

Client Induction Guide

- Hosting an Australian Apprentice



SECTION 1	
BACKGROUND.....	3
INTRODUCTION.....	4
HISTORY.....	4
ADVANTAGES OF HOSTING AN AUSTRALIAN APPRENTIICE.....	7
SECTION 2 TERMINOLOGY AND UNDERSTANDING.....	8
The Labour Hire Industry.....	9
Group Training Organisation (GTO).....	9
Australian Apprenticeship Support Network (AASN).....	9
Training Contracts.....	10
Registered Training Organisation (RTO).....	10
Client Employment Conditions.....	11
Client Responsibilities.....	11
State And Territory Training Authority.....	12
Employment And Training Arrangements.....	13
Administration.....	17
Employee Interaction/Site Visit.....	20
Policies.....	20
SECTION 3 WORKPLACE HEALTH & SAFETY.....	23
Workplace Health And Safety Policy.....	24
Workplace Health & Safety.....	24
Risk Management.....	26
General Work Health and Safety Requirements.....	27
Workers Compensation.....	23
Reporting Incidents/Events.....	23
Rehabilitation and Return to Work.....	23
Remember Young Workers are a Vulnerable Group.....	31
Good Start – Great Finish.....	32

SECTION 1

BACKGROUND

INTRODUCTION

Welcome to Protech, an Australian privately owned, leading and dynamic provider of technical and professional advanced workforce acquisition and management services. As a company established by engineers and project managers, our market leading solutions are developed in partnership with our clients, using a co-creation approach based on formal project methodologies.

As a specialist in the provision of Australian Apprenticeships (Apprentices and Trainees), semi-skilled, skilled, technical, trades and professional personnel, we are determined to mitigate risk to our clients and provide flexibility that enables them to successfully win and deliver major projects in ever increasingly complex operating environments.

This information package has been designed to explain the operation of Protech to you, the Client.

We have offices located throughout Australia and your Protech Business Manager/Account Manager/ Workforce Management Officer is available to answer any queries you may have in relation to your Australian Apprentice.

Head Office

3466 Pacific Highway
Springwood QLD 4127
1800 477 683
(07) 3440 2800
enquiries@protech.com.au
admin@protech.com.au

Our current locations can be found on the Home Page of our Website <https://www.protech.com.au/> and include:

VICTORIA

Unit 8
75 Lorimer Street
South Wharf VIC
3006
03 8645 9600

NEW SOUTH WALES

Unit 15, Building I
22 Powers Road
Seven Hills NSW 2147
02 8825 8000

WESTERN AUSTRALIA

Unit 6, Level 1
224 Balcatta Road
Balcatta WA 6021
08 9253 6000

QUEENSLAND

3466 Pacific Highway
Springwood QLD
4127
07 3440 2888

HISTORY

Protech was established in 2006 by founder and Managing Director Marc Meili. His vision is to bring a new and exceptionally high standard of service with a goal to provide technically specialised, customer-focused workforce solutions. Throughout our history, we have consistently challenged the status quo to deliver value to our clients. By striving to innovate and gain a deeper understanding of our clients' broader goals, we have created better outcomes, better services, and a higher benchmark for the industry.

Since its inception, Protech has continued to grow and diversify, growing our national footprint and industry coverage, enabling us to service our core market focus areas. More recently Protech added another arm to its business, operating as a Group Training Organisation. Protech's capacity to develop and support young people through the transition to employment has been pivotal to its growth as a leader in the recruitment industry.

Protech apprenticeships are open to all young people in various industries. Protech prides itself on working closely with corporate partners across a range of industries. Although strongly established in the civil, mining, rail, and construction sectors, we also deliver apprenticeships in engineering and maintenance and the telecommunications industry.

Furthermore, Protech is committed to strengthening partnerships with First Nation communities to deliver education, employment, and training in a culturally sensitive and respectful manner.

The graphic is titled 'FOUNDATIONS' and features the Protech logo in the top right. It is divided into two main sections: 'PURPOSE' and 'VISION'. Below these is a 'CORE VALUES' section with four colored boxes, each representing a value: 'WE PUT PEOPLE FIRST' (dark blue), 'WE CREATE VALUE' (red), 'WE SET HIGH STANDARDS' (orange), and 'WE DELIVER' (teal). Each value box includes a brief description of the value.

FOUNDATIONS		protech	
PURPOSE	To be a positive influence in people's lives.	VISION	First Choice. For people who value quality and high performance.
CORE VALUES			
WE PUT PEOPLE FIRST Our employees. Our team. Our clients. We prioritise safety, success, and wellbeing.	WE CREATE VALUE Integrating our expertise with our clients' needs. We simplify complexity.	WE SET HIGH STANDARDS Committing to quality and continuous improvement. We push ourselves to set new standards.	WE DELIVER Acting with urgency, accountability, and integrity. We are always ready, reliable, and responsive.

ADVANTAGES OF HOSTING AN AUSTRALIAN APPRENTIICE

No matter what industry you are in, investing in training through an Australian Apprenticeship can provide your business with real benefits and contribute to your bottom line by helping to develop a strong workforce.

Australian Apprenticeships cover all apprenticeships and traineeships. They combine time at work with training and can be full-time, part-time, or school-based. Australian Apprenticeships are the best way to combine training and employment and can lead to a nationally recognised qualification. Australian Apprenticeships are available to anyone of working age and do not require any entry qualifications.

Group Training Organisations provide a simple, cost-efficient and an administration free way for businesses to hire Australian Apprentices where this might otherwise not be possible. It also creates quality employment and training opportunities for young people and provides a breadth of experience gained in a number of different enterprises.

Flexibility

No two businesses are the same, and that is why Australian Apprenticeships have been designed to be flexible. Where possible Australian Apprenticeships are tailored to your business needs. Depending on availability you can select a first, second, third- or fourth-year Australian Apprentice with the skills and experience to meet your needs.

An Australian Apprentice will be placed in your organisation for a period that is agreed between yourselves and our Business Manager. Protec has a preferred minimum engagement term of three months as we believe the best outcomes for the host and the Australian Apprentice are achieved when time is invested in the relationship? Minimum terms also help mitigate some of the safety risks presented by constantly changing sites.

Paperwork

Recruitment, selection, and administration are all handled for you. Protec maintains the employment records, including taxation, payroll, superannuation, workers compensation insurance and all leave entitlements, as well as STP Reporting to the ATO.

Work readiness

Australian Apprentices have been carefully selected by Protec, and undertake a pre-employment fitness for work testing & an induction, which focuses on Safety in the workplace, providing quality and job ready candidates.

Business Managers/Account Managers/Workforce Officers (Protech Representatives)

Protech Representatives are located in all state offices.

Should you have a query about your Australian Apprentice, please contact your dedicated Protec Representative

Your Protec Representative is available to visit the Australian Apprentice and your site supervisor at any time to assist with any matter relating to employment, performance, and training. Meetings can be arranged at a location suitable to all parties. A minimum of four workplace visits from your Protec Representative in any 12-month placement cycle will occur.

SECTION 2

TERMINOLOGY AND

UNDRSTANDING

TERMINOLOGY AND UNDERSTANDING

The Labour Hire Industry

Labour hire reduced to its most basic definition, is the supply of workers to a host employer. Labour hire workers are the employees of the labour hire agency, so they are responsible for their pay, superannuation and all other aspects related to their employment. These labour hire workers are lent out to a third-party organisation when the need arises. Labour hire is a popular employment solution in a range of industries, such as building and construction, mining, retail, and warehousing. This is because these industries are often subject to fluctuations in workloads, due to seasonal demand, additional/delayed projects, etc.

In light of the improper labour hire practices that some agencies have been partaking in, several state governments have implemented a labour hire licensing scheme that requires all labour hire companies that operate in their state, regardless of where they are actually based, to hold a labour hire licence. To acquire a labour hire Licence under this scheme, labour hire providers need to be a 'fit and proper' person to provide workers, be financially sound, and comply with all relevant legislation. This enables labour hire users to find and connect with authorised labour hire providers.

