



PROTECH GROUP

Apprentice & Trainee Handbook

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Welcome From the Chief Operations Officer (COO)



Welcome and congratulations on securing an Apprenticeship or Traineeship with Protech's Group Training Organisation (GTO).

Australian Apprenticeships are the best way to combine training and employment and lead to a nationally recognised qualification. Australian Apprenticeships are available to anyone of working age and do not require any entry qualifications. You can be a school-leaver, re- entering the workforce or simply wishing to change careers.

Australian Apprenticeships and Traineeships offer:

- A great way to get a head start in a chosen career.
- Paid work and structured training that can be on-the-job, off-the-job or a combination of both.
- Existing skills and prior experience are recognised, and course credit granted, potentially reducing formal training time.
- Available as full-time or part-time and school based.
- Leads to nationally recognised qualifications and skills which provide the basis for further education and training over the course of your working life.
- A pathway from school to your career.

For some of you, this will be the first employment opportunity you've had, and for others it may be a change in career. Either way, over the duration of your Apprenticeship or Traineeship you can be sure that you will gain invaluable experience as well as recognised qualifications and training.

Please read the information in this booklet carefully as it is provided to help you successfully complete your Apprenticeship or Traineeship.

Both our Managing Director and I have completed Apprenticeships, and we are committed here at Protech to providing you with the best possible training options to become a skilled worker in your chosen field. The success of your Apprenticeship or Traineeship is only guaranteed by your performance!

The booklet is designed to provide you with a basic understanding of what will be required from you as a Protech Apprentice or Trainee, give you answers to commonly asked questions, and to provide you with relevant information to enable you to get the most out of your Apprenticeship or Traineeship.

Best of luck for the years ahead.



Ben Fitzsimmons
Chief Operations Officer
Protech

Section 1- Background



Protech Foundations

Protech has been built on a set of foundations that are used across all aspects of the business.

Our Promise

Quality People. Every Time.

Our Purpose

To be a positive influence in people’s lives.

Our Strategy

Quality People / Co-Creation / BeSafe.

Our Vision

First Choice. For people who value quality and high performance.

Our Core Values

These values are at the heart of all activities that Protech do and drive every decision we make.

Each one is client and team focused and it is our ongoing commitment to everyone who works for, or with Protech. All Protech internal and field employees are expected to promote and champion these behaviors at work.

Protech 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 the goal of providing 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. More recently Protech added another arm to its business, operating as a Group Training Organisation (GTO). 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.

Our services are professionally delivered by a dedicated team, committed to:

- Delivering quality employment and training services to the community,
- Increasing the trade and vocational training and employment capacity of the civil, mining, rail, and construction sectors, and
- Providing a bridge between school and employment

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

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

Terminology and Understanding

Group Training

Protech is a Group Training Organisation (GTO).

Group Training is an arrangement whereby Protech employs Apprentices (Apprentices and Trainees) and hires them to other businesses, called Host Employers/ client employers, while they are undertaking their training.

Protech acts as the primary employer and:

- Carefully selects the Apprentice / Trainee.
- 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 Apprentice or Trainee from business to business, where necessary, to ensure that each Apprentice or Trainee receives a broad range of training and experience.

Protech monitors the performance of its Apprentice or Trainee, providing pastoral care, intervening in disputes, rotating when necessary and providing every opportunity for our Apprentices and Trainees to reach their full potential, whilst also providing client employers with ongoing support in their management and training of Apprentices and Trainees.

Apprenticeship Support Network

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

An Apprenticeship cannot be started without an Apprenticeship Network provider. Protech selects and works with AASN's local to our offices.

The AASN's role is to provide information, administrative services and support to current and prospective Apprentices and Employers.

Locally selected AASN's attend Apprenticeship inductions run by Protech to introduce themselves, discuss and explain their roles and responsibilities and obtain Signed Contracts of Training between the Apprentice and the GTO (Protech). It is at this time that Protech and the Apprentice will select the most appropriate Registered Training Organisation to deliver the training.

The AASN registers the Training Contract with the State and Federal Government departments.

Training Contracts

Australian Apprenticeships operate under a formal Training Agreement (*Training Contract*) between the employer Protech and the Apprentice or Trainee. The *Training Contract* outlines the employer's obligation to provide training, specifies the qualification to be achieved by the Apprentice or Trainee, and explains the Apprentice or Trainee'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.

The Apprentice or Trainee *Training Contract* is a legally binding agreement between you and Protech. It protects both the employer and worker's interests and outlines obligations. A copy of your *Training Contract* is given to you by your *Apprenticeship Support Network* provider and another copy is kept on your file by Protech.

Registered Training Organisations (RTO's)

An RTO (Registered Training Organization) 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 (Registered Training Organization) 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.

The RTO is responsible for developing, implementing, monitoring, and evaluating quality training and assessment strategies and practices that meet training package, VET accredited course requirement and issuing current Training Plans.

Training Plan

A *Training Plan* outlines what aspects of the training will be formally delivered by the RTO, what aspects will be the employer's or supervisor's focus in the workplace in the context of day-to-day work, and includes planned assessment arrangements.

The *Training Plan* is developed by the RTO with active participation by the GTO (Protech).

A *Training Plan* is a fluid document and can be updated at any time to reflect ongoing changes in the workplace. Protech request the RTO review the *Training Plan* when changes occur with the Apprentice or Trainee's employment arrangements, including workplace rotations, competency-based progressions, or other changes.

Training Record/Workbook

The Training Record is evidence of on-the-job training and is important for the completion of the *Training Contract*. The Apprentice or Trainee will be provided with a Training Record Book in paper or electronically by the RTO and are required to always maintain it.

The Apprentice or Trainee will be asked to provide their Record book when the Trainer or Workforce Officer/Protech Representative visits the workplace as it serves as a history of

work performed. It is also valuable for future reference when outlining abilities to possible employers.

The Training Record documents progress towards achievement of competencies and is detailed on the agreed Training Plan.

Recognition of Prior Learning

Recognition of Prior Learning (RPL), for skills already gained through earlier training or experience, and Credit Transfer for related qualifications (such as a pre-apprenticeship) may shorten the nominal duration of the apprenticeship/Traineeship.

The RTO will identify any RPL or Credit Transfer as part of developing the *Training Plan* in conjunction with the Apprentice/Trainee and Protech at the start of the apprenticeship.

The amount of credit should be noted in calculating the nominal duration, so that everyone agrees about the Apprentice's entitlements.

Host Employer (Client)

Host employers are Clients of Protech who have undergone the full onboarding process including workplace health and safety checks. Host employers are responsible for providing on-the-job training to the Apprentice or Trainee during their employment.

Protech refer to Host Employers as Clients.

School Based Apprenticeships

Australian School Based Apprenticeships (ASBAs) are a career option for secondary school students and are open to students 15 years of age or over.

ASBAs have a few features, including:

- The student can finish Years 11 and 12 while they are engaged in an apprenticeship or Traineeship.
- They are paid an Apprentice or training wage for the time they spend 'on-the-job.'
- with their host employer; and
- They are covered by a Training Contract, which links to an industrial award, namely a Modern Award or Enterprise Agreement.

Difference between Apprentices and Trainees

Apprentices are trained in a skilled trade, such as carpentry, electrical work, plumbing, cabinet making and so on. When an apprenticeship is completed successfully, an Apprentice becomes a qualified tradesperson. Apprenticeships are time-based meaning you must complete the years required per the Training contract.

Trainees are trained in a vocational area, such as Civil Construction, Workplace Health & Safety, Business Administration, Information Technology and so on. Traineeships are

competency based meaning you can complete them in the time the RTO, Protech, and the Client host deems you competent in the role.

