



WORKFORCE
DEVELOPMENT

APPRENTICE AND TRAINEE CENTRE



Australian Industry Group Training Services Pty Ltd
as trustee for the Australian Industry Group Training Services Trust

Ai Group Apprentice and Trainee Centre Policies

STATE/REGIONAL OFFICES

- VIC** Level 2, 441 St Kilda Road, Melbourne VIC, 3004
87 Wills Street, Bendigo, VIC 3550
- NSW** 51 Walker Street, North Sydney, NSW 2060
560 David Street, Albury, NSW 2640
- SA** Level 1, 45 Greenhill Road, Wayville, SA, 5034
- QLD** 202 Boundary Street, Spring Hill, QLD 4004

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OUR VISION, MISSION & VALUES

Our Vision:

- to be the leading provider of education, training and apprenticeship solutions for Australian Industry.

Our Mission:

- to assist our customers in understanding their workforce development needs;
- tailor flexible training and education packages that will boost the productive capacity of our customer's workforce;
- enhance the future development and replenishment of our customer's businesses by recruiting, screening and training the best fit apprentice and trainees;
- monitor and continually promote a safe working environment for apprentices, trainees and staff; and
- maximise the learning and skill development of apprentices and trainees via mentoring, advice and support.

Our Values support our vision and mission:

- *relationships* - we build strong, enduring and mutually beneficial working relationships;
- *accountability* - we are clear about our commitments, transparent and accept responsibility;
- *integrity* - we do what we say we will; and
- *respect* - we respect all opinions and strive to be inclusive, apolitical and evidenced based in our decision making processes.

Ai GROUP APPRENTICE AND TRAINEE CENTRE CODE OF PRACTICE

Our Code of Conduct is based on the principles of truth, honesty, integrity and professionalism and relates to Ai Group Apprentice and Trainee Centre and all its board members, managers, staff and contractors.

Standards

The Code sets the provision for Ai Group Apprentice and Trainee Centre to maintain ethical standards and remain responsive to the continued training, education and employment of apprentices and trainees within the Australian Community.

Ai Group Apprentice and Trainee Centre will establish and regularly review policies and associated procedures to ensure that they are consistent with the Code of Practice.

Ai Group Apprentice and Trainee Centre will at all times:

- act with truth, honesty and integrity;
- conduct its business in an ethical manner;
- conduct its business in accordance with the principles contained within this Code;
- maintain good management practices;
- act professionally;
- promote training, education and employment of apprentices and trainees within a group training model; and
- regularly review this Code of Practice.

The Management Team

All Ai Group Apprentice and Trainee Centre Managers have professional responsibilities and will:

- demonstrate integrity and compassion and avoid discriminatory practices;
- follow and promote the Access and Equity Policy and other policies of the Ai Group Apprentice and Trainee Centre;
- have regard for professional reputation and the business of others;
- not use authority or office for personal gain;
- respect the confidentiality of information obtained during the course of business;
- balance the interests of Ai Group Apprentice and Trainee Centre with their own responsibilities and commitments;
- engage in continued learning to improve managerial competence and pursue new ideas and advances in technology;
- ensure all business contracts are clear and concise and honoured, unless terminated or modified by mutual consent;
- ensure communications are inclusive, informative and accurate, respecting the moral standards and dignity of the individual;
- ensure that all employees are provided with a safe and healthy working environment;
- exclude all corrupt practices;
- provide professional development opportunities for staff; and

- ensure that staff follow and comply with the Code of Conduct, policies and procedures of Ai Group Apprenticeship and Trainee Centre and all relevant laws and legislation.

The Management Team and the Community

Managers will recognise the interests of the community by:

- endeavouring to conserve the environment, having regard to future generations;
- improve quality of life within Ai Group Apprenticeship and Trainee Centres' sphere of influence;
- promoting and develop understanding within the community of the role and purpose of group training;
- promote access and equity principles in the community; and
- seek and promote opportunities for education, training and employment of disadvantaged people.

Ai Group Apprenticeship and Trainee Centre Staff

Ai Group Apprenticeship and Trainee Centre staff will follow and comply with the principles contained within this Code of Conduct and:

- act in the best interests of Ai Group Apprenticeship and Trainee Centre;
- promote Ai Group Apprenticeship and Trainee Centre within the workplace and community
- undertake duties ethically with diligence, responsibility, due care and to the best of their ability;
- deal ethically, honestly, fairly and respectfully with all staff, apprentices and trainees, hosts and other organisations;
- not make or receive improper payments or benefits for personal gain;
- respect the confidentiality of information obtained during the course of business;
- balance the interests of Ai Group Apprenticeship and Trainee Centre with their own responsibilities and commitments; and
- follow and comply with the Code of Conduct, policies and procedures of Ai Group Apprenticeship and Trainee Centre and all relevant laws and legislation and immediately report any breach of these if apparent.