Protech holds Labour Hire Licenses in all states currently operating Licensing schemes.

Group Training Organisation (GTO)

Protech is a Group Training Organisation (GTO)

Group Training is an arrangement whereby Protech employs Australian Apprentices (Apprentices and Trainees) and hires them to other businesses, called Host Employers / Clients, while they are undertaking their training. It is a unique form of labour contract in which Protech (the employer) provides no work directly but does so through leasing the apprentice/trainee to one or more Client.

Protech acts as the primary employer and:

- Carefully selects the Australian Apprentice.
- Manages the training.
- Takes responsibility for all paperwork connected with wages, allowances, superannuation, workers compensation, sick/holiday pay and other employment benefits; and
- Rotates the Australian Apprentice from business to business, where necessary, to ensure that each Australian Apprentice receives a broad range of training and experience.

Protech as a Labour Hire business has access to multiple Clients in many varied industries. This provides Australian Apprentices employed by Protech the security of continuing employment throughout the training period with support from their Business Manager.

Protech monitors the performance of its Australian Apprentice, providing pastoral care, intervening in disputes, rotating when necessary and providing every opportunity for our Australian Apprentices to reach their full potential.

Protech provides Clients with assistance coordination and advice relating to their hosting of the Australian Apprentice, working with you to provide appropriate on-the-job training, supervision, support and mentoring to your hosted Australian Apprentice.

In essence, Protech’s Group Training operation coordinates all employment, training and administration functions that provide a range of benefits including:

- Flexible employment system for client employers.
- Broad skills for its Australian Apprentices.
- Access to subsidies from day one for employers.
- Total work and training management for its apprentices and trainees.
- Full payroll, industry awards and OH&S service for client employers; and
- Establish a solid career path for Australian Apprentices.

Protech Group Training operation provides a cost-efficient and administratively simple way for businesses to hire Australian Apprentices when this might otherwise not be possible. It also creates quality employment and training opportunities for young people and provides a breadth of experience gained in a number of different enterprises.

AUSTRALIAN APPRENTICESHIP SUPPORT NETWORK (AASN)*

The Australian Government contracts Australian Apprenticeship Support Network (Apprenticeship Network or AASN) providers to deliver support services from around 400 locations nationally.

The AASN is responsible for the Training Contract between the Apprentice and the GTO and registers the signed contract with the State and Federal Government departments.

*Protech liaises directly with the AASN during the engagement of an Apprentice/Trainee.

TRAINING CONTRACTS

Australian Apprenticeships operate on the basis of a formal Training Agreement (*Training Contract*) between an employer Protech and the Australian Apprentice. The *Training Contract* outlines the employer’s obligation to provide training, specifies the qualification to be achieved by the Australian Apprentice, and explains the Australian Apprentice’s obligations to the employer, protecting both the employee and the employee's interests.

Training Contracts are registered with both State and Federal government departments.

REGISTERED TRAINING ORGANISATION (RTO)*

An RTO is an organisation providing Vocational Education and Training (VET), resulting in qualifications or statements of attainment that are recognised and accepted by industry and other educational institutions throughout Australia.

RTOs include TAFE colleges or institutes, private providers, adult and community education providers, community groups, and schools. They are organisations registered with the national Australian Skills Quality Authority (or the state training authority in the case of Victoria and Western Australia) and are both providers and assessors of nationally recognised training.

Australian Apprentices receive their formal training from an RTO and the training delivery can be subsidised, although there may be associated costs for the person being trained. RTOs have a number of payment options available which can be discussed at time of enrolment.

*Protech liaises directly with the RTO during the engagement of an Apprentice/Trainee.

CLIENT EMPLOYMENT CONDITIONS

Client Agreement/Business Proposal

Protech and Clients enter into a written Terms of Business Agreement before an Australian Apprentice is placed into the Client's workplace. This formal agreement sets out the conditions of engagement for the Australian Apprentice as well as the requirements for invoicing arrangements with the placement.

A copy of the Client Agreement / Business Proposal is provided to the Client and an original is retained by Protech.

CLIENT RESPONSIBILITIES

Protech is the legal employer for the duration of the Australian Apprenticeships. The practical day to day supervision and instruction is coordinated by the Client.

Meet legal obligations

This involves:

- Conforming with relevant Commonwealth and State/Territory legislation, including but not limited to that relating to Australian Apprenticeship, Equal Employment Opportunity, Industrial Relations, Modern Slavery and Workplace Health and Safety arrangements.

Industrial relations

This involves:

- In collaboration with Protech, Identifying and establishing a position description which lists the requirements and duties to be undertaken.
- In collaboration with Protech, identifying the appropriate award/conditions of employment for the position.
- Providing work that is relevant and appropriate to the vocation and also to the achievement of the qualifications.
- Complying with all legal requirements regarding wages and conditions under the relevant employment arrangements.

Provide a safe working environment

All Clients must undertake a safety workplace assessment in conjunction with the Protech Representative prior to any placement of apprentices. This is particularly important if your Protech Apprentice/trainee is under 18, if this is their first time in the workforce, or they have transitioned from another industry; as they are not as experienced and may not be aware of the localised and job specific hazards and risks.

The Client must:

- Provide a safe workplace, free from verbal, physical, racial and sexual abuse.
- Ensuring that all occupational health and safety requirements are addressed.
- Appropriate introduction to the workplace, including core workplace health and safety requirements essential to workplace safety.
- Undertake to provide support appropriate for new workplace entrants and a safe and positive employment experience.

Support structured training

This involves:

- Providing opportunities to develop knowledge and skills.
- Participating in the development of the training plan and providing facilities and expertise to assist in the training of the Australian Apprentice in the agreed qualification (this may include on-the-job training, supervision, mentoring and time off for off-the-job training).
- Ensuring Protech is advised where the Australian Apprentice is in jeopardy of not completing the requirements of his/her training contract.

Provide supervision and support

This involves:

- Providing the Australian Apprentice with a workplace supervisor who will be involved in coaching and mentoring, especially for Australian Apprentice with little experience in a workplace environment.
- Providing comprehensive induction processes for commencing Australian Apprentices to ensure that they are aware of workplace safety requirements and their rights and responsibilities.

Contractual obligations

This involves:

- Ensuring that prior to the recruitment and placement of an Australian Apprentice through Protech, the Client agrees to the terms and conditions contained in the Protech Client Agreement.
- Utilise the Australian Apprentice to conduct suitable tasks in line with their level of experience and vocational training program.
- Confirming and establishing payment arrangements.
- Ensuring as far as is practicable, that the Client provides and maintains a workplace that is safe and without risk to health by undertaking a Health and Safety Assessment of the Client's worksite including WHS management systems.

STATE AND TERRITORY TRAINING AUTHORITY

State and Territory Education and Training Departments are Government bodies responsible for the operation of the Vocational Education and Training (VET) system (including Australian Apprenticeships) within that jurisdiction. State and Territory Education and Training Departments work cooperatively with Australian Apprenticeship Centre's (AAC's), Registered Training Organisations (RTO's) and other agencies to ensure that Australian Apprentices and their employers benefit from quality training arrangements.