Apprentice or Trainee Wage Rates

Apprenticeship and Traineeship wages vary according to certain characteristics of the Apprenticeship (e.g., years of school completed, years of training), the type of Apprenticeship, and the industry award or occupation. An Apprentice or Trainee is usually paid a training wage, reflecting that the employee spends time in training. In other respects, such as superannuation, workers' compensation and other entitlements or requirements, we treat an Apprentice or Trainee the same as all other employees.

Section 2 – Rights Roles and Responsibilities



Your Employer Protech

Protech will be your legal employer for the duration of your Traineeship or Apprenticeship. Protech ensures that all required workplace checks are undertaken prior to the employment of an Apprentice or Trainee e.g., working with children, criminal record checks, and citizenship requirements.

Apprentice or Trainee and Trainees must receive a letter of engagement upon commencement of their employment, along with the Protech Standard Terms and Conditions of Employment. You will also receive an electronic or paper copy of this handbook and ongoing pay slips to cover full details of the pay for each pay period. Pay slips must be given to Apprentice or Trainee's within one working day of pay day and be either in electronic form or paper hard copy.

An employer of an Apprentice or Trainee must provide them with:

- Every opportunity to learn the skills and acquire the knowledge of the trade or Traineeship.
- A suitably qualified or appropriately experienced person to facilitate the training and supervise the Apprentice / Trainee in the workplace.
- Access to structured on and/or off-the-job training.
- Time off work with pay to undertake training and assessment delivered by the supervising RTO.
- A safe working environment.
- A work environment free from any form of harassment.
- Other benefits specified in the training agreement or industrial arrangement (e.g., a tool allowance).

The employer monitors each Apprentice or Trainee's progress against the Training Plan and:

- Facilitates the integration of the training and employment experiences, including arranging for workplace rotations if required.
- Requests that the RTO review the Training Plan when changes occur with the Apprentice/Trainee employment arrangements, including any workplace rotations, competency-based progressions, or other changes.

All Apprentice and Trainees will be allocated a Workforce officer or Protech Representative, who will provide you support and pastoral care for the duration of the apprenticeship or Traineeship.

This includes but not limited to

- Monthly visits - Can be conducted face to face or via phone.
- Quarterly visits – Must be conducted face to face.
- Continuous mentoring and support.

Host Employer (Client)

A Host must:

- Treat the Apprentice or Trainee as though they are one of their own employees by providing a safe working environment and ensure safe work practices are adhered to in the workplace.
- Define the jobs, tasks, and roles that the Apprentice or Trainee will do, keeping in mind the training needs and supervision required.
- Ensure the supervising leaders have the right skills to coach, mentor or supervise the Apprentice or Trainee.
- Communicate well and develop a rapport with the Apprentice or Trainee.
- Give the Apprentice or Trainee the opportunity to try new things and progress their skills.
- Allow time for the Apprentice or Trainee to practice new skills.
 - Expect mistakes.
 - Everyone makes mistakes.
- Motivate, watch, coach, praise and ask questions.
- Take a personal interest in the Apprentice or Trainee's development.
- Communicate with the employer (Protech) promptly should any issues arise.
- Work cooperatively with the GTO (Protech) and the RTO.

When on assignment with a Host Employer, each Protech Apprentice or Trainee remains an employee of Protech. However, while on site with a host you are required to follow all lawful and reasonable directions that are within your ability, whether they are given by a Host Leading Hand/Supervisor, or any other appropriate person.

Should you not be able to perform the assigned task for any reason whatsoever, it is the Apprentice or Trainee's duty to inform their Leading Hand/Supervisor, their Protech Representative or other appropriate person immediately. Refusal to comply with any lawful and reasonable direction may result in disciplinary action, which may include the termination of employment.

Apprentice or Trainee

Apprentice or Trainee's must:

- Complete and sign a Training Contract with the employer - with the assistance of the Apprenticeship Support Network (AASN) provider.
- Together with the employer, select a Registered Training Organisation (RTO).
- Participate in negotiating their Training Plan for their Apprenticeship.
- Attend work, complete the activities requested, and follow the employer's lawful instructions.
- Work towards achieving the qualification or statement of attainment stated in the Training Contract.
- Obey all workplace health and safety (including dress and equipment) and code of conduct rules.
- Undertake the training and assessment required under the Training Plan.
- Maintain their Training Record and produce it to the employer and RTO when requested, taking it with them if they change employers.
- Not terminate the Apprenticeship or Traineeship before completion unless the Apprentice or Trainee and their employer mutually agree to cancel the Training Contract and notify the AASN provider accordingly by signed notice.

- If all required training and assessments are unlikely to be completed before the nominal completion date, talk to your Protech Representative and RTO about applying to extend the Training Contract
- If attending an external RTO (e.g. Tafe), ensure you act in a manner consistent with their Code of Conduct.
- In some states, you may be required to pay student contribution fees to the RTO (or Protech may pay these on the Apprentice or Trainee's behalf).

Section 3 – Employment



Probation Period

Each *Training Contract* must stipulate a probation period during which either party can terminate the agreement by giving one week's notice. The length of the probation period is established by state and territory legislation and varies according to:

- Jurisdiction
- Full or part-time arrangements
- Qualification cited in the *Training Contract*.

During the probation period, the employment relationship may be terminated by either party upon the provision of one week's notice to the other, or payment in lieu of that notice or forfeiture of the equivalent amount of wages.

Once probation is completed, the Apprentice or Trainee and Protech are bound by obligations under the contract. Only by mutual agreement will it be possible to transfer, suspend, cancel, or vary the contract.

Letter of Engagement

Having successfully completed our onboarding process, an Apprentice/Trainee will receive a Letter of Engagement, Protech Standard Terms and Conditions and a copy of the current Fair Work Information Statement. These documents together with any applicable employment agreement or modern award make up the terms and conditions of employment that apply to the Apprentice or Trainee.

The Letter of Engagement will confirm the details of each assignment including remuneration, modern award and award classification and a guide to the duration of the assignment. This will be based on the needs of the client and may vary in duration.

Industrial Instrument

All Protech Apprentices and Trainees will be paid entitlements no less generous than those provided for in the relevant industrial instrument, namely Modern Award or Enterprise Agreement. Protech Apprentices and Trainees will be notified of the applicable industrial instrument through the Letter of Engagement.

National Employment Standards

The National Employment Standards (NES) are minimum standards for all employees. Rules and exclusions may apply. Find more information on the National Employment Standards at www.fairwork.gov.au/NES

Should an Apprentice or Trainee have a question regarding an entitlement provided for in the Award, EBA (Enterprise Bargaining Agreements) or NES, they are encouraged to contact their Protech Representative or the Fair Work Ombudsman.

Hours of Work

Your Letter of Engagement will outline your ordinary hours of work, which are underpinned by the relevant award.

Full-time employees will receive leave entitlements as outlined in your letter of engagement. To avoid any confusion regarding hours of work, including weekends, public holidays, shift work and overtime, please refer to your letter of engagement or discuss with your Protech Workforce Officer/Protech Representative.

School-based Apprentices and Trainees are employed under a max term contract whereby the individual is paid only for hours worked and does not receive leave entitlements (refer to your letter of engagement for more details). As such, School-based Apprentices and Trainees receive a 25% loading in lieu of leave entitlements.

Overtime

If the Apprentice or Trainee is required to work hours over their ordinary hours, then they may be entitled to overtime rates as per the applicable industrial instrument. Protech will not make overtime payments unless the Apprentice has been given specific authorisation to work more than 38 hours per week and this is documented in a signed timesheet.

Apprentice Wages

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. Trainees are usually paid based on the training course they undertook when they finished secondary school and the highest year level of school that they completed.