Conflict of Interest

Ai Group Apprenticeship and Trainee Centre will ensure that all staff are aware of and responsive to conflicts of interest that may arise from time to time.

It is the general policy of Ai Group Apprenticeship and Trainee Centre to avoid, to the extent reasonably practicable, any suggestion of a conflict of interest emerging in respect of any one of its contractual or statutory obligations.

Staff and representatives of Ai Group Apprenticeship and Trainee Centre (and Ai Group):

- must not hold any position in or on a competitor body of Ai Group Apprenticeship and Trainee Centre or Ai Group's (unless expressly authorised by the Chief Executive in writing AND notified to the Risk Management Committee);
- must not undertake any activity for or on behalf of Ai Group Apprenticeship and Trainee Centre or Ai Group in any case where from an objective and independent assessment the activity may be in conflict with Ai Group Apprenticeship and Trainee Centres' or Ai Group's statutory or contractual obligations or otherwise not in the best interests of Ai Group Apprenticeship and Trainee Centre or Ai Group;

- all staff engaged in, or aware of a representative of Ai Group Apprentice and Trainee Centre or Ai Group who has been appointed to engage in, any Certifying Activity (see definition below) **MUST** disclose their conflicts of interest, perceived or potential conflicts of interest and **MUST NOT** participate in any such activity at any stage;
- those persons who have an actual or potential conflict of interest should not participate in discussions or vote on matters or engage in decision-making affecting the provision of general services or transactions affecting those services between Ai Group and the other group;
- staff members must notify the Chief Executive, General Counsel, Risk Management Committee, or a Director as soon as he or she becomes aware of a conflict of interest or possible conflict of interest arising in the course of his/her employment or engagement. Staff involved in decision-making roles should also make known their connections with groups doing business with the organization. This information must be provided as soon as the connection arises but at least annually; and
- must consider the welfare of the apprentice/trainee as the paramount consideration in all decisions with regard to host placements with existing or potential hosts.

It is important to recognise that a conflict of interest does not have to be 'real'. The perception of dishonest behaviour from a committee representative, senior management or staff can still damage the reputation of the organisation.

Ai GROUP APPRENTICE AND TRAINEE CENTRE POLICIES

All Ai Group Apprentice and Trainee Centre Policies have been endorsed and authorised by the General Manager and CEO of Ai Group Apprentice and Trainee Centre.

A handwritten signature in black ink, appearing to read 'Dean Arundell'.

Dean Arundell
General Manager
Ai Group Apprentice and Trainee Centre

A handwritten signature in black ink, appearing to read 'Megan Lilly'.

Megan Lilly
CEO
Ai Group Apprentice and Trainee Centre

WORKPLACE HEALTH & SAFETY POLICY

At Ai Group Apprentice and Trainee Centre the health and safety of our apprentices and trainees is our highest priority at all times.

Ai Group Apprentice and Trainee Centre is committed to providing all workers, contractors and visitors with a safe and healthy work environment in line with relevant WHS legislation, Codes of Practice and Australian Standards.

Ai Group Apprentice and Trainee Centre will exercise its due diligence through the implementation of robust risk management frameworks. Our goal is to prevent injuries and illness in the workplace.

“ALL INJURIES CAN BE PREVENTED”

Ai Group Apprentice and Trainee Centre will achieve this through:

- providing a resource of trained safety professionals;
- applying a risk management process for all new and existing host organisations;
- assessing, identifying and reducing the risks in the workplace;
- providing instruction, training and supervision to improve understanding of workplace hazards, including safe work practices;
- consulting with all workers, contractors, visitors and host organisations on safety matters;
- measuring and evaluating Work Health & Safety performance through regular review of objectives and targets;
- applying effective return to work and rehabilitation measures for workers who suffer work related injuries; and
- ensure all workers comply with appropriate policies and procedures to protect their own and others health and safety at work.

It is the responsibility of all workers, contractors and visitors to:

- follow all company safety requirements and relevant Codes of Practice;
- report all hazards, near misses, incidents, injuries and illnesses;
- actively participate in all safety improvement activities; and
- take reasonable care of yourself and others.

PRIVACY & CONFIDENTIALITY POLICY

Australian Industry Group Training Services Pty Ltd as trustee for the Australian Industry Group Training Services Trust (Ai Group Apprentice and Trainee Centre) that carries on the businesses of the group training company for Apprentices and Trainees and, registered training organisation, providing competency and training management services. As a wholly owned subsidiary of The Australian Industry Group (Ai Group), Ai Group Apprentice and Trainee Centre, its staff, and apprentice and trainee employees are bound by the Privacy Act 1988, and from 12 March 2014, the Privacy Amendment Act implementing Australian Privacy Principles. In all instances, Ai Group Apprentice and Trainee Centre is committed to protecting the privacy of individuals' personal information under these Commonwealth laws and, where applicable, under equivalent State laws.