Contact details for State and Territory Education and Training Departments are listed below:

Australian Capital Territory

ACT Education Directorate

220 London Cct
Canberra ACT 2601
Phone: 02 6205 5429
Web: www.education.act.gov.au

New South Wales

Training Services NSW

NSW Department of Education and Communities
PO Box 5068
Parramatta NSW 5068
Ph: 13 28 11
Web: www.training.nsw.gov.au

Victoria

Victorian Registration and Qualifications Authority

Apprenticeship Administration Information Line
Level 4, Classelden, 2 Lonsdale Street

Queensland

Department of Employment, Small Business and Training

Level 4 Education House, 30 Mary Street,

Melbourne VIC 3000
PH: 1300 722 603
vrqa.apprenticeships@edumail.vic.gov.au
Web: www.education.vic.gov.au

Brisbane Qld 4000
Telephone: 1800 210 210
Email: apprenticeshipsinfo@qld.gov.au
Web: www.apprenticeshipsinfo.qld.gov.au

South Australia

The Department of State Development
Level 4, 11 Waymouth Street, Adelaide, SA 5000
Ph: 1800 673 097
Web: www.skills.sa.gov.au/apprenticeships-traineeships

Northern Territory

Department of Education and Training
Mitchell Centre, 11th Floor, 55-59 Mitchell Street
PO Box 4821, Darwin NT 0801
Ph: 08 8901 1357
Web: www.det.nt.gov.au/rto/vet

Western Australia

Department of Training and Workforce Development
Locked Bag 16, Osborne Park DC 6916
Apprentice Office Ph13 19 54
Web: www.dtwd.wa.gov.au

Tasmania

Skills Tasmania
GPO Box 169, Hobart TAS 7001
Ph: 03 6233 4600
Ph: 1800 655 846 (free call)
Web: www.skills.tas.gov.au

EMPLOYMENT AND TRAINING ARRANGEMENTS

Hours of work

Clients are required to engage the Australian Apprentice for the minimum hours as per the state regulations, registered on the Training Contract and Protech Client Agreement Schedule.

The ordinary hours an employee can be requested or required to work is 38 each week. This regulation is set under the National Employment Standards (NES) set by Fairwork Australia. In most states, it is generally accepted by the State Training Authority, that Part-time Australian Apprentices will undertake a minimum of 13 hours per week combining both on-the-job and off-the-job components of the Australian Apprenticeship.

The actual daily start and finish times will be set by the Client, in accordance with the relevant award or agreement.

Overtime

Australian Apprentice may be required to work a reasonable amount of overtime if permitted by the relevant Award.

While there are no maximum hours of work per week set in the regulations for Apprenticeships/Traineeships, working hours for an Australian Apprentice should be set at reasonable limits. Australian Apprentices need to practice their skills on the job, but they also need time to take in everything they are learning.

Your Protech representative can offer advice on training issues and will help you determine a reasonable range of hours, suitable to your business needs.

If the Australian Apprentice works for more than 38 hours, this will appear on the Australian Apprentices' timesheet so overtime can be paid.

Overtime payments will not be made unless the Australian Apprentice has been given specific authorisation to work hours more than 38 hours per week. In such cases, all hours more than 38 hours will be paid at the rate of time and a half for the first two hours of overtime and double time thereafter.

Public holidays may be taken except when alternative arrangements have been pre-arranged in line with the appropriate modern award to substitute the day.

Time in lieu

Any time in lieu (for overtime worked) arrangements can be made between the Client and the Australian Apprentice (if allowed under the applicable IR instrument).

To avoid any confusion regarding hours of work, including weekends, public holidays, shift work, overtime etc. please discuss this with your Protech Business Manager/Account Manager/Workforce Management Officer. Agreements for time in lieu should be documented in advance and be sent to the Protech representative to record on the employee file.

Notice Period

To ensure Protech aligns with our value of being *A Positive Influence in People's Lives* it is our preference to have a one month's notice period. This allows us the time to re-locate the Australian Apprentice and keep them in gainful employment and continue gaining their skills. NOTE: This may differ where agreed in your contract

Remuneration

Fair Work Australia is the national workplace relations tribunal. It is an independent body with jurisdiction to carry out a range of functions relating to workplace matters, including minimum wages.

Australian Apprentice wages may vary depending on the following factors:

- The years of school completed
- The years of training
- The type of apprenticeship / traineeship
- The industry or job
- The award, agreement or contract covering their employment.

Apprentice Wages

Apprenticeships wages are paid in accordance with the prescribed award or enterprise agreement. Apprentices are usually paid a percentage of the rate of pay for a qualified tradesperson, based on how long they have been in the apprenticeship. For example, an Apprentice who's in the second year of a four-year apprenticeship may be entitled to 70% of an adult tradesperson's wage.

Trainee Wages

The National Training Wage pay scale is the tool used to determine trainee wages for Certificate II to Certificate IV. Trainees are usually paid based on the training course they are undertaking, when they finished secondary school and the highest year level of school that they completed.

Traineeships that are at the level of Diploma will be paid under the relevant classification in the prescribed modern award.

Allowances

Different Award/EBA conditions contain different provisions for allowances and items such as tools, protective clothing and matters relating to the working environment. If at any time you are unsure of such allowances, please contact Protech for further information.

Travel Allowance

In addition to their remuneration, Apprentices may be paid an allowance where the Apprentice is required by the Client to travel during working hours in the Apprentice's own motor vehicle. Payment as per the prescribed modern award or enterprise agreement applies.

Personal/Carer's leave

As per the minimum National Employment Standards (NES), Apprentices are entitled to a minimum of 10 days personal leave each year which can be used as sick leave or carer's leave.

A medical certificate is required for absences of two or more consecutive days or either side of a weekend and or public holiday.

Protech should be notified of any period of absence greater than three days by the Apprentice.

Public Holidays

The NES contains eight National public holidays and Apprentices are entitled to any additional holidays gazetted by their relevant State Government. An Apprentice is entitled to be absent and receive their base rate of pay for the hours they would have usually worked on the public holiday.

If a public holiday is worked by the Australian Apprentice, then the relevant penalty rates would apply.

Rostered Days Off

Rostered Days off (RDO) are a provision within some Awards or Enterprise Agreements. A Protech Representative will advise you where RDOs are applicable.

When RDOs are applicable, the Australian Apprentice will work a 40-hour week, be paid for 38 hours each week, the additional 2 hours will be banked to an RDO Bank and gain a paid day off every 19 days worked. Please note the full 40 hours will be charged as worked.

On behalf of Protech, Clients are asked to schedule RDOs during the pay week in which it falls due and to record the day on the Protech timesheet. There will be no charge on your invoice by Protech for RDO hours.

Annual Leave

Australian Apprentices working full-time are eligible for four weeks (20 days) annual leave for each completed year of service or pro rata for part thereof.

When Annual Leave is taken according to the policy, Protech will pay the employee and will not charge the Client as it is factored into the hourly rate when they are on-site (unless the Client prefers an annualised charge rate).

It is the policy of Protech that all annual leave is taken within the year in which it is accrued in order to manage fatigue. Annual leave is taken in consultation with the Client for operational scheduling reasons. The length of the time taken will be limited to the accrued annual leave hours. No Apprentices will be entitled to go into negative leave accrual.

Other Leave Entitlements

- As per the prescribed Modern Award that applies and/or.
- Parental leave and related entitlements are in accordance with the National Employment Standards (NES).

Training – Skills Development

The Client Supervisor of an Australian Apprentice appointed by the Host employer, is responsible to train the Australian Apprentice in the day-to-day tasks required of them. The Client or supervisor must demonstrate clearly to the Australian Apprentice the way they are to be involved in the business, and the way in which the performance of their set tasks, builds their knowledge and ability to eventually perform as fully qualified workers.

Australian Apprentices must be properly supervised and given appropriate tools, materials and instructions to work and learn effectively. The Client and any other people responsible for providing training in the business should see themselves as mentors to their Australian Apprentice.

The Client must also ensure that the Australian Apprentice not only gains the hands-on experience necessary to their development, but they have the opportunity to complete their structured training as provided by the Registered Training Organisation.

The responsibility of the Registered Training Organisation lies mainly in the provision of the delivery and assessment of competencies that will result in a nationally recognised qualification for the Australian Apprentice.

Registered Training Organisation Attendance

Attendance at off the job training is compulsory if it forms part of the training program. This is applicable for all Australian Apprentices.

Where attendance at trade school is required, Apprentices are required to attend on the days stipulated by the Registered Training Organisation (RTO). Dates may be altered from time to time. A Protech Representative will advise the Apprentice & Clients of changes as soon as possible. The Client should not prevent attendance by Apprentices because of work requirements.