Protech Timesheet Information

After you receive your Letter of Engagement, you will receive an additional email from MyPay with login details where you will need to enter in your Superannuation, Bank, and Tax details so that you can be paid. Protech apprentices/trainees must complete timesheets weekly, and the method of recording timesheets varies between Host Employer (you will be given direction from Protech before starting with a Host). In all cases, the Apprentice or Trainees immediate supervisor will need to authorise timesheets and leave requests. When apprentices attend their RTO, a timesheet is still required to be submitted. All pay-related queries must be directed to your Protech representative.

Allowances

Each industrial instrument contains their own specific allowances. Any allowances relevant to your Apprenticeship / Traineeship will be outlined in your Letter of Engagement. If you are unsure of such allowances, please contact your Protech Workforce officer or Presentative for further information.

Superannuation

Superannuation is money set aside over your working life to provide funds for your retirement. For most people, superannuation commences when you start work, and your employer starts paying super on your behalf - these payments are known as super guaranteed contributions. Superannuation funds invest your money in many things, such as shares, property, and managed funds. Complying super funds receive more favorable tax treatment than individuals and companies.

Protech is required to pay you compulsory superannuation guarantee contributions per the relevant legislation. You are also entitled to choose the fund your superannuation is paid into. If you do don't choose a fund Protech will elect to pay this contribution to a default fund with MLC Masterkey Business Superannuation Fund.

PAYG Payment Summaries

If you have received payments during the year, Protech will issue you (via your nominated email) your pay as you go (PAYG) payment summary at the end of the financial year. The payment summary will show the total payments you received and total amounts withheld for the financial year.

The PAYG payment summary will include all the following:

- your gross income from Protech
- total tax withheld
- Protech's Australian business number (ABN) or withholding payer number (WPN).

You need the information on your PAYG payment summary to complete your tax return. It is important to notify Protech if your address details change during your Apprenticeship and up to twelve months after completion.

Annual Leave

In addition to gazetted public holidays, most full-time apprentices and Trainees are entitled to four weeks (20 days) annual leave each year or a pro rata number of days for any period of less than a year. Leave loading is accrued under certain Awards (refer to your Letter of Engagement or speak to your Protech Representative for clarification).

Annual Leave must be taken at such times as agreed between the Client and Apprentice or Trainee, keeping in mind any company closedowns and your trade school commitments. Periods of leave taken must be noted on your timesheet.

Personal / Carer's Leave and Compassionate Leave

Australian Apprentices /Trainees are entitled to ten (10) days paid personal /carers leave, two days unpaid carers leave as required, and two days compassionate leave as required.

Non-attendance at work for health reasons will require a medical certificate.

Such absences should appear on your timesheet and be substantiated by the Client with supporting medical evidence as required.

A Doctors Certificate is required if you are sick for one (1) day adjacent to a weekend or a public holiday. If you do not produce a Doctors Certificate for a sick day attached to a public holiday you will not be paid for the sick day and public holiday.

If you are unable to attend either work or RTO / TAFE, because of illness or for any other reason, it is expected that you contact your Protech Workforce officer or Representative and the Client and/or your RTO and notify them prior to the commencement of your shift on the concerned day.

If you have any questions regarding pay and/or sick or annual leave, please contact your Protech Workforce officer or Representative.

Other Leave Entitlements

Apprentices or Trainees are entitled to the following:

- Paid compassionate leave of up to two (2) days per occasion to spend time with a person who is a member of the Apprentice's immediate family or household and who has a personal illness or injury that poses a serious threat to his or her life, or after the death of the Apprentice's immediate family or household member.
- Parental leave and related entitlements are in accordance with the NES.
- Family and Domestic Violence Leave as per the NES.

Discipline and Termination of Employment

Should your performance fall below standard, your Protech Workforce officer or Representative will monitor, counsel and warn you that your Apprenticeship or Traineeship is in jeopardy. After continuous monitoring for a specified time, if your performance does not improve, you will be given a written warning. If your performance still does not improve, then Protech will have no other option than to terminate your employment as an Apprentice or Trainee with us.

The Apprentice or Trainee/Trainee or Protech may terminate the employment relationship (and the *Training Contract*) following completion of the probationary period on two (2) weeks' notice to the other or by payment or forfeiture of remuneration as the case may be.

Apprentices and Trainees will be terminated as in the prescribed modern award applicable and in accordance with State Training Authority legislation.

Protech has the right to terminate your employment without notice for:

- You arrive at work under the influence of alcohol or drugs.
- You consume alcohol or drugs during working hours.
- You abuse your superiors/colleagues.
- You engage in a fight or are involved in dangerous conduct.
- You are absent from work for a period of three working days without notification or explanation.
- You are consistently late for work and/or your RTO.
- You are involved in unlawful or criminal activities.
- Gross negligence.
- If your behaviour is such as to bring Protech into disrepute (as determined by Protech in its absolute discretion).
- A breach by the Apprentice or Trainee of any of the conditions of the *Training Contract*.

On termination of the Apprentice or Trainee's employment with Protech for any reason, you must return immediately all documents that are the property of Protech or the Client regardless of whether they have been created or developed by you in the course of employment. All Intellectual Property Rights arising from the performance of your duties are the property of Protech.

Dispute Resolution Avenues

Protech adheres to the *Complaints and Appeals Policy* as required by the National Standards for GTOs (Group Training Organisation) to provide a framework to resolve disputes. If at any time you feel you have been badly treated or unfairly dismissed by Protech, you have the right to appeal to the State Education and Training Department (As detailed above) who will arbitrate on the matter.

Performance Management

Performance management is an ongoing process of monitoring, evaluating, developing, mentoring, and supporting the work performance of an Apprentice or Trainee so that both the Host Client and Protech's objectives are more effectively achieved, while at the same time benefiting the Apprentice or Trainee in terms of recognition, receiving feedback, catering for work and training needs as well as offering career guidance.

Protech conduct Performance Management through our interactions with the Apprentice or Trainee, the Host Client and the RTO. Where performance issues are raised, Protech will manage them fairly, recording the outcome and providing feedback to you.

The term 'fairly' refers to the need to ensure the provision of natural justice and procedural fairness are incorporated into the GTO processes associated with their assessment of an Apprentice or Trainee's performance.

Protech monitors each Apprentice or Trainee's progress against the *Training Plan* and facilitates the integration of the training and employment experiences, including arranging

for workplace rotations if required; P_0005 *Managing under Performance* is the process used in accessing support and dealing with an employment or training issue that may arise.

Monitoring Visits

During your time with Protech as an Apprentice, your Protech Workforce Officer or Representative will meet with you face to face at least four times each year whilst you are at your Host Client and include feedback from the RTO. Additional visits may occur as often as monthly, or interactions may be made by telephone.

All visits will be arranged through the Host Client at a time convenient to both you and your client. Make yourself available for about 30-45 minutes on these occasions. Each visit will involve a conversation both with you and with your supervisor to:

- Progress against your Training Plan.
- Any Training Plan updates received from your RTO.
- Any requirement to contact your RTO to update your Training Plan.
- Ensure your Training Record is signed off as required.
- Ensure you are learning the full scope of work.
- Review your performance.
- Identify any changes required within your existing client to ensure all work tasks detailed on your Training Plan are covered.
- Identify any requirement to be moved to a new Client (rotated) to ensure all work tasks defined on your Training Plan are covered.
- Discuss any work-related issues we need to know about.
- Discuss any other issues affecting your work where we may be able to provide you support.

A written summary of these visits will be kept on file, and you will be asked to sign the record of the visit. If you are having any problems with any aspect of your Apprenticeship or Traineeship, this is the time to inform the Protech Business Manager or Account Manager so that appropriate action can be taken to rectify the situation.