Our current General Privacy Statement is a summary of Ai Group's (and Ai Group Apprentice and Trainee Centre) Privacy Policy and how it impacts on all third parties (including clients, suppliers, contractors and host employers of Ai Group Apprentice and Trainee Centre). A copy of that Statement is available from any office of Ai Group Apprentice and Trainee Centre or Ai Group, a Director or an Ai Group Apprentice and Trainee Centre Field Officer. For the full Policy, updated to comply with the Privacy Amendment Act, go to the Ai Group Apprentice and Trainee Centre website; www.aigroupapprentices.com.au

The Privacy Statement sets out the purposes of collection and disclosure of personal information, the manner in which we store it, allow access to it, in limited circumstances and seeking general information only, anonymously or using a pseudonym, and secure it. A Chief Privacy Officer has been appointed to handle complaints or concerns about our handling of personal information. In addition, concerns may be directed to the Office of the Information Commissioner—the Act enables recovery of compensation where your privacy has been infringed through failure to observe the policy or the principles in an acceptable and appropriate way.

From 12 March 2014, the following Australia Privacy Principles (APP) became mandatory. However, Ai Group Apprentice and Trainee Centre has applied these principles before this time.

Australian Privacy Principle 1:

Open and Transparent Management of Personal Information

Ai Group Apprentice and Trainee Centre has taken reasonable steps to ensure that its systems, policies and procedures will comply with Australian Privacy Principles.

As a group training organisation, Ai Group Apprentice and Trainee Centre collects data from job applicants voluntarily; namely, their name, address, birth data, emergency contacts, employment and training information directly relevant to effectively enable Ai Group Apprentice and Trainee Centre to assess an applicant's suitability for a job as part of Ai Group Apprentice and Trainee Centre' business role. The same data is retained for employees, and contact information added throughout employees' duration of employment, and retained as required by various legislative laws and regulations.

In the process of browsing the Ai Group Apprentice and Trainee Centre website (www.aigroupapprentices.com.au) and / or supplying personal information in a request of job application, cookies may be used to gather statistical information that will assist in understanding what users find interesting and useful on our Web site. No personal information can be identified about the user through cookies. However, they will enable you to take full advantage of the services we offer. The use of cookies is an industry standard and you'll find most major websites use them. Most Internet browsers are pre-set to accept cookies. If you prefer not to receive cookies, you can adjust your Internet browser to disable cookies or to warn you when cookies are being used. Alterations to these settings may, however, affect the functionality of our website.

A piece of code may also be embedded into pages of our website. This provides statistical site usage Ai Group Apprentice and Trainee Centre uses with Google Analytics and other web analytic tools from time to time to analyse usage statistics on our website. This analysis is performed using anonymous data collected from the Ai Group Apprentice and Trainee Centre website. No personally identifiable information is collected and we cannot link this anonymous statistical data to any personal information you may have volunteered to Ai Group Apprentice and Trainee Centre for registration purposes or for any other requests for products and services.

In order to effectively assess an applicant's suitability for a job, Ai Group Apprentice and Trainee Centre collects individual's data via their voluntary input into secure computer programs, and adds supplementary information provided by them in writing. This data is maintained in secure password protected databases. Applicant data collected is less than required for employees, and is maintained in a separate database than employee information. Ai Group Apprentice and Trainee Centre maintains strict control over the access to data, and maintains confidentiality of information.

Individuals can seek information about their personal details and other data about them that is retained by the organisation in writing or verbally using a security password. Any incorrect information will be corrected as soon as practicable. Information will not be provided to third parties without the consent of the individual.

If an individual is aware of a breach of an Australian Privacy Principle they may contact the general manager or CEO of Ai Group Apprentice and Trainee Centre seeking resolution, or direct their query to Ai Group's Chief Privacy Officer on 03 9867 0174. If their concern is not addressed satisfactorily or to their satisfaction, they may select to contact the Privacy Commissioner.

Ai Group Apprentice and Trainee Centre are unlikely to disclose personal information to any overseas recipient.

Australian Privacy Principle 2

Anonymity and Pseudonymity

Due to its general business function of offering employment opportunities to the appropriate candidates, Ai Group Apprentice and Trainee Centre is able to provide only limited general information regarding employment options to individuals who contact Ai Group Apprentice and Trainee Centre anonymously or through the use of a pseudonym.

Australian Privacy Principle 3

Collection of Solicited Personal Information

Ai Group Apprentice and Trainee Centre does lawfully and fairly collect limited sensitive personal information from applicants and employees that is reasonably necessary to assist in its functions as a group training organisation determining employment and training opportunities available to applicants. This information is voluntarily provided by the applicant as part of their application for a position with Ai Group Apprentice and Trainee Centre.

