

MONITORING VISIT

NUMBER : POL010_12 PAGES : 10

VERSION : V1.5 CREATED : 09/07/2012
LAST MODIFIED : 19/05/2020
REVISION DATE : 04/07/2023

PRIMARY ROLE : Field Officers

SPECIAL NOTE :

SPECIAL REQUIREMENTS :

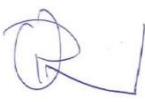
ATTACHMENT :

REFERENCES : TaSC Guidelines for the Registration of Employers of Apprentices and Trainees Who Utilise Hosting Arrangements
: TaSC Guidelines for Determining Probationary Periods and Standard Conditions for Training Contracts Under Section 45 of the Training & Skills Development Act
: TaSC Guidelines for the Approval of School Based Traineeships and Apprenticeships
GTS Privacy Procedure
Motor Trades Association of SA Inc. Privacy Statement
Privacy Act 1988 & Australian Privacy Principles

DOCUMENTS : Monitoring Visit Sheets

EQUIPMENT & RESOURCES : JobReady

QUALIFICATIONS, TRAINING OR SPECIALIST KNOWLEDGE : Experience in the use of JobReady
Knowledge of TaSC, TAS and GTS Standards and guidelines

AUTHORISED :  DATE : 12/06/2020
CHIEF EXECUTIVE OFFICER



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PURPOSE

This document provides guidance and direction for Automotive Business Specialists employment in the processes for the compliant conduct of Apprentice Monitoring Visits.

RESPONSIBILITY

General Manager Automotive Business

It is the responsibility of the GM Automotive Business to ensure that Automotive Business Specialists employment (ABSe's) are provided with:

1. Appropriate training to meet the requirements of this policy/procedure and meet regulatory authority standards and conditions;
2. Adequate and appropriate resources to be able to successfully accomplish the requirements of the policy and meet regulatory authority standards and conditions.
3. National Standards for Group Training Organisations that refer to this policy/procedure are met at all times by:
 - 3.1.1. Monitoring the completion of Site Assessments by ABSe and thereby maintaining a safe work environment for MTA Apprentices;
 - 3.1.2. Ensuring that the Apprentices' on-site Induction Process carried out by WHS and Return to Work Coordinator or their delegate is comprehensive and targeted to entry level Apprentices whose experience and practical understanding of WHS and basic workplace safety is minimal;
 - 3.1.3. Monitor Field Officer 8 weekly Apprentice Monitoring Visits to ensure their learning is at an appropriate level and that safety is continuing to be monitored at the workplace;
 - 3.1.4. Privacy Principles and Confidentiality as per Privacy below are met at all times for all stakeholders;
4. Maintain Field Officer Professional Development, knowledge and skills of:
 - 4.1. National Standards for Group Training Organisations,
 - 4.2. the VET Sector,
 - 4.3. WHS to the level required to effectively conduct Site Assessments;
 - 4.4. Motor Trade industry.
5. Develop and maintain an appropriate level of knowledge and skills to effectively and efficiently utilise JobReady as a database, reference source and reporting tool.
6. Ensure working with Children, Mandated Notifier and Criminal History checks and any other relevant certifications are current.

7. Develop, maintain and coordinate positive and enduring relationships with apprentices, industry employers and other stakeholders in ensuring cooperation and all reasonable assistance in the placement and learning of apprentices.

Automotive Business Specialists employment

It is the responsibility of all ABSe's to ensure that:

1. National Standards for Group Training Organisations that refer to this policy/procedure are met at all times by:
 - 1.1. Ensuring that all potential and current Host Employers satisfy the requirements of Site Assessment and thereby maintaining a safe work environment for MTA Apprentices;
 - 1.2. Ensuring that the Apprentices' on-site Induction Process has been carried out by the WHS and Return to Work Coordinator or their delegate and targeted to entry level Apprentices whose experience and practical understanding of WHS and basic workplace safety is minimal;
 - 1.3. Conducting at a minimum 8 weekly Monitoring Visits for each Apprentice to ensure their learning is at an appropriate level and that safety is continuing to be monitored at the workplace;
 - 1.4. Privacy Principles and Confidentiality as per privacy below are met at all times for all stakeholders.
2. Through the use of Pastoral Care methodology and practices and within reasonable parameters educate Apprentices in appropriate workplace attitudes and behaviours including personal responsibility;
3. Maintain a high level of Professional Development, knowledge and skills of:
 - 3.1. National Standards for Group Training Organisations,
 - 3.2. the VET Sector,
 - 3.3. WHS to the level required to effectively conduct Site Assessments;
 - 3.4. Motor Trade industry.
4. Develop and maintain an appropriate level of knowledge and skills to effectively and efficiently utilise JobReady as a database, reference source and reporting tool.
5. Ensure working with Children, Mandated Notifier and Criminal History checks and any other relevant certifications are current.

6. Develop and maintain positive and enduring relationships with industry employers providing cooperation and all reasonable assistance in the placement and learning of apprentices.

Administration

It is the responsibility of GTS Administration to:

1. Provide appropriate levels of support to the ABSe's to ensure the effective management of this policy/procedure;
2. Efficiently and accurately enter data as required and related to this policy/procedure;
3. Maintain an appropriate level of knowledge and skills in relation to:
 - 3.1. National Standards for Group Training Organisations,
 - 3.2. the VET Sector,
 - 3.3. Motor Trade industry.
4. Develop and maintain a high level of knowledge and skills to effectively and efficiently utilise JobReady as a database, reference source and reporting tool.

POLICY

It is the policy of MTA to:

- ensure compliance with regulatory bodies;
- quality Customer Relationship Management (CRM) for all stakeholders;
- appropriate support and WHS monitoring for Apprentices.

SCOPE

This policy and procedure applies to all Motor Trade Association Group Training Scheme (MTA GTS)Apprentice placements from Initial Post Placement Monitoring Visit through to completion of Apprenticeship.

DEFINITIONS

- CRM : Customer Relationship Management encompasses the services, processes and support provided to MTA GTS stakeholders.
- TaSD ACT : Training & Skills Development ACT of South Australia under which apprentice and traineeship regulation is enacted.
- Automotive Business Specialist employment : MTA GTS employees tasked with the placement and monitoring of apprentices and their Host Employers in compliance with TaSD ACT, regulations and guidelines; MTA GTS policy and procedure.
- HE / Host Employer : Industry Employer that meets the requirements of:
- the TaSC Guide for Registration of an Employer to Train an Apprentice/Trainee under TaSD Act 2008;
 - Work Health Safety Risk Assessment.
- Intake Board : Spreadsheet located on Sharepoint that identifies Apprentices requiring placement with a HE and the progress of any placement up to the Apprentice commencing with a HE.
- JobReady : Student/Apprentice Records Management Database.
- TAS : Traineeship and Apprenticeship Services. TAS is a statutory authority under TaSC which manages and controls all regulatory requirements in the day to day administration of Traineeships and Apprenticeships.
- TaSC : Training & Skills Commission. TaSC is the South Australian Government body that regulates training, apprenticeships and traineeships under South Australian Government guidelines.

PROCEDURE

Frequency:

1. Initial Post Placement Monitoring Visit is 2 weeks post commencement
2. Standard 8 weekly cycle commencing 8 weeks from the Initial Post Placement Monitoring Visit when the visit is conducted face to face and 6 weeks post visit when the Initial Post Placement Follow Up is conducted by telephone.
3. As required for Intervention Visits
4. As required for delivery of PPE & uniform

Procedure:

1. Pre Post Commencement Visit

- 1.1. Where the Initial Post Commencement Visit/Follow Up is agreed to be an on-site visit;

- 1.1.1. To arrive a minimum of 3 working days prior to the visit, send a Monitoring Visit Form to both the HE and Apprentice with directions to include:

- 1.1.1.1. Request to complete form in preparation to the visit;

- 1.1.1.2. Where the visit date and time is no longer convenient for the HE to advise the ABSe as soon as reasonably practicable so an alternate appointment can be made.