NOTE: Please contact us at any time you feel you need to discuss issues you may have or ask any questions

Mentoring

Throughout the term of your Training Contract, Protech provides support and mentoring as appropriate, to ensure the quality and breadth of your training experience. This can include providing resources or advice or procuring any special equipment for the workplace to meet access and equity and work health and safety requirements and is generally conducted during Apprentice/Trainee Interactions or through phone contact/visits with your Protech Workforce Officer or Representative.

Your host employer also provides support and mentoring during your time with them through the Supervisor they have carefully selected, ensuring they have the skills to coach, mentor and supervise you.

Competency Based Completion

Your *Training Contract* will be effective for a period of time depending on your selected trade.

During your time with Protech, we will integrate your training and employment experiences to ensure all parts of your Training Plan are adequately covered. This will include arranging for rotation of your workplace if required. This means the knowledge and skills which the Apprentice or Trainee attains, and quality of work they produce, are what matter (rather than the length of time served).

Through this we progress you based on your competency and support all genuine efforts to achieve your qualification in an appropriate timeframe regardless of the nominal duration of your *Training Contract*.

Record Keeping – Who Signs Off Competence?

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

Protech and the RTO will ensure the Host Client Supervisors hold the relevant skills and/or Qualification, by collecting copies of their certificates or completing an Employer Resource Assessment (ERA). This will enable the Supervisor to sign off on any third-party reports which are used to deem competency in practical components of the Apprenticeship or Traineeship.

The RTO, Protech and the Client Host will liaise together and provide the RTO with an agreed completion date. The RTO will then issue the Statement of Results and a Certificate of Completion.

Section 4

Guidance and

Policies



Code of Behaviour

Your specific duties will vary depending on the nature of each assignment. However, each employee is required to operate within our, Code of Behaviour:

In addition to performing the specific duties for each assignment you are always required during your employment, to:

- a) Arrive at each assignment punctually and ready to commence work at the required start time.
- b) Turn up at your workplace free from drugs and alcohol, an essential element of achieving Occupational Health, Safety and Welfare aims. Refer to POL_0001 Drug & Alcohol Policy.
- c) Work diligently and give Protech and the Client the full benefit of your knowledge, ingenuity, experience, effort, and skill.
- d) Act in a courteous, ethical, professional, and honest manner and in the best interests of Protech and the Client.
- e) Participate openly and honestly in all workplace safety and/or performance management investigations, reviews and discussions, and treat the processes as confidential unless otherwise advised.
- f) Comply with Protech's and the Client's policies and procedures as varied from time to time.
- g) Refrain from engaging in any bullying, harassing, discriminatory or other inappropriate behaviour in the workplace or related locations, be it directed at fellow employees or Client employees, via direct or electronic means, regardless of the point and time of access/posting. Refer to POL_0012 Anti-discrimination, Harassment and Equal Employment Opportunity Policy
- h) Report ALL potential issues of harassment and discrimination or other inappropriate behaviour in the workplace immediately to Protech and your Client Supervisor.
- i) Take all reasonable steps to avoid conflicts of interest, or the appearance of a conflict of interest, and disclose at the earliest opportunity all potential or actual conflict of interests to Protech.
- j) Not conduct yourself in such a manner, whether during work hours or after work hours, regardless of whether at home, social settings, or employment related accommodation, as to cause damage to Protech, the Client, the Client's (or other third party's) property, or which brings Protech or the Client into ill repute.
- k) Adequately care for and maintain Protech or Client equipment and resources whilst in your possession and this equipment and resources must be used in the manner for which they were intended in accordance with the manufacturer's instructions and within reasonable limits, and not be used in any activities which involve a breach of law or policy.
- l) Failure or refusal to abide by the Code of Behaviour may have consequences for you, the employee, including disciplinary action which may lead to the suspension or termination of your employment.

Stick to the Plan

Plan your work and work your plan. Each workplace has a plan for your safety, so it is in your own interest to follow the plan. You must always work in accordance with:

- The provisions of all relevant work health and safety legislation.
- Site health and safety instructions, which can include a work plan or safety management plan.

- In addition to the general work health & safety induction you receive when you register with Protech, you will also be given a site-specific induction by your host employer in most cases. It is especially important to familiarize yourself with the unique WHS (Work Health & Safety) (Work Health & Safety) issues that are present for each site you visit.

Know Your Way Around

Get to know where the people and facilities are as soon as possible. In an emergency, make sure you know where to go.

- Ask questions during the site-specific induction.
- Familiarise yourself with your relevant Emergency Exits and Assembly Area
- Know who is responsible for Health and Safety and First Aid.
- Know where the First Aid station is located.
- Know the evacuation procedures.
- Familiarise yourself with your Fire Warden and location of firefighting equipment.
- Find out communication points (phone, two-way, intercom, etc.).

The Right Attitude

The most elaborate rules, regulations, legislation, plans, and procedures are useless if individuals in the workplace have a poor personal attitude to health and safety. When it comes down to it, you must want to work safely, in a safe and healthy environment. Don't accept the argument that injuries and illness are just part of the job.

Incidents can be avoided. Be aware of situations, conditions, and people on the job. If you see something is wrong, fix it or report it. Don't look at health and safety as someone else's problem!

Remember, apart from making sound common sense, you have legal obligations to work and act in a way that does not endanger the health or safety of yourself or others at the workplace.

Try to remember the below tips:

- **Leave a great impression** – every assignment is a potential new reference for you and may lead to more work or a permanent job offer.
- **Remember to complete your timesheet** – contact your Protech Workforce Officer or Representative if you require assistance.
- **Be on time** – early is on time, on time is late!
- **Introduce yourself to co-workers** – when you meet new people, a warm and professional attitude is the best way to fit in quickly.
- **Dress Appropriately for each assignment** – your Protech Consultant/Account Manager will let you Dress know what to expect.
- **No Smoking** – smoking in the workplace is illegal in Australia, and if you smoke it should only be in designated smoking areas in specified breaks.
- **Mobile Phone Conduct** – **mobile phones should be restricted to break times or emergency use only if an emergency arises (Supervisor should be notified).**
- **Social Media and Electronic Communications** – conduct yourself online as you would in person, show respect for yourself and others and ensure that you do not bring the company or our client into disrepute. Protech may ask you to sign a media

consent form so that any images taken of you can be shared for advertising and marketing purposes.

- **Public Statements** – you are not authorised to make any public statements on behalf of the company or our client. If you are approached to make a statement, please refer them to our head office. This does not apply to police or emergency services where you should comply with requests immediately.
- **Intellectual Property** – as per your employment contract items or content you create while employed are the property of your employer as you are paid for the outputs.
- **Confidentiality** – confidential information you receive as part of your employment should not be shared or published unless publicly available. If you are unsure, please contact your account manager.
- **Motor Vehicles** – If you are given access to a company vehicle for work purposes, you must ensure you are suitably licensed and operate it in line with the law. Damage caused from negligent use of a vehicle may be your responsibility to cover the cost.
- **Be alert to opportunities** – if you have spare time, approach your host supervisor, and seek more work or offer to help others where it might be useful.
- **Keep our client's work confidential** – do not discuss the specific details of your work with anyone but the host supervisor. Stay neutral and avoid expressing opinions unless asked.
- **Limit personal calls when on assignment** – phone calls of a personal nature should be kept brief and infrequent and strictly only during a break, not on time billed to the client.
- **Do not be afraid to ask questions** – if you have any queries concerning the tasks you are given, or the company's facilities do not hesitate to ask the client. If, however, you have any queries or problems with the assignment, call your Protech Consultant/Account Manager.
- **Be Flexible** – do your best to adapt to the environment and procedures of each workplace. This may encourage the client to request you specifically for future assignments.
- **Clarify policy** – ask the client when it is convenient for you to take your lunch break, do not assume. Also check the length of your lunch break and always get permission before working overtime.
- **Keep up with the latest technology** – never turn down the opportunity to learn something new. It will add to your experience and your job satisfaction. Keep a record of the new skills you are acquiring and be sure to let your consultant know.