In some instances Ai Group Apprentice and Trainee Centre may seek some employment related information from another organisation in order to manage an applicant's employment alternatives. This will be done with the consent of the applicant.

Australian Privacy Principle 4

Dealing With Unsolicited Personal Information

From time to time Ai Group Apprentice and Trainee Centre may become aware of personal information that it has not solicited, for example job applications received by Ai Group Apprentice and Trainee Centre not in response to an advertisement. In these instances Ai Group Apprentice and Trainee Centre will determine whether or not the information could have been collected by Ai Group Apprentice and Trainee Centre lawfully and fairly if Ai Group Apprentice and Trainee Centre had sought the information.

Any information that is not able to be collected lawfully and fairly by Ai Group Apprentice and Trainee Centre, and is not contained in a Commonwealth record, will be removed and possibly destroyed if it is lawful and reasonable to do so.

Australian Privacy Principle 5

Notification of the Collection of Personal Information

Ai Group Apprentice and Trainee Centre will take reasonable steps to notify an individual before or at the time it collects any personal information from individuals, or as soon as practicable after collection, this relates to information supplied by the individual, or obtained from a third party, and related to all solicited information as well as unsolicited information not destroyed or de-identified.

The information that Ai Group Apprentice and Trainee Centre will provide are as follows:

- our name and contact details;
- fact and circumstances of collection;
- whether the collection is required or authorised by law;
- purpose of collection;
- consequences if personal information is not collected;
- Ai Group Apprentice and Trainee Centres' usual disclosures of personal information of the kind collected by Ai Group Apprentice and Trainee Centre;
- information about our Privacy Policy; and
- likelihood of disclosing information to overseas recipients, and the countries where they are located.

The information that Ai Group Apprentice and Trainee Centre collects will relate to the evaluation of the individual for possible employment and subsequent employment where applicable.

Australian Privacy Principle 6

Use or Disclosure of Personal Information

Unless permitted as a lawful exception to this principle, Ai Group Apprentice and Trainee Centre will only use personal information it has collected about an individual for the purpose of evaluating the individual for possible employment, and where applicable, pursuing any further information required prior to providing an offer of employment, and during the employment term for the purposes of maintaining the employment arrangements.

If any personal information has to be provided to a third party for the purposes of evaluation of the individual prior to providing an offer of employment, the individual will be requested to complete an authorisation form. Information from a third party will be made available

Australian Privacy Principle 7

Direct Marketing

Ai Group Apprentice and Trainee Centre will not use personal information of individuals for the purposes of direct marketing; unless the individuals would reasonable expect their personal information to be used for the purpose of direct marketing.

If Ai Group Apprentice and Trainee Centre uses personal information with permission for the purpose of direct marketing it will provide an “opt out” option for every individual and comply with any request to “opt out”.

Contacting employees regarding their employment arrangements is not considered direct marketing.

Ai Group Apprentice and Trainee Centre will disclose its source of an individual’s personal information if requested to do so.

Australian Privacy Principle 8

Cross-Border Disclosure of Personal Information

It is rare that Ai Group Apprentice and Trainee Centre will have any requirement to provide any personal information for an individual to an overseas entity. However, if required to do so, Ai Group Apprentice and Trainee Centre will seek permission from the individual prior to doing so, and ensure the overseas entity will not reach the Australian Privacy Principles in relation to the information.

Australian Privacy Principle 9

Adoption, Use or Disclosure of Government Related Identifiers

Ai Group Apprentice and Trainee Centre uses its own identifiers to identify individuals. This identifier is considered to be personal information of the individual.

Government identifiers may be recorded against candidates and employees to the extent that they are necessary to Ai Group Apprentice and Trainee Centres’ continued business operations of recruitment, selection and employment of apprentices and trainees. Any identifier recorded will be used in accordance with the Australian Privacy Principles.

Any recorded government identifiers will not be used as any individual’s identifier by Ai Group Apprentice and Trainee Centre.

Australian Privacy Principle 10

Quality of Personal Information

Ai Group Apprentice and Trainee Centre will take reasonable steps to ensure that the personal information it collects is accurate, up-to-date and complete to the extent required by Ai Group Apprentice and Trainee Centre to continue its business operations of recruitment, selection and employment of apprentices and trainees.

For Ai Group Apprentice and Trainee Centre employees, they are asked to check some personal details during regular performance reviews to ensure the data is up-to-date and accurate.

Australian Privacy Principle 11

Security of Personal Information

Ai Group Apprentice and Trainee Centre secures information about its operations, including personal information about individuals involved with the organisation, in secure databases and/or secured files. IT structures for Ai Group Apprentice and Trainee Centre include firewalls, and password protected databases maintained by third party provider, also subject to the Privacy Act, and Australian Privacy Principles.