- 1.1.2. The day before the visit;

- 1.1.2.1. Telephone the HE to confirm appointment;

- 1.2. Where the Initial Post Commencement Visit/Follow Up is agreed to be a telephone call;

- 1.2.1. A minimum of 3 working days prior to the visit, send a Monitoring Visit Form to both the HE and Apprentice with directions to include:

- 1.2.1.1. Request form is completed and email/faxed to the Field Officer pre the meeting.

- 1.3. Enter all activities into HE and Apprentice JobReady files.

2. Post Commencement Monitoring Visit

2.1. On-site Visit

Where the Initial Post Placement Monitoring Visit/Follow Up is an on-site visit the Field Officer:

2.1.1. Attend on-site;

2.1.2. Confirm that the Apprentice:

2.1.2.1. Arrives and on time;

2.1.2.2. Is dressed in appropriate uniform and PPE.

2.2. Where an Apprentice does not meet the requirements of 2.1.2.2 to 2.1.2.4 the Field Officer will:

2.2.1. in negotiation with the HE will determine whether the Apprentice is to return home and collect those items and return to the site;

2.2.2. where the Apprentice does not meet PPE requirements formally warn the Apprentice of the repercussions of breaching WHS requirements to the level of loss of training contract;

2.2.4. Using the Monitoring Visit forms completed by both the HE and Apprentice in regards to their separate perceptions of the Apprentices progress lead discussion to:

2.2.4.1. Confirm Apprentice's progress;

2.2.4.2. Address any issues and agree actions that are required to remedy those issues;

2.2.4.3. All parties are to sign off agreement to any actions.

2.2.5. Provide additional support and information as may be requested by the HE and/or Apprentice;

2.2.7. All activities to be entered into JobReady HE and Apprentice files;

2.2.8. Copy of Monitoring Visit Schedule is emailed to administration team;

2.2.9. Administration are responsible for ensuring that the Monitoring Visit Form is scanned and uploaded in Job Ready under the Contact History Tab > Records File > Monitoring.

2.3. Telephone Call

Where the Initial Post Commencement Monitoring Visit has been arranged to be conducted by telephone and preparation steps have been completed:

- 2.3.1. Place call to HE and ensure that the Apprentice is present via speaker phone;
- 2.3.2. Using the Monitoring Visit forms completed by both the HE and Apprentice in regards to their separate opinions of the Apprentices progress lead discussion to:
 - 2.3.2.1. Confirm Apprentices progress;
 - 2.3.2.2. Address any issues and agree actions that required to remedy those issues;
 - 2.3.2.3. All parties are to verbally agree to any actions and ABSe to make note of actions and agreements on their copy of the Monitoring Visit sheets.
 - 2.3.2.4. The apprentice and host must be afforded the opportunity to speak confidentially.
- 2.3.3. Arrange Monitoring Site Visit in 8 weeks time. Note this visit must be on-site and face to face unless authorised by the Team Leader Automotive Business.
- 2.3.4. All actions to be recorded in and documents to be uploaded to JobReady for HE and Apprentice.

3. 8 Weekly Monitoring Visit Cycle

8 Weekly Monitoring Visit procedures should follow the steps of:

- 3.1. Pre Initial Post Commencement Visit - in total;
- 3.2. Initial Post Commencement Monitoring Visit.



PRIVACY

All discussions, records and information related to an apprentice/trainee must be kept confidential and recorded and filed in line with the GTS Privacy Procedure, the Motor Trade Association of SA Inc. Privacy Statement, MTA GTS Record Management Policy and the Privacy Act 1988 and Australian Privacy Principles. Where there is a difference between any of these the greater level of privacy will be implemented.

Breaches of privacy will be subject to disciplinary action for MTA employees, termination of contract for contractors, cancellation of training contract for RTOs and potential discontinuance of Hosting arrangements for Host Employers.

ACCESS AND EQUITY

It is the policy of MTA GTS to ensure an environment that is, as a minimum, aligned with State and Federal legislation:

MTA GTS commits to providing a safe and equitable environment through zero tolerance of any form of harassment, bullying, discrimination and/or racial vilification.

For further information refer to MTA GTS Access, Equity & Fairness Policy POLO13_13.