Where workplace-based training is being undertaken the trainer must ensure that:

- All Trainees undertaking training at AQF level 3 and above are withdrawn from routine work duties for a minimum of three (3) hours per week, averaged over a four (4) week cycle for the purpose of undertaking structured training/learning activities (pro rata for part time Trainees).
- All Trainees undertaking training at AQF level 2 are withdrawn from routine work duties for a minimum of one and a half (1.5) hours per week, averaged over an eight (8) week cycle for the purpose of undertaking structured training/learning activities (pro rata for part time Trainees).

Competency Based Training

Australian Apprenticeships enter a Training Contract of nominally 12 to 48 months duration to attain their qualification and/or trade papers.

During their time with Protech we will work to integrate their training and employment experiences to ensure all parts of their training plan are adequately covered. This includes arranging for the rotation of their workplace if required.

Through this we progress Australian Apprentices based on their competency and support all genuine efforts to achieve their qualifications in an appropriate timeframe regardless of the nominal duration of their Training Contract.

Record Keeping – Who signs off Competence

The Registered Training Organisation (RTO) is required to maintain records of the Australian Apprentice's progress against their Training Plan and are responsible for the assessment of the Australian Apprentices' competence. The RTO and the employer (Protech) must both sign off the completion of the Training Plan in order to complete the Training Contract and the Australian Apprenticeship. Protech may consult the Client in this process.

The RTO will then issue the *Statement of Results*.

ADMINISTRATION

Income Tax

Protech is the legal employer of the Australian Apprentice and is therefore responsible for payment of all tax earnings to the Australian Taxation Office. Currently there is no payroll tax associated with the employment of Australian Apprentices in most states.

Clients are NOT to issue a PAYG payment summary to the Apprentice.

Superannuation

All employees of Protech are registered with an approved superannuation fund. Protech will make the contributions to the Australian Apprentices nominated fund or Protech's default fund with MLC Masterkey Business Superannuation Fund. These contributions are made quarterly or monthly as specified by the state.

Clients should NOT make separate Superannuation contributions.

Long Service Leave / Portable Sick Leave / Income Protection

Where applicable, Protech will undertake statistical returns. Clients should therefore NOT complete separate returns.

Where charges apply, Protech will invoice the Client and make payment to the appropriate fund (i.e., Incolink, Co-invest, Protect).

Timesheets

All Australian Apprentices' will be issued with a timesheet, which is required to be completed for every week. Note: This may be an online timesheet or a paper copy.

It is the Apprentice's responsibility to fill out the timesheet correctly. All details must be completed. Timesheets must be signed or authorised by the Apprentice and the Client on a weekly basis.

Please note that when you sign or authorise the timesheet you are verifying that the hours worked are correct and are responsible for the associated charges.

The Apprentice is also responsible for ensuring that the timesheet arrives at the Protech Office at the end of each week.

Information from timesheets enables Protech to generate an invoice, calculate superannuation payments and annual leave accruals. Delay in receipt of timesheets may result in delays to payment of wages.

Examples of correct completion are shown below.

Doc Nos. Revision:	Previous Doc. No.:	Doc Owner:	Approver & Issue Date:	Page:
G_0030_1.0	G_0030_D	GTO	QSM 14-Mar-23	16 of 32

Standard Week

LEADING. RESPECT PROFESSIONAL DEVELOPMENT. FLEXIBLE. INTEGRITY QUALITY. SMART. ACKNOWLEDGE TECHNICAL DRIVEN.

PROTECH WEEKLY TIMESHEET – VICTORIA
PLEASE HAVE YOUR SUPERVISOR EMAIL/FAX YOUR AUTHORISED TIMESHEET TO:
TIMESHEETMELB@PROTECH.COM.AU OR 07 3440 2898

Company Name:		Site Name:		Week Ending Date:	ALWAYS SUNDAY	Emp. Ref ID:
Print Employee Name:		FIRST NAME AND SURNAME	Employee Position:	YOUR POSITION AND APPRENTICESHIP YEAR EG. APP PLUMBER – 2ND YEAR	Employee Signature:	MANDATORY
Print Supervisor Name:		FIRST NAME AND SURNAME	Supervisor Position:	MANDATORY	*Supervisor Signature:	MANDATORY

EMAIL TO: timesheetm@protech.com.au or FAX TO: 07 3440 2898 BY MIDDAY EACH MONDAY.
Please Note: LATE TIMESHEETS MAY NOT BE PROCESSED UNTIL THE NEXT WEEK.
We CANNOT ACCEPT timesheets that are not received from AND signed by your supervisor.
For any queries or to contact: Protech Business Services (Payroll) - Phone: 07 3440 2800




*SITE SAFETY CONFIRMATION
Please note: By Signing this Timesheet above you are confirming that all the Site Safety tasks across have been completed by this employee.
If this is incorrect advise your Protech Consultant immediately.

Day	Date	Shift (D) (A) or (N)	Enter in 24 hour Format		Meal Break	Total	Extra Information (Please note here all relevant information) e.g. Cost Code/Description/Site/Unit/Job No	Protech Internal Use Only PLEASE LEAVE INSIDE OF DOUBLE LINES BLANK			
			Start	Finish				ORD	1.5x	2x	2.5x
Monday	/		7 : 00	15 : 30	:30	8	ADD NOTES HERE	DO NOT WRITE IN THIS SECTION			
Tuesday	/		7 : 00	15 : 30	:30	8					
Wednesday	/		7 : 00	15 : 30	:30	8					
Thursday	/		7 : 00	15 : 30	:30	8					
Friday	/		7 : 00	15 : 30	:30	8					
Saturday	/		:	:	:	:					
Sunday	/		:	:	:	:					
Total Hours											

TOTALS:		DATE	CLIENT CODE
JOB	EXT BY	ENT BY	PO NOS
NOTES/ALLOWANCES			

Doc No. Revision: F_0033_VIC_M
Doc Owner: PAYROLL
Approved: TF - 24.11.2017

* Please note that all entries on this timesheet are regarded as documentary evidence and that by signing the timesheet as a client you agree to the Terms and Conditions of Business and as an employee to the Terms and Conditions of Employment, as issued by Protech.
Note: If meal breaks are left blank - 30 minutes will be deducted. All accidents, incidents, near misses or visits to first aid or sick clinics, must be reported to the Protech Injury Reporting Number immediately on 1800 890 942 after initial treatment and after reporting the incident to your site supervisor.

TAFE Week

LEADING. RESPECT PROFESSIONAL DEVELOPMENT. FLEXIBLE. INTEGRITY QUALITY. SMART. ACKNOWLEDGE TECHNICAL DRIVEN.

PROTECH WEEKLY TIMESHEET – VICTORIA
PLEASE HAVE YOUR SUPERVISOR EMAIL/FAX YOUR AUTHORISED TIMESHEET TO:
TIMESHEETMELB@PROTECH.COM.AU OR 07 3440 2898

Company Name:		Site Name:		Week Ending Date:	ALWAYS SUNDAY	Emp. Ref ID:
Print Employee Name:		FIRST NAME AND SURNAME	Employee Position:	YOUR POSITION AND APPRENTICESHIP YEAR EG. APP PLUMBER – 2ND YEAR	Employee Signature:	MANDATORY
Print Supervisor Name:		TEACHER'S FIRST NAME AND SURNAME	Supervisor Position:	TEACHER	*Supervisor Signature:	MANDATORY - TEACHER'S SIGNATURE

EMAIL TO: timesheetm@protech.com.au or FAX TO: 07 3440 2898 BY MIDDAY EACH MONDAY.
Please Note: LATE TIMESHEETS MAY NOT BE PROCESSED UNTIL THE NEXT WEEK.
We CANNOT ACCEPT timesheets that are not received from AND signed by your supervisor.
For any queries or to contact: Protech Business Services (Payroll) - Phone: 07 3440 2800




*SITE SAFETY CONFIRMATION
Please note: By Signing this Timesheet above you are confirming that all the Site Safety tasks across have been completed by this employee.
If this is incorrect advise your Protech Consultant immediately.