Paper based files are maintained in secured filing rooms or lockable filing cabinets.

Storage of paper records is maintained as required by State Training Acts in an off-site storage facility with restricted access.

Destruction of paper records occurs via security bin destruction facilities.

Destruction of file based records is managed after retention periods are finalised.

Australian Privacy Principle 12

Access to Personal Information

Ai Group Apprentice and Trainee Centre will, subject to any lawful exceptions, provide information to an individual who has verified their identity with sighted documents or verbally proving data already held and who has requested access to their personal information held by the organisation.

There are several informal or legal procedures for an individual to access their personal information, but the method selected will depend upon the requirements of the individual.

Australian Privacy Principle 13

Correction of Personal Information

Ai Group Apprentice and Trainee Centre will take reasonable steps to ensure that the personal information held about an individual is accurate, up-to-date, complete, relevant and not misleading.

For recent applicants, the data obtained is provided by the applicant themselves.

If errors are identified and are required to be corrected, then Ai Group Apprentice and Trainee Centre will commit to rectifying the data as soon as practicable if it is appropriate to do so. Ai Group Apprentice and Trainee Centre will give reasons and alternative action options to an individual if it refuses to make a change to personal information when requested.

Apprentices and Trainees employed by Ai Group Apprentice and Trainee Centre are covered by the same principles set out in the General Privacy Policy. However, under the terms of their apprenticeship / traineeships with the relevant Government agencies, and as a requirement for competency training and qualifications, your personal details are necessarily included in information provided:

- to those agencies;
- to the Host Organisations with whom you may be placed; and
- educational institutions involved in your training.

As an apprentice or trainee employed by Ai Group Apprentice and Trainee Centre, you are an employee of Ai Group Apprentice and Trainee Centre. All of your personal information relating to your

employment belongs to Ai Group Apprentice and Trainee Centre and is no longer subject to the Privacy laws.

Note that Hosts cannot use your personal information for any purposes other than the placement and training contract requirements: your personal information becomes, on placement with the Host, subject to the privacy laws. Where that personal information must be transferred, other than to anyone or organisation previously mentioned, in order to meet other commitments, your consent will be expressly sought. The same applies to sensitive and health information that may necessarily be disclosed to us or otherwise collected by us relevant to your apprenticeship / traineeship.

You can be assured that we take our legal responsibilities and obligations seriously and that any personal information that you have disclosed to us, either by your employment or by contact with us, will be handled in accordance with the Privacy Statement.

If any personal information you have provided to us is recorded in our databases and is inaccurate in any manner, please contact our office or your Training Consultant / Field Officer who can assist you in updating it quickly.

Complaints and Enquiries of a General Nature:

Attention: Ai Group Chief Privacy Officer
 Address: L2 441 St Kilda Road, Melbourne, Victoria, 3004
 Email: leuba@aigroup.asn.au
 Telephone: 03 9867 0111
 Fax: 03 9867 0199

If you are not satisfied that your privacy issue has been adequately handled by us, you may refer the matter to:

Attention: Office of the Privacy Commissioner
 Telephone: 1300 363 992
 Web Site www.oaic.gov.au

State Privacy Office Websites

Queensland
www.oaic.gov.au

Australian Capital Territory
www.hrc.act.gov.au

New South Wales
privacy.nsw.gov.au

Northern Territory
www.privacy.nt.gov.au

Victoria
<http://www.privacy.vic.gov.au>

South Australia
www.privacy.sa.gov.au

Tasmania
www.ombudsman.tas.gov.au/privacy

Western Australian Industry Group
www.foi.wa.gov.au

Note: Western Australia does not currently have a dedicated website for privacy and only some of your privacy issues can be covered by this website. If necessary contact Federal Office Privacy Commissioner www.oaic.gov.au

ACCESS AND EQUITY POLICY

Ai Group Apprentice and Trainee Centre is committed to the goals of equal opportunity and affirmative action in vocational education training and employment, respecting the diversity of our society. Ai Group Apprentice and Trainee Centre encourages social cohesion and participation in training and employment and works with staff, apprentices, trainees, hosts and the community to increase understanding, awareness and respect for difference and to build trust, cooperation and respect amongst diverse communities.

These goals are to ensure that all employees and applicants for employment have the opportunity to participate in vocational education, training and employment despite barriers, actual and perceived, of language, geographic location, religion, culture, prior educational experience, work and social experiences, religion, gender, values and beliefs and age.

All Ai Group Apprentice and Trainee Centre employees have the right to access the same training and employment opportunities offered to all. It is responsibility of each employee to respect the rights of their fellow employees and to support and promote the achievement of equity in employment.

All members of the board, management team and field team support these principles which are also a legislative requirement.