Take Good Advice

Be prepared to take good advice from anyone at the work site. You must follow directions given by:

- Officers administering relevant health and safety legislation.
- The Site Management Team.
- Workplace Health and Safety committee members.

Fitness for Work

A Key Part of your Employment is ensuring you are Fit for Work.

You must be in a state (physical, mental, and emotional) which allows you to perform duties in a manner which does not threaten your or others' safety or fitness for work.

How can we Ensure we are Fit for Work?

- Ensure you have a minimum 10-hour break between shifts
- Manage out of work activities and Fatigue.
- Avoid excessive caffeine consumption.
- Drink plenty of water to remain hydrated.
- Be physically active outside of work.
- Look after your mates.
- Do not consume illicit substances or alcohol during or prior to work.
- Use the Employment Assistance Program when required.

Keep Your Eyes Open

Conditions in the workplace can change quickly. Always be alert to potential hazards and risks. If you see a potential problem, stop, and if safe to do so, take action to fix it.

- Report potentially dangerous situations or practices to the appropriate people (a Workplace Health and Safety Committee member, supervisor, etc.).
- Remove, cover, signpost, or barricade hazards where practical.
- Guard dangerous projections such as reinforcing steel, scaffolding, formwork, and outriggers.
- Look out for your workmates. We are human, mistakes are normal, sometimes we forget stuff, so if you see someone in an unsafe situation, talk to them, we appreciate it when someone has our back.

Workers and other persons (e.g., Visitors to the worksite) must follow the instructions of an employer or principal contractor regarding the workplace health and safety of themselves and others. Among your obligations, you are **required not** to:

- Willfully or recklessly interfere with, or misuse anything provided for workplace health and safety.
- Willfully put at risk the workplace health and safety of any person; or
- Willfully injure yourselves.

Workers trained to use personal protective equipment must use it correctly when provided by the employer.

Damage to Property or Equipment

Report any damage to property or equipment on the site to the person responsible for them. If this is not done, other people can be injured when they try to operate unsafe machinery or equipment, or work on unsafe floors or scaffold.

Workplace Harassment

Protech takes our Apprentices' safety seriously. Even so, 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 Apprentices 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.

Apprentices participating in dangerous activities may be liable for criminal prosecution for assault and other offences.

Cyberbullying

Cyberbullying refers to bullying through information and communication technologies, mediums such as mobile phone text messages, emails, phone calls, internet chat rooms, instant messaging – social networking websites such as Facebook, Instagram, YouTube Tik Tok etc. No type of bullying is harmless. In some cases, it can constitute criminal behaviour. Most victims, however, suffer shame, embarrassment, anger, depression, and withdrawal.

So, what can we do about it?

The same rules apply online as in the ‘real world’ about how to treat other people. Unfortunately, people do not always treat each other well online, and you, or a friend, may find that you are the target of Cyberbullying. You might be teased or have rumours spread about you online, receive nasty messages or even threats. It can happen in or out of school at any hour of the day, to people you know, and sometimes people you do not know. It can leave you feeling unsafe and alone.

No-one has the right to bully another person. Cyberbullying is illegal and can be investigated by the police.

If you are being Cyberbullied

Ignore it. Do not respond to the bully. If they do not get a response, they may get bored and go away.

Block the person. This will stop you seeing messages or texts from a particular person.

Tell someone. Tell your parents or another adult you trust. You can call Kids Helpline on 1800 55 1800, visit their website or contact the Cybersmart Online Helpline service.

Keep the evidence. This can be useful in tracking the bully down. Save texts, emails, online conversations, or voicemails as proof.

Report it to:

- An adult you trust.
- Your ISP and/or phone provider or the website administrator—there are actions they can take to help.
- The police—if there is a threat to your safety the police will help. Call Triple Zero (000) or Crime Stoppers on 1800 333 000.

If you are being cyberbullied in the workplace, contact your Protech Business Manager as soon as possible.

Sexual Harassment

It is the policy of Protech that sexual harassment of workers 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 or physical assault.

No supervisor or other worker shall threaten or insinuate either explicitly or implicitly, that another worker'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 worker should promise, imply, or grant any preferential treatment in connection with another worker or applicant engaging in sexual conduct.

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

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

Protech 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>

- Occupational Health and Safety
- Environmental
- Quality
- Drug & Alcohol
- Bullying and Harassment
- Return to Work
- Privacy
- Apprentice Access and Equity
- Apprentice and Trainee Policy

A summary of these policies is included below:

Occupational Health & Safety

This policy details how we ensure all our employees and contractors go home safely every night.

Environmental

This policy states Protech's commitment to ensuring we protect our environment and run our business in a sustainable way.

Quality

This policy states Protech's commitment to our clients to consistently deliver their order requirements.

Drug and Alcohol

Protech insists on a drug and alcohol-free workplace as an essential element in 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.

Bullying and Harassment

Protech does not accept bullying or harassment under ANY circumstances. This policy states behavior requirements and actions to take if these occur.

Return to Work

Protech recognises and accepts its responsibilities for its workers. In the event of a work-related injury, all necessary steps are taken to ensure the injury does not happen again. Should injury or illness occur, Protech will provide support to the injured/ill worker during their recovery and return to work. This policy details how we ensure the effective rehabilitation of injured/ill workers and facilitate their early return to work.

Privacy

This document details how Protech meet the requirements of the Privacy Act 1988

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 or online registration)
- How it is then used and disclosed
- Accuracy of data
- Security of data
- Your general right to access that information. Protech must comply with the Privacy Act.

Protech only collects and discloses Apprentice and Trainee information required for the placement of the Apprentice and any information that is required for State and Federal Government Departments. Apprentice information will not be passed on to another party without your prior consent.

Apprentice and Trainee information is maintained in secure files in the relevant State office of Protech.

Further details can be obtained by contacting your Protech Business Manager or head office.

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 providing opportunities and removing barriers.

Apprentice and Trainee 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.

Downtime Background

Protech recognises that integrated employment and training is fundamental to the achievement of a quality learning experience for an Apprentice or Trainee (Apprentice or Trainee).

Continuous employment as an Apprentice or Trainee is an objective of Protech; nevertheless, occasions occur when an Apprentice or Trainee cannot be gainfully employed.

Protech recognises that downtime can be a difficult experience for an Apprentice or Trainee and is committed to assisting Apprentices towards completion of their Training Contract. Through our role as a hire agency, where there are gaps in an Apprentice or Trainee's placement arrangements, all options will be explored to ensure the Apprentice or Trainee retains gainful employment.

Scope

The process and the conditions outlined here only become operative when an Apprentice or Trainee has been returned to Protech due to the Client employer no longer being able to provide sufficient or suitable work, and there is no immediate alternative Client placement. Establishment of this fact is pivotal to the application of this policy.

The practice does not apply to situations where Apprentices are returned to Protech because of issues relating to:

- Poor performance.
- Dissatisfaction with the line of work; or
- Unsatisfactory progress with structured off-the-job training.

The practice may apply where Apprentices, through no fault of their own, have been placed in workplaces which can be proven to be inappropriate.

When implementing this policy Protech will be compliant with additional requirements which may exist through the operation of industrial awards or other agreements.

Procedure to be followed in respect of Down Time

The Protech Representative will visit the Client Host and Apprentice or Trainee or Trainee within two days of being notified that ongoing work is unavailable and establish the reasons for the lack of work.

The Protech Representative will:

- Conduct competency appraisal of the Apprentice or Trainee's work.
- Conduct appraisal of the Client employer's on-the-job training.
- Investigate capacity for part time option.
- Identify the probability of future work being available; and
- Investigate capacity for subsidised placement.

