

GROUP TRAINING POLICY AND PROCEDURES

CODE OF CONDUCT: 1.2.1 V2.2

MASTER BUILDERS ASSOCIATION SOUTH AUSTRALIA INCORPORATED

CODE OF CONDUCT

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ACCESS AND EQUITY STATEMENT

In accordance with the State and Federal equal opportunity legislation, Master Builders SA is committed to providing equitable and accessible services to all people that are inclusive of culture, gender, and disability. Master Builders SA values diversity and respects social and cultural difference.

For further information please review the Master Builders SA Access and Equity Policy.

This Code of Conduct provides the basis for good practice in marketing, operation, financing and administration of Group Training services provided by Master Builders Association SA Inc. (Master Builders SA), a recognised provider of Group Training in South Australia.

For the purpose of this Code “apprentice/trainee” refers to any person under a Contract of Training with this organisation who is placed with a Host Trainer for the purpose of their on-job training. A “Host Trainer” is a person, organisation or enterprise who may enter into a contract with the provider of Group Training arrangements for the delivery of on-job training of an apprentice/trainee. A “client” includes suppliers and stakeholders with whom the organisation has established a contractual relationship.

1 PROVISION OF GROUP TRAINING SERVICES

- 1.1 Our organisation has policies and management practices which maintain high professional standards in the delivery of Group Training services, and which safeguard the interests and welfare of apprentices/trainees, host trainers and staff.
- 1.2 Our organisation ensures that apprentices/trainees are placed in safe and healthy workplaces which have the capacity to provide quality training.
- 1.3 Our organisation advises host trainers of the legislative requirements to provide quality training in a safe work environment, and it assists them to meet and maintain these requirements.
- 1.4 Our organisation monitors and assesses the performance and progress of its apprentices/trainees, and works to improve the quality of training outcomes for such apprentices/trainees.
- 1.5 Our organisation ensures that our staff are suitably qualified to provide Group Training services as well as sensitive to the cultural and training needs of its apprentices/trainees, and it provides training for our staff as required.
- 1.6 Our organisation is committed to access and equity principles and processes in the delivery and promotion of Group Training services.
- 1.7 Our organisation works within Commonwealth and State legislative requirements as they pertain to the provision of Group Training services including, but not exclusively relating to, the contracting of apprentices/trainees, and Occupation Health Safety and Welfare.

2 MARKETING OF GROUP TRAINING SERVICES

- 2.1 Our organisation markets and advertises its products and services in an honest and ethical manner.

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- 2.2 Our organisation gains written permission from an apprentices/trainee or host trainer before using information about that individual or organisation in any marketing materials.
- 2.3 Our organisation ensures apprentices/trainees and host trainers are provided with full details of conditions in any contract arrangements with the organisation.
- 2.4 No false or misleading comparisons are drawn with any other provider of Group Training arrangements.

3 FINANCIAL STANDARDS

- 3.1 Our organisation ensures it maintains financial records and auditing processes in accordance with Australian Accounting Standards.
- 3.2 Our organisation ensures that the contractual and financial relationship between apprentices/trainees, host trainers and clients is fully and properly documented, and that copies of the documentation are made available where relevant.
- 3.3 Our organisation has systems in place for the protection of public and other funds.

4 INFORMATION

- 4.1 Our organisation supplies accurate, relevant and up-to-date information to prospective and existing apprentices/trainees, host trainers, clients and stakeholders.
- 4.2 Our organisation supplies this information before it enters into any written agreement and regularly reviews all information provided to ensure its accuracy and relevance.
- 4.3 Our organisation will respect the confidentiality of information which comes to us in the course of our function.

5 RECRUITMENT AND SELECTION

- 5.1 Our organisation conducts recruitment and selection of apprentices/trainees at all times in an ethical and responsible manner based on Equal Employment Opportunity principles.
- 5.2 Our organisation conducts assessment and selection of host trainers at all times in an ethical and responsible manner based on their capacity to provide quality training in a safe work environment.

6 SUPPORT SERVICES

- 6.1 Our organisation provides appropriate induction for all apprentices/trainees during the probation period of the Contract of Training.

- 6.2 Our organisation provides appropriate pastoral care and support services in terms of the on and off job training of our apprentices/trainees. We also provide protection for the health, safety and welfare of the apprentices/trainees without limiting the ordinary meaning such expression; this includes appropriate personal counseling.
- 6.3 Our organisation provides appropriate support services to Host Trainers to deliver quality on job training safely.

7 GRIEVANCE MECHANISM

- 7.1 Our organisation ensures that apprentices/trainees have access to a fair and equitable process for dealing with grievances and provides an avenue for apprentices/trainees to appeal against decisions which affect the apprentice/trainees progress and Contract of Training. Every effort is made by our organisation to resolve apprentices'/trainees'/client's grievances.
- 7.2 For this purpose, our organisation has a grievance policy where one or more staff members are identified to apprentices/trainees as the reference person(s) for such matters. In addition, the grievance mechanism is made know to apprentices/trainees at the time of induction.
- 7.3 Where a grievance cannot be resolved internally, our organisation seeks the assistance of the State Training Authority as the government provider of third party mediation services relating to the Contract of Training system.
- 7.4 Where a grievance cannot be resolve internally, our organisation advises apprentices/trainees of the appropriate legal body where they could seek further assistance.
- 7.5 Our organisation provides appropriate induction for all apprentices/trainees during the probation period of the Contract of Train

8 RECORD KEEPING

- 8.1 Our organisation keeps complete and accurate records (including financial records) for apprentices/trainees, host trainers and clients and provides copies of these records to relevant parties on request.

9 QUALITY CONTROL

- 9.1 Our organisation seeks feedback from apprentices/trainees, host trainers and client on their satisfaction with services they have received and seeks to improve its services in accordance with their expectations.