The General Manager is responsible for implementation of the Access and Equity Policy and works closely with the management team to achieve this and reports to the CEO Ai Group Apprentice and Trainee Centre who is responsible for it to the Board of Directors.

EQUAL EMPLOYMENT OPPORTUNITY & ANTI-DISCRIMINATION PROGRAM POLICY

In conforming to its Access and Equity Policy, Ai Group Apprenticeship and Traineeship Centre has a number of policies to ensure that apprentices and trainees are treated fairly, equitably and safely in their dealings with Ai Group Apprenticeship and Traineeship Centre staff, hosts, educational bodies and other workers.

The aim of the Equal Employment Opportunity Program is to ensure that all employees and applicants for employment are treated according to their skills, qualifications, abilities and aptitudes, without regard to factors such as their gender, race, colour or creed.

All employees have the right to be treated equally. It is therefore the responsibility of each employee to respect the rights of their fellow employees and to support and promote the achievement of Equal Opportunity.

The Board of Directors, CEO and Management of Ai Group Apprenticeship and Traineeship Centre are strongly committed to the underlying principles of the program. Taking into account the requirements of the Ai Group Apprenticeship and Traineeship Centre Access and Equity Policy, we believe that the program will ensure equal treatment for all applicants and employees and will enable our organisation to make the best use of all the skills and talents available both inside and outside the organisation.

The CEO will be responsible for the overall co-ordination of the program and Ai Group Apprenticeship and Traineeship Centre staff will be responsible for the implementation and reporting of the program.

We encourage all employees to be involved with the objectives of this program and to assist the organisation to maintain the highest standards in the Equal Employment Opportunity Program.

In line with the Ai Group Apprenticeship and Traineeship Centre Mission Statement as well as the relevant legislation, Ai Group Apprenticeship and Traineeship Centre have developed this policy to ensure that there will be no discrimination relating to:

- | | | |
|-----------------------------------|------------------------|---------------------------------|
| ◆ Race | ◆ Colour | ◆ Sex |
| ◆ Sexual Preference | ◆ Age | ◆ Physical or Mental Disability |
| ◆ Marital Status | ◆ Religion | ◆ Family Responsibilities |
| ◆ National Extraction | ◆ Political Opinion | ◆ Social Origin |
| ◆ Pregnancy / Potential Pregnancy | ◆ Trade Union Activity | ◆ Breast Feeding |

For further information the following websites provide information for each state:

- Australian Human Rights Commission
- Age Discrimination Act and Race Discrimination
- Disability Rights
- Age Discrimination

<http://www.humanrights.gov.au>

Complaints Information Telephone Line: 1300 656 419

ACT

Human Rights Commission
<http://www.hrc.act.gov.au/>
 Telephone: 02 6025 2222

Fair Work Commission:
www.fwc.gov.au or Telephone: 02 6209 2400

NSW

Anti-Discrimination Board
<http://www.lawlink.nsw.gov.au/lawlink/adb>
 Telephone: 02 9268 5544
 Toll Free: 1800 670 812 Regional callers

Fair Work Commission:
www.fwc.gov.au or Telephone: 02 8374 6666

Northern Territory

Northern Territory Anti-Discrimination Commission
<http://www.adc.nt.gov.au>
 Toll Free: 1800 813 846

Fair Work Commission:
www.fwc.gov.au or Telephone: 08 8936 2800

Victoria

Victorian Equal Opportunity & Human Rights Commission
<http://www.humanrightscommission.vic.gov.au>
 Local Call: 1300 292 153

Fair Work Commission:
www.fwc.gov.au or Telephone: 03 8661 7777

Tasmania

Office of the Anti-Discrimination Commission
www.antidiscrimination.tas.gov.au
 Telephone: 1300 305 062

Fair Work Commission:
www.fwc.gov.au or Telephone: 03 6214 0200

South Australia

South Australian Equal Opportunity Act
<http://www.eoc.sa.gov.au>
 Telephone: 08 8207 1977
 Toll Free: 1800 188 163 Regional callers

Fair Work Commission:
www.fwc.gov.au or Telephone: 08 8308 9863

QLD

Anti-Discrimination Commission Queensland
<http://www.adcq.qld.gov.au>
 Telephone: 1300 130 670

Fair Work Commission:
www.fwc.gov.au or Telephone: 07 3000 0399

Western Australia

West Australian Equal Opportunity Commission
<http://www.hrc.wa.gov.au>
 Telephone: 08 9216 3900
 Toll Free: 1800 198 149 Regional Callers

Fair Work Commission:
www.fwc.gov.au or Telephone: 08 9464 5172

WORKPLACE BULLYING & HARASSMENT POLICY

In conforming to its Access and Equity Policy Ai Group Apprentice and Trainee Centre has a number of policies to ensure that apprentices and trainees are treated fairly, equitably and safely in their dealings with Ai Group Apprentice and Trainee Centre staff, hosts, educational bodies and other workers.