Day	Date	Shift (D) (A) or (N)	Enter in 24 hour Format		Meal Break	Total	Extra Information (Please note here all relevant information) e.g. Cost Code/Description/Site/Unit/Job No	Protech Internal Use Only PLEASE LEAVE INSIDE OF DOUBLE LINES BLANK			
			Start	Finish				ORD	1.5x	2x	2.5x
Monday	/		8 : 00	16 : 30	:30	8	TAFE	DO NOT WRITE IN THIS SECTION			
Tuesday	/		8 : 00	16 : 30	:30	8					
Wednesday	/		8 : 00	16 : 30	:30	8					
Thursday	/		8 : 00	16 : 30	:30	8					
Friday	/		8 : 00	16 : 30	:30	8					
Saturday	/		:	:	:	:					
Sunday	/		:	:	:	:					
Total Hours											

TOTALS:		DATE	CLIENT CODE
JOB	EXT BY	ENT BY	PO NOS
NOTES/ALLOWANCES			

Doc No. Revision: F_0033_VIC_M
Doc Owner: PAYROLL
Approved: TF - 24.11.2017

* Please note that all entries on this timesheet are regarded as documentary evidence and that by signing the timesheet as a client you agree to the Terms and Conditions of Business and as an employee to the Terms and Conditions of Employment, as issued by Protech.
Note: If meal breaks are left blank - 30 minutes will be deducted. All accidents, incidents, near misses or visits to first aid or sick clinics, must be reported to the Protech Injury Reporting Number immediately on 1800 890 942 after initial treatment and after reporting the incident to your site supervisor.

Online Timesheets

Where an Apprentice is using an online timesheet request a copy of F_0291 **ONLINE TIMESHEET – Approvers Instruction** from your Business Manager / Account Manager. This will take you through the process of timesheet approval.

Timesheet Assistance

For all payroll queries please contact the payroll office via email or phone
Email: admin@protech.com.au
Phone: 07 3440 2800 (Follow Prompts to Payroll)

HOURLY CHARGE OUT RATE

This is the hourly cost to cover wages, tax, workers compensation insurance, leave accruals, public holiday allowance, RTO/ trade school, superannuation, administration levy and protective clothing etc.

INVOICING

Protech will invoice the Client on a weekly basis at the applicable hourly rate for all hours.

DISCIPLINE AND TERMINATION OF EMPLOYMENT

Protech works extremely hard to ensure each Australian Apprenticeship placement concludes with a successful completion.

For the Australian Apprentice the first three months can be a very unsettling time juggling a range of new challenges, including possible relocation, developing a work routine, being unsure about their choice, getting used to new people, establishing working relationships, living within a tight budget, and adjusting to new social and peer group pressures.

Clients that are consistently successful at training Australian Apprentices have good Human Resources policies and a genuine commitment to their employees – this is true of both large and small to medium employers.

“Keep them motivated” is the strong message from Protech to our Clients. Keeping the Australian Apprentice motivated is a key to retention and job/task rotation and continuity of employment are important aspects of this.

For this reason, Protech encourages all Clients to consider the following preferred finalisation Procedure, should they contemplate finishing an Australian Apprentice from their workplace before the end of the Client agreement.

- If an Apprentice’s performance does not meet with expectations, contact your Protech Representative.
- Protech Representative to meet with Australian Apprentice and Client.
- Set new guidelines/work standards for the following four (4) weeks.
- Protech Representative will maintain regular (weekly) contact to assess Australian Apprentice’s development.
- Agree to continue with apprenticeship as per agreement or negotiate with Protech Representative the return of the Australian Apprentice.

Protech will not tolerate unsatisfactory conduct from our employees. Protech maintains the right to terminate the Australian Apprentices employment for:

- Arriving at work under the influence of alcohol or drugs.
- Consuming alcohol or drugs during working hours.
- Abusing workplace superiors.
- Being involved in dangerous conduct.
- Absent from work for a period of three working days without notification or explanation.
- Being involved in unlawful or criminal activities.
- Gross negligence.
- If the Australian Apprentices behaviour is such as to bring Protech into disrepute (as determined by Protech in its absolute discretion).
- A breach by the Australian Apprentice of any of the conditions of the Training Contract.

Employee interaction/Site Visit

Protech Representative schedule visits to the Client/the Australian Apprentice at regular intervals.

These visits are arranged through the Client at a convenient time and will be for approximately 30-45 minutes. Each visit will involve a conversation both with the Client supervisor and the Australian Apprentice.

These visits occur during the Apprentice Probation period and every 3 months thereafter (at minimum). More visits may be required to provide further support to the Australian Apprentice.

These visits are designed to provide the Australian Apprentice with feedback on performance and enable monitoring of skill acquisition.

A written summary of these visits will be kept on file by Protech. The Client and Australian Apprentice will be asked to sign the record of visit.

First Nation Australian Apprentices may have additional workplace mentoring visits.

POLICIES

The latest versions of the following Policies are available to view on our website for your information – under *Documents and Policies* <http://protech.com.au/documents-policies>

Drug and Alcohol

Protech insists on a drug and alcohol-free workplace as an essential element of achieving Occupational Health, Safety and Welfare aims.

This policy details the full requirements associated with this requirement.

It is important for all employees to confirm the content and application of any existing site-specific policies with reference to Drug & Alcohol prior to the commencement of work and/or the consumption of any substances covered by the policy. In instances where there is no site policy in place the Protech Policy will function by default.

Under NO circumstances will drivers of Protech or client's vehicles drive such vehicles while under the influence of alcohol or drugs. Any incident involving Protech or the client's vehicles in which the driver of the vehicle is proved to be under the influence of drugs or alcohol will be held legally responsible for all damages incurred in that incident.

WORKPLACE HARASSMENT

Protech takes our Australian Apprentice's safety seriously. Violence and harassment of young people by workmates and/or employers still occurs in some workplaces. These incidents must never be tolerated.

Employers who do not provide a safe working environment may lose their approval to employ Australian Apprentice's for breaches of this legislation.

In addition, all employers must be aware of their obligations under the WHS laws or OHS Act relevant to their State or Territory.

Employers must provide a safe working environment; Employers are responsible for preventing verbal and physical harassment (including "Initiation Rites") and exposure of any worker to the risk of injury; Employers may be prosecuted for breaches of legislation.

SEXUAL HARASSMENT

It is the policy of Protech that sexual harassment of employees in any form will not be tolerated. Sexual harassment includes unwelcome sexual advances, requests for sexual favours, and other verbal, visual, or physical conduct of a sexual nature.

Sexual harassment also includes, but is not limited to:

- Unwelcome sexual flirtations, advances or propositions.
- Verbal abuse of a sexual nature.
- Subtle pressure or requests for sexual activities.
- Unnecessary touching of an individual.
- Graphic verbal commentaries about an individual's body.
- Sexually degrading words used to describe an individual.
- Display in the workplace of sexually suggestive objects or pictures.
- Sexually explicit or offensive jokes.

No supervisor or other employee shall threaten or insinuate either explicitly or implicitly, that another employee's refusal to submit to sexual advances will adversely affect the person's employment, work status evaluation, wages, advancement, assigned duties, shifts, or any other condition of employment or career development.

Similarly, no employee should promise, imply or grant any preferential treatment with connection with another employee or applicant engaging in sexual conduct.

Any Australian Apprentice who feels they are a victim of sexual harassment should bring the matter to the attention of their immediate Client supervisor, Protech representative or Protech General Manager – depending on whoever the Australian Apprentice considers to be the most appropriate.

Protech will promptly investigate all allegations of sexual harassment in as confidential manner as possible and instigate appropriate action where warranted.

ACCESS AND EQUITY

Protech is committed to the principles of access and equity for our Employees, Apprentices, Trainees, Client employers, and Clients in general

This policy demonstrates our commitment to opening up opportunities and removing barriers.

PRIVACY

What does the Privacy Act cover?

The Privacy Act regulates how your personal information is handled. For example, it covers:

- How your personal information is collected (e.g., the personal information you provide when you fill in a form)
- How it is then used and disclosed
- Accuracy of data
- How securely it is kept
- Your general right to access that information.

