



GROUP TRAINING ORGANISATION POLICY & PROCEDURE

INTERVENTION STRATEGY

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PRIMARY ROLE	: Apprentice Mentor Automotive Business Specialist employment GM Automotive Business		
SPECIAL NOTE	:		
SPECIAL REQUIREMENTS	: Counselling may only be delivered/provided by appropriately qualified and licensed specialist services.		
ATTACHMENT	:		
REFERENCES	: Support Services Policy Records Management Policy GTS Privacy Policy Motor Trade Association of SA Inc. Privacy Statement Privacy Act 1988 & Australian Privacy Principles Application to Suspend a Training Contract Policy Application to Extend a Training Contract Form Policy Application for Variation to Training Contract Policy Application to Terminate Training Contract Policy		
DOCUMENTS	: Application to Suspend a Training Contract Form Application to Extend a Training Contract Form Application for Variation to Training Contract Form Application to Terminate Training Contract Form		
EQUIPMENT & RESOURCES	: JobReady		
QUALIFICATIONS, TRAINING OR SPECIALIST KNOWLEDGE	: Mentoring Skills & Experience Counselling – requires appropriate qualifications and licenses.		



GROUP TRAINING ORGANISATION POLICY & PROCEDURE

AUTHORISED

: 

CHIEF EXECUTIVE OFFICER

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This policy should be read in conjunction with the MTA GTS Apprentice Support Services Policy POL019_13

PURPOSE

This document provides direction as to how Motor Trade Association Group Training Scheme employees will manage Apprentice/Trainee's who are at risk of not successfully completing their qualification or indenture or meeting RTO attendance requirements.

RESPONSIBILITY

Counselling & Mentoring

MTA GTS ABSe's are not qualified counsellors and therefore there is not an expectation or requirement that they have the capacity to identify personal, financial or mental health issues. The Apprentice Mentor will provide mentoring services until professional counselling has been arranged. The relationship between a Field Officer and an Apprentice/Trainee should be one of openness and trust and if an Apprentice/Trainee confides such issues to their ABSe the ABSe is responsible for encouraging and assisting them to access appropriate support services.

ABSe's and other employees should not engage in counselling activities unless they are appropriately qualified and licensed to do so. ABSe's and other employees who engage in activities that they are not qualified or licensed to undertake will be subject to disciplinary action.

Child Protection

Under the Children and Young People Safety Act it is the legal duty of care of all employees working with minors to notify appropriate authorities of suspected Child abuse. This is called Mandated Notification and all people working/volunteering with young people below the age of 18 years must undertake and keep updated this training. It is the staff member's responsibility to comply with this requirement.

MTA requires all notifications related to its employed apprentice/trainees and that involve MTA employees or Host Employers to be recorded in detail and kept by MTA as per the legislated requirements at the time of the event.

Documentation of notifications related to its employed apprentices that do not involve MTA employees or Host Employers is to be personally recorded and filed securely by the Notifier as per the legislated requirements at the time of the event.

Refer to Children's Protection Policy for detailed procedure.



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MTA GTS Staff

It is the responsibility of all MTA GTS employees to promptly act once the need for intervention has been identified or is suspected.

Host Employers & RTO

It is the responsibility of Host Employers and RTO staff to promptly advise MTA GTS ABSe if an issue which may negatively impact on an apprentice/trainee's ability/capacity to successfully complete their Training Contract/indenture.

Australian Apprenticeship Support Network (AASN) Mentor and Student Support Officer

It is the responsibility of the AASN Mentor and/or the Apprentice Mentor to:

- initiate and monitor intervention strategies appropriate to the Apprentice/Trainee's issue in a timely manner;
- ensure that the Apprentice/Trainee is well informed and that communication is open and regular;
- in a timely manner engage the assistance of and work collaboratively with internal and external specialists to achieve the best outcome for the Apprentice/Trainee;
- work collaboratively with all parties involved in an Intervention Strategy for the best outcome of the Apprentice/Trainee;
- access external support services in a timely manner as required;
- clearly record all activities associated with the intervention process.

GM Automotive Business

It is the overall responsibility of the GM Automotive Business to ensure that:

- all employees, contractors, Apprentice/Trainees and Host Employers are informed of the availability and type of Apprentice/Trainee support services at induction;
- the provision of support services to Apprentice/Trainees is fairly, equitably and professionally provided in a timely manner.