Within three days of Protech being notified that ongoing work with the Client employer is unavailable, the Apprentice or Trainee is to be counselled about downtime and advised of options, including the provision of appropriate support and documentation.

Appropriate support and documentation shall include:

- Nomination of Protech Representative.
- Agreement on schedule and mode of contacts between Protech and the Apprentice or Trainee.
- Program for the Apprentice or Trainee to assist with finding work.
- Advising other Business Managers / Account Managers of the out of work Australian Apprentice, seeking assistance to locate a suitable placement.
- Registering the Apprentice or Trainee on appropriate vacancy register.
- Advice on additional support programs and resources.

Where possible, arrangements will be made to bring forward any RTO training that is to be completed.

If the Training Contract is formally suspended by the relevant State Training Authority, consideration may be given to labour hire casual employment options during the suspension period and/or until a full-time placement to continue the apprenticeship/traineeship is found.

The Apprentice or Trainee may, by agreement, take any outstanding annual leave and /or RDOs that are due. It should be noted that an Apprentice or Trainee does have an entitlement to paid leave under the downtime policy, even if annual leave benefits have not been exhausted.

Unless alternative arrangements are defined in an industrial instrument, where the downtime option becomes operative, the Apprentice or Trainee will be entitled to a maximum of ten days paid down time per employment year*. The entitlement should not exceed six days per calendar month.

**Employment year is the 12-month period that follows the commencement date of employment or anniversary of that date.*

Where appropriate and agreed, Protech may seek approval from the appropriate state body such as Department of Small Business Education and Training in Queensland or Victorian Registration and Qualifications Authority (VRQA) for the Apprentice or Trainee to work interstate, subject to there being no loss of entitlements or provisions to the Apprentice or Trainee.

Where an Apprentice or Trainee has used all entitlements and alternatives have been exhausted, a request for suspension must be registered by completion of the form *ATF-037 Suspension of a Registered Training Contract*.

This form is to be lodged by Protech with the Apprentice or Trainee Support Network. Whilst clearly preferable that the Apprentice or Trainee sign this form, Protech can seek a suspension under the applicable state-based legislation without the Apprentice or Trainee's consent.

When the Training Contract has been suspended, Protech will assist the Apprentice or Trainee to obtain any benefits to which they may be entitled and will provide advice to the Apprentice or Trainee on the following:

- Maintaining contact with Protech.
- The suspension process and the reasons for the suspension.
- As for the proposed length of time that the suspension is to occur, and the possibility of an extension should no work be found.

- Instructions to contact the Registered Training Provider about options for continuing training whilst on suspension.
- That they can find work for themselves outside of their vocation during the suspension period but must advise Protech; and
- The processes for finding alternative employment and how to transfer Training Contract.

Exceptional Circumstance

The objectives sought in application of this policy are:

- Ensuring the fair and equitable treatment of the Apprentice or Trainee's entitlements under the Training Contract and the Contract of Employment.
- That all reasonable effort is engaged to enable successful completion of the Training Contract; and
- The existence of Protech is not jeopardised because of this policy.

Where there is evidence that the viability of Protech is threatened by the operation of this policy, approaches may be made to appropriate government agencies to consider the exceptional circumstances applying and an exemption to this policy, for a defined period, may be granted.

Support Services

Support is provided to Apprentices and Trainees in the following ways:

By Protech:

- On-Going Contact.
- Quarterly Monitoring Visits.
- Management of employment or training issues.
- Support and Mentoring.
- Pay and Pay Rate Disputes.
- Mental health first aiders.
- Free counselling via Protech Employee Assistance Program.

External Support includes:

- Registered Training Organisation.
- Apprentice or Trainee Support Network.
- Free counselling via Mates / Incolink – for the construction industry.
- Lifeline Text When life gets too much.

Ongoing Contact

Your Workforce Officer or Protech Representative is your first point of contact for all issues and support. When unable to contact them, your local Protech branch should be contacted for assistance.

Quarterly Monitoring Visits

Information about these visits is detailed above in Monitoring Visits

Mental Health First Aiders

Reach out to your Protech Representative who will connect you with Mental Health First Aider for guidance and support.

Employee Assistance Program

Employee Assistance Programs (EAP's) are provided to all Protech Employees for short term counselling support available to employees to help with problems, difficulties and concerns they may experience from time to time. These may include work, personal or health issues, financial or emotional concerns.

Employee Assistance Program Partner is:

- [Me&Work](#)

When to use the Counselling Service:

- When employees notice that their mental and emotional well-being is at a low level, whether triggered by a specific event, it is time for them to consider using the EAP counselling services.

Early warning signs of low well-being could include:

- Consumed by problems at work / home.
- Fatigued or unwell.
- Taking increased leave.
- Feeling unusually emotional.
- Poor performance.
- Tardiness.
- Involvement in workplace conflicts.
- Burdened by everyday concerns.

Early intervention is key to minimising the impact of psychological issues. Managers and colleagues are often in a unique position to notice when an employee may find using the counselling service helpful and recommend EAP counselling services to them.

Issues addressed through Counselling:

Counselling is an effective method for addressing a range of personal and work-related issues. Common issues clients bring to counselling include:

- Relationship problems
- Work or personal Stresses
- Depression
- Anxiety

- Interpersonal conflict
- Working relationships
- Substance abuse
- Problem gambling
- Grief and loss
- Trauma
- Self-esteem
- Anger management
- Financial problems
- Legal problems
- Bullying
- Substance dependency

How do I schedule and Appointment?

Me&Work

Services:

- Two confidential free sessions without needing to gain approval from your manager or HR Department.
- 24/7 flexibility to choose a time and location that works for you – over the phone, via VC or face to face.
- A health professional matches you and your needs.
- Access to psychologists for Aboriginal, LGBTIQ and family violence matters.

To make a confidential appointment for over the phone, via Video Call or face to face services, please contact on:

1300 904 557 or info@meandwork.com.au

Will I be charged for using EAP services?

Me&Work is available to you at no charge for 2 sessions, because Protech wants you to succeed both as an employee and in your personal life. For help beyond the scope of our EAP you may be referred to a suitable support provider. Medicare offers rebates for up to twelve sessions per year, accessible through your GP. Some private health funds pay rebates for psychological services, under 'extras' cover.

Confidentiality & Privacy

All counselling service providers and psychologists are bound by a professional code of ethics. The only information your employer sees is the total number of people and visits. More information about your privacy and confidentiality is discussed at the initial consultation.

Counselling via Mates / Incolink

MATES in Construction is a charity established in 2008 in response to a major report on suicide [the AISRAP Report] within the Queensland Commercial Building and Construction Industry. This report found that suicide rates in the industry were higher than the Australian average for men, and that youth suicide within the industry could be as much as 2.38 times common than amongst other young Australian men.

Mates in Construction is independent of employers and unions and never works directly for a particular employer, but for the construction industry generally. Programs are delivered across the industry regardless of employer and / or union affiliation.

They can be found in Queensland, New South Wales, South Australia, and Western Australia. Their national body MATES in Construction Australia commenced in October 2013.

They provide suicide prevention through community development programs on sites and support workers in need through case management and a 24/7 help line. Together with the Oz-Help Foundation, they also provide Life Skills Toolbox training to apprentices and young workers.

NOTE: *There are links to Mates in Mines and Mates in Energy*

Website: <http://matesinconstruction.org.au/>

National Help Line: 1300 642 111

Incolink is a joint enterprise of employer associations and industry unions in the commercial building, construction and civil allied industries in Victoria and Tasmania and was established in 1988.