Protech must comply with the Privacy Act 1988.

Protech only collects and discloses Client information required for the placement of the Australian Apprentice and information that is required for State and Federal Government Departments. Client information will not be passed on to another party.

All information is maintained in secure electronic files.

APPRENTICE GRIEVANCE DISPUTE POLICY

This policy addresses Protech’s commitment to promoting positive relationships with its Employees, Apprentices, Trainees, Client employers, and Clients in general. Where a conflict arises, Protech is committed to providing mechanisms for resolving such conflict quickly and fairly to avoid the escalation of problems. This policy details the process used to achieve this.

SECTION 3

Workplace Health & Safety

WORKPLACE HEALTH AND SAFETY POLICY

Protech is a high-performance professional and technical specialist organization dedicated to being first choice in the design and delivery of innovative workforce solution.

Protech is committed to providing Quality people every time and, while they work for us, protecting them from harm. We recognise the importance of integrating sustainable safety management principles into all business practices to ensure we are, and continue to be:

In particular, Protech's policy is:

- To promote a "BeSafe" mindset amongst our staff, employees and clients which ensures we continue to strive to achieve an injury free workplace.
- To encourage and promote a line led approach to proactive safety activities which involves regular "boots on ground" surveillance and interaction that achieves positive change.
- To build and maintain a collaborative culture that embraces continuous improvement.
- To take pride in our work to ensure that "we get it right first time, every time".

And above all.

To be a positive influence in people's lives.

To achieve this, we will:

- Establish, implement, and maintain our Occupational Health & Safety Management System in accordance with ISO 45001.
- Adopt a systematic and risk-based approach to safety management at all levels of the organization.
- Comply with all applicable health and safety laws, regulations, and standards.
- Focus on the root causes of incidents and injuries to prevent injuries rather than manage the symptoms.
- Promote recover at work duties whenever possible to have injured employees return to pre-injury duties as soon as possible.
- Educate our staff & employees with relevant and timely information that will make them safer and more confident to complete their tasks safely.
- Encourage active participation, consultation and co-operation of all workers, contractors, and visitors in promoting and developing measures to improve health and safety at work.
- Establish clear and measurable targets and objectives on an annual basis to improve health and safety in the workplace.
- Work collaboratively with our clients to provide a workplace where hazards are identified, and controls put in place.

WORKPLACE HEALTH & SAFETY

Under the National Harmonization of Work Health Safety laws and other Work Health and Safety legislation, Protech has a legal, moral, and ethical responsibility, as far as practicable, to provide and maintain a working environment that is safe by providing support and assistance to our Australian Apprentices and Clients.

It is Protech policy that every employee is provided with a safe and healthy workplace. To achieve this, your Protech Business Manager / Account Manager will ensure that each and every Client has a health check of their safety management system conducted, known as a Safe System Questionnaire (SSQ) and a Site Compliance Check (SCC) conducted prior to placement of an Australian Apprentice. This ensures the workplace is as safe as possible.

Where necessary, Protech will work with our clients to prevent incidents, to remove or control hazards and to provide Australian Apprentices and Clients with advice and information to develop or improve safe work practices.

Australian Apprentices also have a shared responsibility to maintain safe working conditions, to report hazards or potential hazards, to report incidents immediately and to follow the procedures subject to their individual workplace.

“BeSafe”

We require our Australian Apprentices to look after themselves and others. If they see something that they consider unsafe, we ask them to talk to their supervisor straight away. Protech must also be notified so we can follow it up with their client’s and if necessary, refer it to the appropriate authorities.

Australian Apprentices are required where it is necessary, to always wear their personal protective equipment (PPE): high visibility long sleeved shirts, safety glasses, helmet, ear protection and safety boots etc. If there is specialised PPE required for the job, they must ensure they have been instructed in its use and maintenance.

Protech is committed to treating every issue related to the safety and health of its workers as a serious issue and to maintaining a cooperative and open process for the resolution of such issues.

PROTECH AND CLIENT RESPONSIBILITIES

Under the national and state legislation, Client’s share the same obligations as Protech including:

- Providing and maintaining so far as is reasonably practicable a work environment that is safe and without risk to health.
- Ensuring an Australian Apprentice is given information, training, and instruction consistent with the position they engaged to perform.
- Providing additional information, training and instruction as new plant or systems of work are introduced or as duties change.
- Providing adequate supervision, to enable them to work safely
- Monitoring their health and safety
- Monitoring the conditions at the workplace
- Providing adequate welfare facilities
- Providing information in such languages as are appropriate.

There are three important workplace health and safety responsibilities that stand out in relation to Australian Apprentice employees.

These are:

- Introduction to the workplace (induction includes hazard identification and risk prevention)
- Training
- Initial and ongoing supervision.

Other responsibilities include:

- Guarding of hazardous plant and machinery.

- Preventing or minimising the risk of exposure to hazardous substances.
- Preventing injuries caused by manual tasks.
- Providing personal protective equipment and clothing including instructions on how to properly use and wear the PPE.
- Timely reporting of incidents and near misses.
- Investigating of incidents and near misses.
- Providing an effective rehabilitation and recover at work process.

RISK MANAGEMENT

We at Protech are committed to ensuring, as far as is reasonably practicable, that all employees work in an environment that is safe and without risk to their health.

An Australian Apprentices health is paramount to their performance both on and off the job. There are many publications available relating to Health and Safety in the workplace, and we encourage them, to learn as much as they are able to.

During induction with Protech and their Host, Australian Apprentice's learn about their new work situation and how to become a safe and productive member of the workforce. This introduction to Work Health Safety is primarily designed to raise level of awareness, responsibility, and standards of behaviour whilst at work.

If you would like more information on a certain topic, you can contact Protech or a WorkSafe office in your state.

What makes a working environment safe?

- Adequate information, training, instructions, and supervision is provided.
- Cooperation with the employer and fellow workers in following health and safety procedures.
- The workplace is free from and will not tolerate bullying, harassment, and discrimination.
- Maintaining machinery, hand tools, plant, equipment, buildings, and grounds in a safe condition.
- Ensuring all entrances and exits are clear and accessible.
- Adequate control measures and supervision in place before entering a confined space.
- Appropriate protection and control measures are used when working at heights.
- Manual tasks are assessed and proper lifting techniques or lifting devices are used.
- Hazardous substances/dangerous goods are stored and handled correctly.
- Awareness of electrical hazards and safety.
- Awareness of the environment and working conditions around you.
- Knowledge of emergency and first aid procedures.
- The appropriate personal protective equipment is worn, fits properly and is maintained in sound condition.
- Reporting any workplace injuries, incidents, hazards or other health and safety concerns.

Hazard identification, risk assessment and risk control

Each year in Australia, many people are injured and some die because of incidents in the workplace. Protech is committed to providing a safe and healthy work environment, as far as is practical, for all its employees.

Hazard identification, risk assessment and risk control are three key steps in the process used in workplaces to manage health and safety.