Automotive Business Specialist employment

Attendance Issue

In line with the Intervention Strategy the ABSe, in collaboration with the Apprentice Mentor, RTO and/or Host Employer is tasked with:

- identifying the cause of the poor attendance through conversation with the Apprentice/Trainee;
- negotiating and documenting an appropriate intervention/assistance plan with specified timeframes and outcomes;
- monitoring the success of the outcomes;
and
- if necessary continuing through the steps of the Intervention Strategy.

Academic Issue

In line with the Intervention Strategy the ABSe, in collaboration with the Apprentice Mentor and RTO, is tasked with:

- identifying the cause of the poor academic performance through conversation with the Apprentice/Trainee and review of academic records;
- negotiating and documenting an appropriate intervention/assistance plan with specified timeframes and outcomes;
- monitoring the success of the outcomes;
and
- if necessary continuing through the steps of the Intervention Strategy.

Non- Academic/Attendance Issue

The ABSe in collaboration with the Apprentice Mentor is tasked with:

- identifying the issue through conversation with the Apprentice/Trainee;
- providing appropriate options for support;
- where the issue has potential to affect the academic success of the Apprentice/Trainee the ABSe will negotiate and document a support plan with the Apprentice/Trainee;
- monitor the Apprentice/Trainee's progress in regards to the support plan and academic achievement;
- where the support plan is proving to be unsuccessful re-evaluate the support plan with the Apprentice/Trainee.



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Apprentice/Trainee

It is the responsibility of the Apprentice/Trainee to advise MTA GTS of any supports they may require. The Apprentice/Trainee should discuss these issues with the ABSe or any member of staff with whom they feel most comfortable to do so, as soon as possible and to accept the assistance offered.

It is the responsibility of the Apprentice/Trainee to:

- advise MTA GTS if they have issues which will/are affecting their capacity to succeed;
- ask for support/help;
- to seek out referrals to GPs or Public Hospital specialist services if they choose not to use Access Programs.

POLICY

It is the policy of MTA GTS to provide a safe and effective learning environment with practical support mechanisms to ensure all Apprentice/Trainees successfully achieve their qualifications in compliance with regulatory and licensing authorities.

This policy should be read in conjunction with the Apprentice/Trainee Support Services Policy.

SCOPE

This policy covers all apprentice/trainees employed by MTA GTS for the entirety of their indenture or employment period which ever may be the case.

DEFINITION

Strategy Authorisation : All Intervention Strategies resulting in additional cost and/or deviation from the original Plan completion timeframe such as:

- Extension of study time;
- Deferment of studies;
- External support services;
- Additional RTO or other employee hours;

must be reviewed and authorised by the GM Automotive Business.

Where an extension of indenture/training contract is required an application must be made to Regulation and Contract Management via the Application to Extend a

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Training Contract Form before an extension can be approved.

Deferment of studies that do not affect the length of indenture/training contract may be made where the apprentice/trainee can reasonably expect to be able to complete academic studies within the remaining timeframe.

- Intervention** : Implemented as soon as an Apprentice/Trainee is identified as being at risk of:
- not successfully completing the qualification due to:
 - unsatisfactory attendance at RTO;
 - unsatisfactory academic achievement;
 - behavioural issues;
 - personal or external issues affecting the Apprentice/Trainee's capacity;
 - other.
 - losing their hosting due to:
 - unsatisfactory attendance on-job;
 - unsatisfactory WHS practices;
 - behavioural issues;
 - personal or external issues affecting the Apprentice/Trainee's capacity;
 - other.
 - Suspension or Termination of Training Contract due to:
 - serious misconduct;
 - illegal activities;
 - loss of driving licence;
 - being under the influence of illicit drugs and/or alcohol during on or off-job training.
- Academic Issues** : These issues relate to the apprentice/trainee's capacity/ability to successfully complete their qualification within the Contract of Training timeframe and may include a variety of issues

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- Non Academic Issues : These issues relate the apprentice/trainee's capacity/ability to complete the Contract of Training/Indenture or the loss of hosting due circumstances such as but not limited to:
- personal or financial;
 - on-job performance;
 - serious misconduct;
 - loss of driving licence;
 - substance abuse.