Incolink administers redundancy, portable sick leave, and income protection insurance schemes for the commercial construction sector. Incolink's core responsibility is to preserve and invest these funds and make severance payments on behalf of its worker members. In addition, Incolink provides a range of wellbeing and support services to the building and construction industry which is free to those working in the construction industry as part of their membership and includes other unions such as the Plumbing and Pipe Trades Employees Union.

Website: <https://incolink.org.au/wellbeing-support-services/counselling-support>

24/7 Counselling: 1300 000 129

Lifeline Text

When life gets too much and you find it hard to talk,

Text: 0477 13 11 14.

Lifeline Text is available 6.00pm - Midnight (AEST), 7 days a week.

Section 5

Workplace Health and Safety



Workplace Health and Safety

Under the National Harmonization 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 apprentices/Trainees and Clients.

It is Protech policy that every worker is provided with a safe and healthy workplace. To achieve this, your Protech Representative will ensure that every Client has a health check of their safety management system conducted, known as a Safe System Questionnaire (SSQ) and will conduct a site check (inspection) prior to your placement to ensure that the workplace is as safe as possible. Where necessary, Protech will work with our clients to prevent incidents occurring, to remove or control hazards, and to provide workers and Clients with advice and information to develop or improve safe work practices.

“BeSafe.”

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

Apprentice and Trainee Responsibilities

In line with National and State WHS legislation an Apprentice has the following obligations:

- Take reasonable care for their own health and safety and for the health and safety of anyone else that may be affected by their acts or omissions at the workplace.
- To comply with the instructions given for workplace health and safety and cooperate with respect to any actions taken to comply with the act.
- To properly wear and use personal protective equipment (PPE) and clothing provided.
- Not to interfere with willfully or recklessly or misuse anything provided for workplace health and safety at the workplace.
- Timely reporting of incidents and near misses.
- If injured at work, participate in rehabilitation, and recover at work processes to ensure an early return to work.

Note: The Apprentice or Trainee must comply with the instructions given by the Protech Business Manager as well as the Client.

Protech and Client Responsibilities

Under the National and State legislation, Client(s) shares the same obligations as Protech including:

- Providing and maintaining a work environment that is safe and without health risk.
- Must ensure an Apprentice is given instruction and training consistent with the position they are engaged to perform.
- Provide instruction and training as new plant or systems of work are introduced or as duties change.
- Provide adequate supervision, to enable them to work safely.
- Monitor their health and safety.
- Monitor the conditions at the workplace.
- Provide adequate welfare facilities.

- Provide information in such languages as is appropriate.

There are three important workplace health and safety responsibilities that stand out for Apprentice workers.

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 effectively use and wear the PPE.
- Timely reporting of incidents and near misses.
- Investigating 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 practical, that all workers work in an environment that is safe and without risk to their health.

Your Health is paramount to your performance both on and off the job. There are many publications available relating to Health and Safety in the workplace, you should learn as much as you can.

During your induction both with Protech and your Client, you will learn about your new work situation and become a safe and productive member of the workforce. This introduction to Work Health Safety is primarily designed to raise your 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 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 a 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 workers.

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 can harm people, property, or the environment.

Each day, you will be around many different hazards. For example, you may notice badly frayed electrical cords, which are a hazard as they could result in electric shock or electrocution if they are not fixed.

2. Assess the risk

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

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

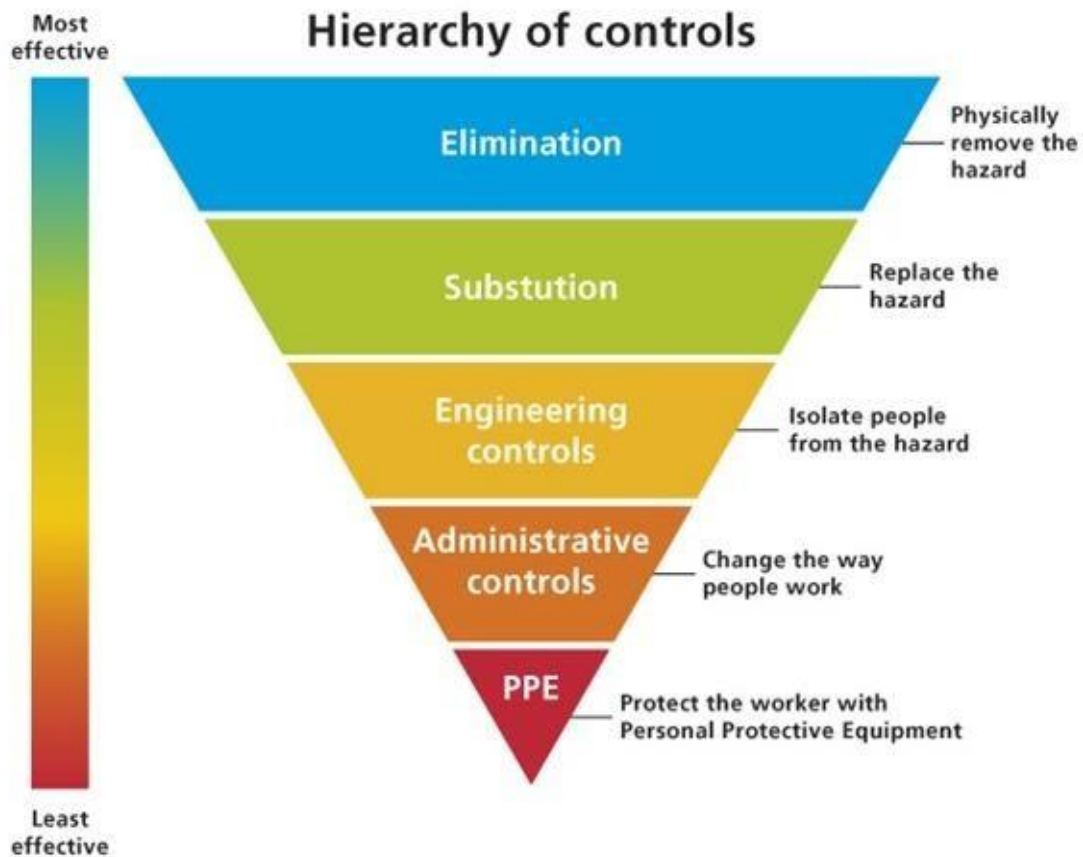
To help decide which hazards are the most likely to cause serious harm to talk to your supervisor or Protech Business Manager.

If you are not sure of the safest way to do something, always ask your supervisor or Protech Business Manager.

3. Implement Controls

It is your employer's responsibility to control hazards and risks. The best way to control the hazard is to get rid of it altogether. This is not always possible, but your client should seek to make hazards less dangerous by using the Hierarchy of Control for controlling their risks (most effective to least effective):

Hierarchy of Control



Sometimes, more than one of these measures should be used to reduce the exposure to hazards.

There are situations where you can make the changes yourself provided you do not put yourself or others at risk. Picking up things from the floor and putting them away to eliminate a trip hazard. Sometimes it is not possible for you to take direct action. If you have any concerns, tell your supervisor and your 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 workers. 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. Ensure that you 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 will be available throughout the workplace. There are several types of fire protection equipment that are suited to different types of fires. If you have not been trained in how to use a fire extinguisher, you should not attempt to extinguish one.

First Aid

The provision of first aid facilities is necessary to protect the health and safety of workers 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 yourself with the arrangements that your client has in place to deliver first aid.

High-Risk Work

You must remember that **some High-Risk Work CANNOT be performed by people under the age of 18 years old**, and even then, only when formally qualified with a nationally recognised unit of competency. **Some** of these activities include:

- Scaffolding work (as defined in the regulations).
- Dogging and rigging work.
- Operating certain types of cranes and hoists.
- Operating a forklift truck.
- Operating a reach stacker.
- Operating a boom-type elevating work platform with a boom length of over 11 metres.
- Operating a boiler, steam turbine or reciprocating steam engine.