1. Identify the Hazard

A hazard is anything that has the potential to cause harm to people, property, or the environment

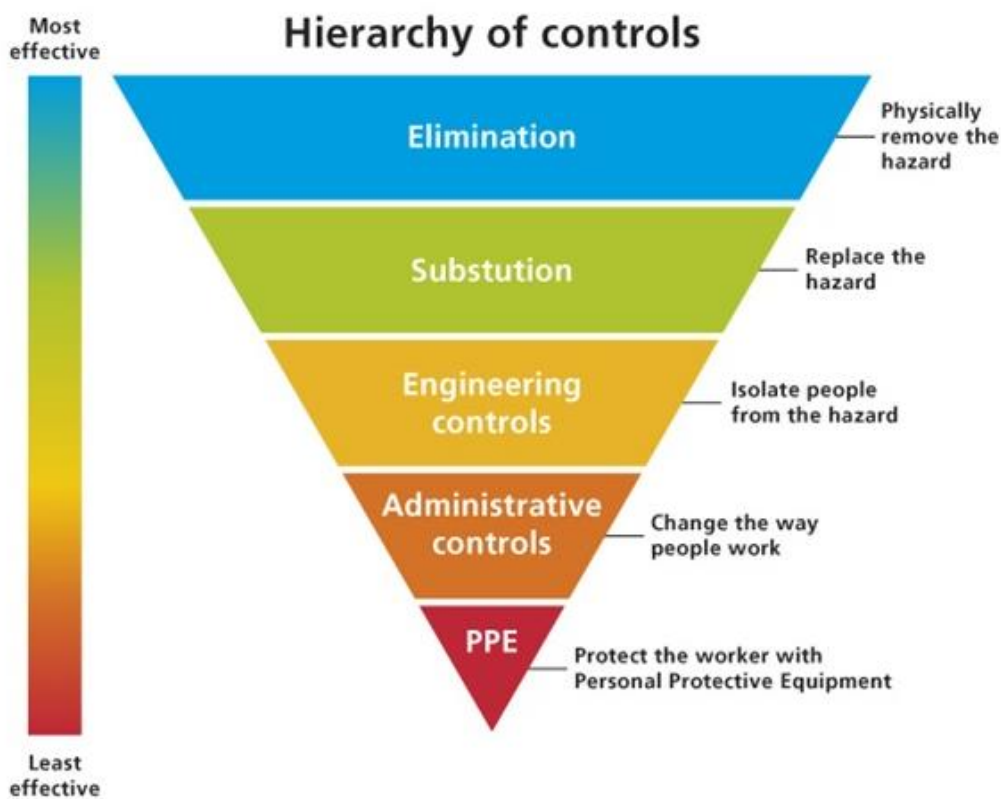
2. Assess the Risk

Whenever you identify a hazard, assess the risk by asking yourself two questions:

2. How likely is the hazard to harm me or someone else?
3. How badly could I or someone else be harmed?

4. Implement Controls

As the Client it is your responsibility to control hazards and risks. The best way to control the hazard is to get rid of it altogether. Where this is not possible, you should seek to make the hazard less dangerous by using the Hierarchy of Control for controlling their risks (most effective to least effective):



Where practicable, more than one of these measures should be used to reduce the exposure to hazards, we recommend that PPE be worn in addition to higher controls where applicable.

There are situations where Australian Apprentices can make the changes themselves provided, they do not put themselves or others at risk. Picking up things from the floor and putting them away to eliminate a trip hazard although sometimes it isn't possible to take direct action. Where Australian Apprentices have any concerns, they are advised to tell their supervisor and Protech Representative about the hazard.

GENERAL WORK HEALTH AND SAFETY REQUIREMENTS

Workplace Amenities

Amenities are facilities essential for the welfare or personal hygiene needs of employees. They prevent the spread of germs and disease, prevent ill health from exposure to contamination and meet the basic human needs of workers.

Workplace amenities include toilets, rest rooms, shelter sheds, seating, dining rooms, change rooms, drinking water, personal storage and washing facilities. Amenities must be kept clean, secure and maintained in good working order.

Emergency Management

Understanding what to do in an emergency can assist in minimising harm during a period of high stress. You must ensure that Australian Apprentices on your sites are familiar with the location of the nearest emergency exits and evacuation points and those that will assist in ensuring everyone is evacuated safely. Fire Protection equipment must be available throughout the workplace. Australian Apprentices must understand there are different types of fire protection equipment that are suited to different types of fires and that if they have not been trained in how to use a fire extinguisher, they should not attempt to extinguish one.

First aid

The provision of first aid facilities is necessary to protect the health and safety of employees if they are injured or become ill at work. Provision of first aid means providing first aid kits and, depending on the workplace, having a trained first aid officer/s, a first aid room/s or medical centre.

It is essential that you familiarise the Australian Apprentices with the arrangements you have in place to deliver first aid.

Manual Tasks

Manual Tasks require a person to lift, lower, push, pull, carry, or otherwise move, hold or restrain any person, animal or object. Manual tasks become more hazardous when they involve any one or more of the following:

- Repetitive or sustained force (e.g., digging a trench)
- High or sudden force (e.g., pushing a heavy item of plant)
- Repetitive movement (e.g. using a hammer)
- Sustained or awkward posture (e.g.
- Exposure to vibration (e.g., operating a jackhammer or whacker packer)

Risk of a muscle strain or sprain can be minimised by:

- Planning the work
- Using mechanical aids / team lifting
- Take breaks/rotating the task
- Being trained in correct lifting techniques (carry the load close to the body, use your legs, keeping your back reasonably straight)

It is essential that you train and supervise the Australian Apprentices with regards to manual tasks in the workplace, as often new entrants who are eager to impress are likely to injure themselves.

Personal Protective Equipment (PPE)

Personal Protective Equipment (PPE) includes all items that are used to provide personal protection from workplace hazards. PPE does not reduce the hazard itself nor guarantee permanent or total protection.

Protech will supply the Australian Apprentices with Helmet, Goggles, Glasses, Earmuffs, Gloves, 2 High Visibility Long Sleeved Shirts, Windcheater (Southern States only), 2 Long Pants, Boots,

Where the Client has additional PPE requirements for the tasks being undertaken by the Australian Apprentice the Client will be required to provide this PPE.

Sun Protection

Australia has the highest incidence of skin cancer in the world with more than 380,000 people treated for the disease every year. At least one out of every two Australians will require treatment in their lifetime for various forms of skin cancer.

Construction workers have a higher risk of skin cancer than many other workers due to long periods exposed to ultraviolet (UV) radiation from direct sunlight and UV rays reflected from nearby surfaces such as concrete.

We remind our Australian Apprentices to protect themselves by remembering:

- Slip on a shirt, with collar and sleeves.
- Slop on a sunscreen, minimum SPF15+ and water resistant, reapplied often
- Slap on a hat, wide brim, or a cap with flaps to shade your neck and ears.
- Wrap around tinted safety glasses, making sure they fit well.

Working with Chemicals

All chemicals should be regarded as a potential source of harm whenever they are handled. It is the Client's responsibility to ensure that the containers are appropriately labelled, that Safety Data Sheets (SDS) are available, and that Australian Apprentices have received appropriate training before their use. Different chemicals have different properties, so appropriate PPE must be provided.

Fixed Plant and Machinery

Working around plant and machinery presents specific hazards due to moving parts and stored energies. Ensure that all guards are installed, safety devices operating, and relevant permits, locks and tags processes are in place. Take the time to familiarise Australian Apprentices on your site with the specific plant and machinery risk they will be in contact with.

Mobile Plant

Mobile plant includes forklifts, reach trucks, excavators, rollers, and the like. Mobile plant has large blind spots. Ensure clear methods of communication are available for the plant operator either visually or by radio and exclusion zone are used where mobile equipment is operating. Raising awareness of the risk of Apprentices on site with operators is also important in ensuring vigilance.

Electrical

Ensure all portable electrical equipment is tested and tagged as required.

Noise

Exposure to noise can cause permanent and irreversible hearing loss over a long period of time or when exposed to a sudden loud noise. Any exposure to noise over 85 decibels can cause

damage A good rule of thumb to judge whether an environment is over 85 decibels is to stand 1m away from another person, if you must raise your voice to communicate, the level of noise is likely to be too high and hearing protection is required. Signs for hearing protection should be displayed in areas where hearing protection is required. Provide ear plugs or earmuffs to wear. Ensure Australian Apprentices understand how to use and maintain the hearing protection you provide.

Working at Heights

Working at heights can potentially lead to a fall. Ensure suitable risk management and mitigation based on the hierarchy of controls is implemented whenever work takes place where there is the risk of falls from one level to another. This may also include the use of permits and/or high-risk licenses for operating plant at heights.

Ensure Australian Apprentices are trained on the site procedure(s) for working on ladders/at height where appropriate; and only after they have obtained any applicable high risk work licenses.

Confined Spaces

Ensure Australian Apprentices are fully aware that unless they are specifically trained in confined space entry, they must never enter a confined space. Ensure processes are in place where required and communicated to all key personnel.