At Ai Group Apprentice and Trainee Centre the health and safety of our apprentices and trainees is our highest priority at all times.

Ai Group Apprentice and Trainee Centre recognises the detrimental effects that bullying and harassment can have in the workplace and people and are committed to working in partnership with all host employer organisations to provide a workplace free from bullying.

Ai Group Apprentice and Trainee Centre will achieve this through:

- providing information and training to employees so they know their rights and responsibilities;
- address all complaints in a fair, timely, confidential and consistent manner;
- promote appropriate standards of conduct at all times;
- encourage the reporting of behaviour which breaches this policy; and
- taking immediate action when an incident takes place.

What is Bullying?

The following behaviours define bullying and will not be tolerated:

- verbal abuse, intimidation and threats and misuse of power;
- withholding information that is essential for someone to do their job, having responsibilities removed or work overload;
- excluding or isolating others ; and
- interfering with someone's property or work equipment.

What is Harassment?

The following behaviours define harassment and will not be tolerated:

- any unwelcomed, unwanted or uninvited behaviour, comment or suggestion that offends, intimidates, humiliates or offends any person as well as offensive and threatening physical contact;
- jokes or comments of a sexual nature, or based on age, race, colour, religion, sexual preference, physical features, family responsibilities, marital status and or physical impairments and pregnancy;
- using technology such as email, SMS, mobile phone cameras and social networking sites to make comments, share and display photos or sending/posting correspondence that may offend, humiliate or intimidate another person;
- displaying of pictures, posters, calendars, graffiti or computer graphics which are offensive of derogatory;
- using stereotypes or assumptions to guide decision making that affect's a person's career and undermining a person's authority or work performance because you dislike a personal characteristic; and
- unfair and excessive criticism and constantly changing and setting unrealistic work targets

Responsibilities for employees:

Ai Group Apprentice and Trainee Centre requires all employees to behave responsibly by complying with this policy and to not engage or participate in behaviour that is defined as bullying and or harassing in nature. Ai Group Apprentice and Trainee Centre encourage all employees to not tolerate unacceptable behaviour, to immediately report incidents and to maintain privacy during investigations.

Where can employees go for assistance?

An employee who is being harassed or bullied can contact their Ai Group Apprentice and Trainee Centre Employment & Training Consultant for guidance and advice in managing and resolving the harassment complaint.

For further information the following websites provide information for the Commonwealth and each state:

Australian Capital Territory

Telephone: 02 6207 3000
<http://www.worksafe.act.gov.au>

Fair Work Commission:
www.fwc.gov.au or Telephone: 02 6209 2400

New South Wales

Telephone: 13 10 50
<http://www.workcover.nsw.gov.au>

Fair Work Commission:
www.fwc.gov.au or Telephone: 02 8374 6666

Northern Territory

Toll Free: 1800 019 115
www.worksafe.nt.gov.au

Fair Work Commission:
www.fwc.gov.au or Telephone: 08 8936 2800

Queensland

Telephone: 1300 369 915 Young Workers advisory line
 Telephone: 1800 177 717 Workplace safety hotline
<http://www.deir.qld.gov.au>

Fair Work Commission:
www.fwc.gov.au or Telephone: 07 3000 0399

South Australia

Telephone: 1300 365 255 (OHS & Bullying Only)
<http://www.safework.sa.gov.au>

Fair Work Commission:
www.fwc.gov.au or Telephone: 08 8308 9863

Tasmania

Telephone: 03 6233 4841
 Anti-Discrimination Commission
 Email: antidiscrimination@justice.tas.gov.au

Fair Work Commission:
www.fwc.gov.au or Telephone: 03 6214 0200

Western Australia

Telephone: 1300 307 877
<http://www.commerce.wa.gov.au/worksafe>

Fair Work Commission:
www.fwc.gov.au or Telephone: 08 9464 5172

Victoria

Telephone: 03 9641 1444 or 1800 136 089
<http://www.worksafe.vic.gov.au>

Fair Work Commission:
www.fwc.gov.au or Telephone: 03 8661 7777

GRIEVANCE PROCEDURE POLICY

In conforming to its Access and Equity Policy Ai Group Apprentice and Trainee Centre has a number of policies to ensure that apprentices and trainees are treated fairly, equitably and safely in their dealings with Ai Group Apprentice and Trainee Centre staff, hosts, educational bodies and other workers.

If an apprentice / trainee feel they would like to raise an issue regarding their welfare then there are a number of options available:

- speak to their immediate host supervisor;
- contact / speak to their ETC / Field Officer;
- contact / speak to State Manager/s; and/or
- contact / speak to General Manager of Ai Group Apprentice and Trainee Centre.