It is your responsibility to ensure that you are not completing activities that you are not permitted to.

If you are required to obtain and hold a high-risk work license you must ensure that:

- Only do high risk work you have a license for.
- Comply with any conditions imposed on your license.
- Keep your license with you for inspection – **you CANNOT perform the activity if you do not physically have your license with you.**
- Tell your WHS regulator you have changed address within 14 days of moving.
- Tell your WHS regulator as soon as you can if you lose your license document, or it gets stolen or destroyed.
- Return your license to your WHS regulator if they ask you to.

Safe Work Australia publishes a list of High-Risk Work Licenses on their website:

<https://www.safeworkaustralia.gov.au/safety-topic/managing-health-and-safety/licences/high-risk-work-licence-classes>

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)

You can minimise the risk of a muscle strain or sprain 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).

Personal Protective Equipment (PPE)

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

Protech will supply you with Helmet, Goggles, Glasses, Earmuffs, Gloves, High Visibility Long Sleeved Shirts, Windcheater (Southern States only), Long Pants, Boots, Bluey/Wet Weather Coat, as required depending on site requirements.

PPE will be replaced on a fair wear and tear basis.

Depending on the nature of the work being performed, you may be required to wear additional PPE or PPE specific to the task. This PPE will be provided by the Client.

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 extended periods exposed to ultraviolet (UV) radiation from direct sunlight and UV rays reflected from nearby surfaces such as concrete.

Protect yourself by remembering:

- Slip on a shirt, with collar and sleeves.
- Slop on 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, make sure they fit well.

Working With Chemicals

All chemicals should be regarded as a potential source of harm whenever they are handled. Ensure that the containers are appropriately labelled and that a valid Safety Data Sheets (SDS) is available. If you are uncertain how to use the chemical, ensure that you receive appropriate training before using it. Different chemicals have different properties, so always understand the type of PPE required to be used. Standard PPE may not be suitable.

A SDS has a renewal date of 5 years, so it is important to make sure that the one you are using is in date, because the requirements for chemical handling can change over time.

Fixed Plant and Machinery

Working around plant and machinery presents specific hazards due to moving parts and stored energy. When operating and/or maintaining the plant, ensure that all guards are installed and safety devices operating. Never commence maintenance on plant unless the relevant permits, locks and tags have been obtained and applied.

Mobile Plant

Mobile plant includes forklifts, reach trucks, excavators, rollers, and the like. Mobile plant has large blind spots, and you cannot assume that you have been seen by the operator. To work safely around the mobile plant, ensure that you maintain clear communication with the plant operator either visually or by radio. Never enter an exclusion zone where mobile equipment is operating unless you have permission to do so.

Electrical

Electricity cannot be seen, heard, or smelt. You must ensure that all portable electrical equipment is tested and tagged according to the process that is established by the Client.

If you are an electrical Apprentice, you must also remember that under no circumstances can you work on a live circuit unsupervised. It is your responsibility to “check for dead” to make sure that the circuit has been disconnected or isolated by a licensed electrician. Do not trust anyone else who assures you that the item has been isolated. Check for yourself.

Noise

Exposure to noise can cause permanent and irreversible hearing loss over an extended period 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. You will be provided with ear plugs or earmuffs to wear. Ensure you understand how to use and maintain the hearing protection you are provided.

Working at Heights

Working at heights can potentially lead to a fall off something or into something. Familiarisation with fall arrest and prevention systems is essential where you may be required to work, which may result in a fall from one level to another. Some forms of working at heights may require permits or high-risk licenses for the operating of working at heights plant. Most work at heights will be completed off ladders. To ensure you are as safe as you can be while working on a ladder, please ask your supervisor to familiarise you with the site procedure.

Confined Spaces

Unless you are specifically trained in confined space entry, you must never enter a confined space. Specific permits and conditions apply to ensure that those that enter a confined space.

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 stay hydrated. If you are working on a site that does not have easy access to drinking water, ensure that you fill up your water bottles prior to leaving for work with cold water and drink this throughout the day. The recommended amount of water is approximately 4% of your body weight per day, more if you are active. During hot weather avoid drinking soft drinks, energy drinks and caffeinated drinks as these will dehydrate you more quickly. A good indicator of dehydration is the colour of your urine, the darker the colour, the more dehydrated you are.

Other

There are many other hazards in the workplace that you may be exposed to. If you believe you are exposed to hazards that you are unsure of how to manage, please raise this with your supervisor and Protech Representative.

Incident Reporting

IMPORTANT

If you have an incident at work or sustain a work-related illness or injury, you must notify your workplace supervisor immediately and your Protech Workforce Officer/Representative. Ideally within 15 minutes on the following number:

1800 880 942

On receiving notification, your Protech Workforce Officer/Representative will arrange a time to talk to you about the incident, if you receive an injury because of this incident the Account Manager will liaise with a medical practitioner to organise an assessment/treatment and where available, will accompany you to the doctor.

An investigation may be conducted in relation to the incident with the aim of ensuring that the incident can be prevented in the future. The Client may follow a similar process.

Rehabilitation and Recover at Work

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

Protech's Policy is:

- To notify all incidents and injuries at a minimum in line with relevant regulatory timeframes.
- Implement effective early intervention strategies to ensure that all required treatment and rehabilitation assistance is readily available and time lost is minimized.

- Manage the recovery at work process through effective collaboration with workers, key stakeholders, and providers.
- Decrease claims duration and the impact of claims through proactive and fair claims management.
- Ensure the safety of returning workers and their co-workers is considered and effectively managed.

And, above all.

To be a positive influence in people's lives.

To Achieve This, We Will:

- Prevent injury and illness through implementing safe systems of work and working with our clients to achieve a safe workplace.
- Provide access to our Recover at Work program for all workers who sustain an injury or illness during their work.
- Comply with relevant worker's compensation and rehabilitation regulatory requirements.
- Ensure the prompt provision of medical care and treatment.
- Encourage medical practitioners and rehabilitation providers to be actively involved in the recovery process at work.
- Commence the recovery at work process as soon as practicable, with the full involvement of the injured worker.
- Create a culture that supports recovery at work and working with our clients to provide meaningful site-based duties, consistent with medical advice, to ensure their recovery at work is durable.
- Ensure that remaining safely at work or returning to work as soon as possible after an injury is a normal practice and expectation.
- Provide induction and ongoing training to ensure that workers are aware of the recovery at work program and their rights and responsibilities.
- Ensure privacy and confidentiality of injury management and worker's compensation claims information for all injured workers.
- Ensure that personnel assigned responsibility for the management and coordination of the recovery at work process are appropriately trained and competent.
- Conduct regular internal and external audits to review the performance of the recovery at work processes.

If you are injured at work, you must notify your supervisor and Protech Business Manager as soon as possible. If you require more than basic first aid and need to attend a medical appointment for assessment of your injury, your Protech Business Manager will make the appointment for you and accompany you to the Doctors.

During the medical appointment, you will be assessed by the Doctor privately and your Protech Business Manager will be invited into the rooms once the assessment has been completed. The Protech Business Manager will discuss with the Doctor what duties are available within the capacity of the injury you have sustained, and you will either require some time off work, be offered suitable duties, or return to work. This information will be documented on a Worker's Compensation Medical Certificate and in a Recover at Work Plan.

You may also be asked to complete a Worker's Compensation Claim form which will help cover any medical expenses and pay.

You may also be contacted by Protech's Recover at Work Team to check on your recovery and organise any further paperwork that may be required. You will still be required to submit timesheets as per your normal process.

Participation in Protech's Recover at Work program will ensure that you receive the best medical treatment, recover from your injury, and return to pre-injury duties as soon as you are safely able to.

Participation in a Recover at Work plan will not prejudice any injured worker.