Heat Exposure

Working in the heat can lead to sustaining a heat related illness. This can be anything from dehydrating through to collapse and death. While working, it is critical to ensure Australian Apprentices stay well hydrated and that they have easy access to drinking water throughout the day. The recommended amount of water is approximately 4% of a person's body weight per day, more if you are active.

Other

We encourage all Australian Apprentice's to raise any issues with their supervisor and Protech Business Manager / Account Manager should they believe they are exposed to hazards that they are unsure of how to manage.

WORKERS COMPENSATION

If our Australian Apprentice has an accident at work or sustains a work-related illness or injury, the Client must notify the relevant Protech Representative.

If the local Protech branch team is not available at the time, the Client should notify the Head Office so that the accident or illness can be registered in case medical attention or time off work is necessary. It is extremely important that any workplace injury or illness is reported immediately no matter how minor it may seem at the time.

On receiving notification, an accident report and a claim form will be sent to the Australian Apprentice for completion, and you will be instructed further on the procedures to be followed if necessary.

We ask the Client to take reasonable care and provide appropriate training to the Australian Apprentice in whatever job they are doing in your workplace. The Client has a duty of care to any worker under the WHS and OHS laws.

Where an Australian Apprentice is on restricted duties following a workplace injury it is our preference to provide the meaningful work at the client site where possible as this is often the most effective way to facilitate an effective return to work.

REPORTING INCIDENTS/EVENTS

Protech must be informed of any incidents/event involving our Australian Apprentice. The Client and Protech must keep records of all incidents. Australian Apprentice's must report an incident by:

1. Telling the supervisor or safety officer at the Client's workplace.
2. Where able, notify the Protech Business Manager / Account Manager via phone as soon as possible post incident, or if required via Injury Reporting Line 1800 880 942.
3. Protech require Clients to notify the relevant Protech Business Manager / Account Manager via phone as soon as possible after becoming aware of an incident involving an Apprentice.

REHABILITATION AND RETURN TO WORK

Protech recognises and accepts its responsibilities to its employees. In the event of a work-related injury, we will take all necessary steps to ensure the injury does not happen again and eliminate the initial cause of injury. Should an injury or illness occur, Protech will provide support to the injured/ill employee during their recovery and return to work. Protech has adopted the following procedure to ensure the effective rehabilitation of injured/ill employees and facilitate their early return to work.

Specifically, our Return-to-Work Policy is that:

- Return to work planning will commence as soon as possible after an injury, consistent with medical advice.
- Remaining at or early return to work following injury is a normal expectation of this workplace.
- Suitable employment, including modified or alternate duties, consistent with medical opinion, will be made available to all injured workers at the earliest opportunity. Protech will seek advice from the Client to provide suitable duties as part of the rehabilitation and return to work process
- An individual return to work plan will be established with any worker who has incapacity either "partial" or "total" due to a work-related injury. This plan will be developed within 10 days of becoming aware of this and when the claim is accepted.
- The return-to-work plan will be amended in accordance with any changes in capacity or restricted duties, to accurately reflect the current capacity of the worker.
- Consultation and communication with Australian Apprentice and Client in the development and review of our occupational rehabilitation program and individual return to work plans will occur.
- Confidentiality of Australian Apprentice information obtained during their return to work or while undertaking occupational rehabilitation services will be maintained.

Participation in a return-to-work plan will not, of itself, prejudice any injured worker.

REMEMBER YOUNG WORKERS ARE A VULNERABLE GROUP

Young workers are usually still developing physically, emotionally, and cognitively. The brain is fully formed at 20+ years of age. The part of the brain that reaches maturity last is the pre-frontal cortex. This part of the brain is responsible for:

- Planning.
- Setting Priorities.
- Organising Thoughts.
- Suppressing impulses.
- Weighing consequences of one's actions/risk assessment.

THIS MEANS YOUNG PEOPLE MAY ACT WITHOUT THINKING

Young workers are often inexperienced in the working environment and work processes. An Australian Apprenticeship may be their first job. They may make inappropriate judgments about risks and potential consequences. This could lead to risk-taking behaviour e.g., pranks, skylarking, tampering with plant etc. They may not ask questions or speak out if there is a problem for fear of looking incapable or losing their job.

As an employer/host of a young person we must understand the added responsibility to adequately induct, train, supervise and consult with our young workers.

Tips to follow when introducing your Australian Apprentice to new tasks:

- Provide Job specific training for each new task: (explain and show).
- Ensure you schedule sufficient time for training in the appropriate learning environment.
- Provide written (or in other suitable form) safe work procedures to the Australian Apprentice.
- Provide and show the Australian Apprentice how to safely wear and use any protective clothing, such as gloves, safety footwear and goggles.
- Explain the job in detail and the reasons for doing it, including clear instructions for each task.
- Explain safety features of plant and equipment, how to know if it is faulty and how this should be reported.
- Emphasise specific hazards and methods of control, such as hazardous substances, guarding on machinery or difficult customers.
- Ask the Australian Apprentice to repeat the instructions to ensure comprehension.
- Demonstrate the task using safe work procedures and answer questions.
- Have the Australian Apprentice perform the task until it is done exactly as required – correct any mistakes immediately.
- Ask questions as you go to check understanding with the Australian Apprentice and encourage them to ask questions and raise issues.
- After all tasks are successfully completed, have the Australian Apprentice perform the entire job. If it is too long or complex, break it into steps so it is clearly understood. Take all the time needed to repeat the steps.
- Discuss any maintenance requirements and who has responsibility for this (ensure that the Australian Apprentice does not believe they have to fix any malfunctions, blockages etc).
- Discuss problems and answer questions.
- Schedule follow up training.
- Review work practices and procedures with the Australian Apprentice through frequent unscheduled visits.
- Ensure ongoing appropriate supervision and instruction.

GOOD START – GREAT FINISH

Training an Australian Apprentice is largely in your hands. You know best how you can impart the knowledge and experience you have gained.

By scheduling sufficient time for training, explaining the job in detail including the reasons for doing it along with clear instructions and appropriate supervision you will produce a positive learning experience.

The following are tips for helping you to help your Australian Apprentices complete their training and become skilled and productive employees:

Positive Recruitment – Discuss with your Protech Business Manager / Account Manager your plan for employing an Australian Apprentice and invest time in getting the right person from the start. Let the Australian Apprentice know you see them as a long-term investment in the future of your company.

No surprises – Give the Australian Apprentice a clear understanding of what is expected of them, what the apprenticeship or traineeship involves and what the commitment will be from all parties. Provide a detailed position description and review it regularly.

Look after your investment – Personal support for your Australian Apprentice is vital; they are generally young adults moving into adulthood, and there will be critical times when other things will compete for their time and interest. There will be situations at work and at home that might knock their confidence. Be aware of these and provide encouragement and support.

Give them a chance – The first three months of starting a new job is crucial – getting used to a work routine, learning new skills and for some, moving away from home can all have an impact on performance. Try not to be too hasty with your judgments; they mature at different times and learn at different speeds.

Look out for warning signs – Dropping a training module, absence from off-the-job training, lateness to work – don't let them go unnoticed. Monitor your Australian Apprentice and act by notifying Protech ASAP.

Enlist support – Parents, teachers and trainers, Protech Business Manager / Account Manager can all help you to keep the Australian Apprentice on track.

Keep them motivated – Encourage them to learn, recognise their achievements, provide incentives, and challenge them with new tasks and learning new skills. Involve them in company training opportunities – talk to them about career paths and additional training within your company and/or industry.

Maintain Safe Work Practices and Safe Attitudes – Promote a safe workplace and awareness of the working environment. Discuss workplace safety and encourage feedback.

Communicate – The better you understand each other the less chance there is of misunderstandings which may derail the Australian Apprentice.

We trust you find our model of hosting Australian Apprentices practical and rewarding. If you have any queries or concerns, please contact your nearest Protech Office listed at the beginning of the information package.

Thank you for supporting the employment and training of a Protech Australian Apprentice.