PROCEDURE

Academic Issue

If an Apprentice/Trainee is at risk of not achieving satisfactory academic progress through either attendance or academic results or personal issues, the Field Officer in collaboration with the Apprentice Mentor will discuss the applicable issues with the Apprentice/Trainee:

1. where appropriate, advising Apprentice/Trainee on the suitability of the qualification in which they are enrolled;
2. negotiating with the RTO and Apprentice/Trainee resit of assessments for which they did not achieve competency;

Depending on the outcome of those preliminary discussions, the ABSe and the Apprentice Mentor will, in consultation with the RTO (if appropriate to the issue), establish a support program which may include one or more of the following:

- attending academic skills programmes;
- attending tutorial or study groups;
- receiving individual case management, coaching or mentoring;
- attending study clubs;
- attending internal or external counselling;
- receiving assistance with personal issues which are influencing progress (referrals to external assistance will vary depending on individual issues)
- a combination of the above and a reduction in course load where possible. A record of the intervention measures implemented will be kept in the Apprentice/Trainee's file;

- option for deferment of studies;
- option for extension of indenture/training contract period where the issue is of a serious or compelling nature.

Please note that the above list is not exhaustive and other avenues of assistance may need to be sourced depending on Apprentice/Trainee circumstances.

Non-academic Issue

If an Apprentice/Trainee is at risk of not completing the Training Contract/Indenture or of losing their hosting, the ABSe in collaboration with the Apprentice Mentor will discuss the applicable issues with the Apprentice/Trainee.

Depending on the outcome of those preliminary discussions, the ABSe and Apprentice Mentor will, in consultation with the Host Employer or external specialist whichever may be appropriate, establish a support program which may include one or more of the following:

- attending internal or external counselling;
- receiving assistance with personal issues which are influencing progress (referrals to external assistance will vary depending on individual issues);
- a combination of the above and a reduction in off job training load where possible;
- option for deferment of studies;
- option for extension of indenture/training contract period where the issue is of a serious or compelling nature.

Please note that the above list is not exhaustive and other avenues of assistance may need to be sourced depending on Apprentice/Trainee circumstances.

Apprentice/Trainee Seeking Support

An Apprentice/Trainee requiring assistance in any matter should contact their ABSe and Apprentice Mentor or other member of MTA GTS Staff with whom they feel most comfortable to do so.

Automotive Business Specialist employment

A ABSe who identifies or is approached by an Apprentice/Trainee in regards to any type of support should:

- immediately and in the first instance discuss with the Apprentice/Trainee and the Apprentice Mentor;

- if an academic or attendance issue is identified, the Intervention Strategy should be implemented in collaboration with the Apprentice Mentor and RTO, including the negotiation of a plan of action for support that may include referral to other support services;
- if a non-academic/attendance issue is identified the ABSe and Apprentice Mentor will discuss and negotiate a strategy that to assist the apprentice/trainee with their particular issue. The strategy may include negotiation with the Host Employer and/or external specialist.

Other MTA GTS Staff

If other MTA GTS staff identify an issue related to an Apprentice/Trainee they should advise the Apprentice Mentor immediately either verbally or via email.

The Apprentice Mentor will, as soon as practicable, make formal contact with the Apprentice/Trainee who has been referred or has self referred and the relevant ABSe.

Host Employer

Where a Host Employer identifies an issue related to an Apprentice/Trainee they should advise the relevant ABSe immediately either verbally or via email.

The ABSe will as soon as practicable make a site visit to meet with the Host Employer representative and the Apprentice/Trainee to investigate the situation and attempt to remediate it immediately.

Where the issue cannot be resolved immediately the Apprentice Mentor and Team Leader Automotive Business are to be engaged and the Intervention Strategy must be implemented.

Counselling versus Mentoring

Counselling is a specialised and licensed profession for which specific qualifications, experience and insurances are lawfully required.

Mentoring is the provision of support and training to an individual in regards to their professional learning and development within a workplace or learning environment.

All MTA GTS employees involved in supporting the Apprentice/Trainee must keep in mind that they are:

- professionals who can provide mentoring assistance directly related to the indenture;
- not qualified professional counsellors and therefore MTA GTS does not endorse, require or expect them to provide counselling of any type. All counselling support must be referred to an appropriate specialist service.



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Non qualified employees engaging in counselling may be subject to disciplinary action.

