to appeal the decision. This includes the right to have the decision reviewed by a third party.

Throughout the complaints process you will be kept informed, in writing, of what is occurring and what action is being taken. If your complaint will require more than 30 days to finalise you will be notified of this in writing, including being informed of the reason why that length of time is required. You will then be regularly updated, in writing, of the progress of your complaint.

If a complaint relates to a matter which puts a national training contract for an apprentice or trainee at risk of non-completion, and if the complaint is not resolved in a manner which ensures that the contract will be completed, it will be referred to the Victorian Registration and Qualifications Authority for mediation and assistance. Where a complaint is related to industrial relations, for example a contract dispute, it may be referred to an appropriate mediator.

The results of all complaint processes will be analysed and used to improve the operations of Concept Engineering. Nothing in this process prevents an individual from accessing their legal right to make a complaint to a third party such as the Victorian Regulation and Qualifications Authority.

7.13.b Appeals

Any apprentice or trainee, staff member, host employer or any other person or organisation has the right to lodge an appeal against any decision which has a direct effect on them and which has been made by Concept Engineering, any staff member of the company, or any third party or employee of a third party who is involved with the company.

To ensure that procedural fairness is maintained, there is no informal appeals process. All appeals must be made using the FRM026 Appeal Form. This form is available from the Concept Engineering website and should be submitted to vic@conceptengineering.com.au.

Following receipt of the appeal, an officer of Concept Engineering will contact you to discuss the matter further. Your appeal, and all associated detail, will be stored and maintained in the Complaints and Appeals Register to aid in delivering procedural fairness. You will be notified, in writing, that an investigation has been opened and is being undertaken.

The appeal will be investigated thoroughly, including reviewing the decision-making process and interviewing all concerned individuals. This review will involve consulting with appropriately qualified decision makers who were not involved in the original decision. Following this process, the decision will be upheld or overturned by the investigating officer and this result will be endorsed by the General Manager of Concept Engineering.

If, following the appeal process, you are unsatisfied with the result, the final stage in the process is to have the appeal overseen by an independent mediator. You have the right to request this and, if made, this request will be honoured. The independent mediator must be agreed by both parties prior to being appointed, and the cost will, in the initial instance, be covered by the appellant. If the appeal is successful and the independent mediator overturns the decision, and if the decision was made by Concept Engineering or a staff member of the company, the appellant will be reimbursed for the cost of the mediator.

Throughout the appeals process you will be kept informed, in writing, of what is occurring and what action is being taken. If your appeal will require more than 30 days to finalise you will be notified of this in writing, including being informed of the reason why that length of time is required. You will then be regularly updated, in writing, of the progress of your appeal.

If an appeal relates to a matter which puts a national training contract for an apprentice or trainee at risk of non-completion, and if the appeal is not resolved in a manner which ensures that the contract will be completed, it will be referred to the Victorian Registration and Qualifications Authority for mediation and assistance. Where an appeal is related to industrial relations, for example in the case of a contract dispute, it may be referred to an appropriate mediator.

The results of all appeal processes will be analysed and used to improve the operations of Concept Engineering.

Version Management

<u>Version</u>	<u>Date</u>	<u>Notes</u>
1.0	20/06/2019	First release