In most cases this action will result in a satisfactory solution where all parties have resolved the issue. However in some instances this may not be the case and the apprentice / trainee may choose to escalate the issue beyond the initial contact point.

If an apprentice / trainee feel they would like to make formal complaint regarding their welfare there are a number of options available:

- speak to their immediate host supervisor;
- contact / speak to their ETC / Field Officer;
- contact / speak to State Manager/s; and/or
- write to CEO of Ai Group Apprentice and Trainee Centre, PO Box 7622, St Kilda Road, VIC, 3004
 - detail the nature, time and date of offence;
 - enclose contact details; and
 - sign the letter and mark both the envelope and letter as "Private & Confidential".

The CEO of Ai Group Apprentice and Trainee Centre will make contact within seven (7) days of receipt of letter.

All matters contained in correspondence to the apprentice / trainee will remain strictly confidential between the CEO of Ai Group Apprentice and Trainee Centre and the apprentice / trainee.

Resolution will be a matter agreed to between relevant parties.

If you believe the grievance or dispute has not been dealt with adequately by Ai Group Apprentice and Trainee Centre, contact the following department in the state where you are employed:

New South Wales Apprentice / Trainees

NSW Department of Education and Communities - Apprenticeship and Traineeship internet site:
www.training.nsw.gov.au or Telephone: 13 28 11

Australian Capital Territory Apprentices/Trainees

Australian Capital Territory Department of Education and Training internet site:
www.det.act.gov.au/training or Telephone: 02 6207 5111

Queensland Apprentices / Trainees

www.apprenticeshipsinfo.qld.gov.au or Toll Free: 1800 210 210

Victorian Apprentices / Trainees

Higher Education and Skills

www.skills.vic.gov.au/apprentice/apprenticeship-field-officer or Telephone: 1300 722 603

Tasmanian Apprentices / Trainees

Skills Tasmania

www.skills.tas.gov.au/learners/support/consultants or Toll Free: 1800 655 846 or 03 6233 4600

South Australian Apprentices / Trainees

Department of Further Education, Science and Technology

The Office of Training Advocate provides confidential support and advice to all apprentices and trainees

www.defeest.sa.gov.au/servicesforapprentices or Toll Free: 1800 673 097

Western Australian Apprentices / Trainees

ApprentiCentre - www.trainingwa.wa.gov.au/apprenticentre or Telephone: 13 19 54

Northern Territory Apprentices / Trainees

Department of Business

<http://www.dob.nt.gov.au/training/apprenticeships-traineeships/Pages/default.aspx>

Telephone: 08 8935 7720

DRUGS & ALCOHOL POLICY

At Ai Group Apprentice and Trainee Centre the health and safety of our apprentices and trainees is our highest priority at all times.

Drugs used for medicinal or recreational use, including alcohol, can cause impairment which can have a negative impact on an individual's ability to make decisions and to work safely. The impairment can result in employees injuring themselves or others, damage to plant, equipment and other property.

Ai Group Apprentice and Trainee Centre is committed to working with host organisations to ensure the safety and wellbeing of its apprentices and trainees is not compromised by the presence of people under the influence of alcohol or other drugs in the workplace.

- All Ai Group Apprentice and Trainee Centre employees must not be adversely affected by alcohol or other substances whilst at work or during designated work hours and must have a blood alcohol concentration of 0.00 and return a negative presence for drugs to be considered fit for work.
- Potential employees may be subject to pre-employment screening for illegal drugs and alcohol. If the screening test is positive the employee will not be employed by Ai Group Apprentice and Trainee Centre.
- The use, sale or possession of any illegal / prohibited substance or alcohol is prohibited in the workplace.
- Employees who are on prescription medication that may cause impairment must advise Ai Group Apprentice and Trainee Centre and their host organisation at the start of their work day to ensure their safety and the safety of others is maintained. They may be required to take sick leave for that day if deemed necessary.
- Ai Group Apprentice and Trainee Centre employees when placed at host organisation sites, must comply with the host organisations Drug and Alcohol Policies, testing procedures and practices.
- Ai Group Apprentice and Trainee Centre reserves the right to administer appropriate drug and alcohol testing to all existing employees.
- Ai Group Apprentice and Trainee Centre will endeavour to offer support and guidance to any employees who are experiencing issues with drugs or alcohol through our Employee Assistance Programme. All issues and dealings will be held in the strictest confidence.
- Breaches of this policy will result in disciplinary action. Depending on the circumstances such action may include termination of employment.

Ai Group Apprentice and Trainee Centre Drug & Alcohol Policy is based on the following principles:

- the use of drugs and alcohol can negatively impact an individual's ability to perform work safely and effectively; and
- to be considered fit for work all employees must return a negative presence for drug use and record a BAC of 0.00 before and during work.