If the Apprentice/Trainee does not identify issues, is not cooperative or does not participate in the Intervention Strategy the ABSe in collaboration with the Apprentice Mentor will discuss with the Apprentice/Trainee issues such as:

- suitability of the indenture in which they are contracted;
- reassessment process;
- possibility of cancelling Training Contract.

The Apprentice/Trainee is to be given a reasonable and fair period to improve their performance in any circumstance.

External Support Requiring Suspension, Variation, Extension, Cancellation of Training Contract

Where an Apprentice/Trainee requires support or additional learning that necessitates the suspension, extension, cancellation or variation of the Training Contract employees must follow the Application to Suspend a Training Contract or the Application to Vary a Training Contract Policy or the Application to Extend a Training Contract or the Application to Terminate a Contract of Training Policy as may be applicable.

If the Apprentice/Trainee does not return to complete their studies within the nominated period of time and the Contract of Training is terminated/cancelled the ABSe is to ensure that the RTO provides in a timely manner to MTA GTS and the Apprentice/Trainee a Statement of Attainment for the units for which competence was achieved.

REFERRAL PARTNERS

Referrals to external partners may be made by ABSe's and where a cost is to be incurred after approval has been given by the GM Automotive Business.

Personal Counselling

MTA GTS generally uses the services of:

ACCESS Programs.
Australia Wide Tel: 1300 364 277

ACCESS Programs offers Assistance Programs for work or personal issues, Crisis Response and a range of other consultancy and training services to individuals on a fee for service basis.

The Apprentice/Trainee may nominate a different service for which MTA GTS will pay for a similar cost.



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Language Literacy & Numeracy

MTA GTS Registered Training Organisation (MTA RTO) provides LLN assistance free of charge to its students.

In the event that external Registered Training Organisation is required MTA GTS will use a preferred and appropriately accredited RTO.

Legal Services

Apprentices will generally be referred to:

Legal Service Commission of SA : 1300 366 424
Legal help Line Mon-Fri 9am-4.30pm

Youth Legal Service : 75 Wright Street
Adelaide SA 5000

Phone : 08 8463 3530

REFERRAL COSTS & IMPLICATIONS

Referrals can be made by ABSe's and where a financial cost may be incurred referral must be authorised by the GM Automotive Business.

Referrals made on behalf of Apprentice/Trainees are at no cost to the Apprentice/Trainee, however, the cost of external services are the responsibility of the Apprentice/Trainee.

ACCESS Programs referral and service is at no cost to the apprentice/trainee, however, other external specialist costs are not paid for by MTA GTS and the apprentice/trainee will be responsible for the cost.

MTA GTS will make reasonable effort to locate appropriate external support services that are free or subsidised. MTA GTS will advise Apprentice/Trainees of possible funding for the particular service where this information is available.

In regards to medical or psychological or counselling services the Apprentice/Trainee will be able to seek a referral from a GP. In these circumstances some of the cost may be covered by their Health Care Insurance.

MTA GTS will make reasonable effort to ensure the Apprentice/Trainee is in a position to make an informed decision, however, responsibility for accepting any external support service which is not within the control of MTA GTS lies solely with the Apprentice/Trainee.



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REFUSAL TO PARTICIPATE

Apprentice/Trainees at risk of not successfully completing their qualification and who refuse to participate in an Intervention Strategy will be given reasonable opportunity to improve their academic or attendance levels.

If these levels are not improved within a negotiated reasonable period of time and additional intervention and consultation has occurred MTA GTS will:

- contact the relevant Australian Apprenticeship Support Network Provider
or
- engage ACCESS Programs or other appropriate specialist to act as facilitator and mediator in regards to the issue.

An Application to Terminate Training Contract will be lodged with Traineeship and Apprenticeship Services if the apprentice/trainee continues to decline assistance or refuses to improve their performance. The Application will require completion by the apprentice/trainee and MTA GTS, however, in compelling circumstances an application may be lodged solely by MTA GTS. The ABSe and GM Automotive Business must ensure that the apprentice/trainee is fully informed in regard to the termination of a training contract.

APPEALS

Apprentice/Trainees who do not agree with an MTA GTS decision may access the Appeal Process within 10 working days of the decision being provided to them in writing.

If an Apprentice/Trainee does not access the Appeal Process within the specified period of time MTA GTS's decision will stand and no further recourse will apply.

MINOR CHILDREN

All Apprentice/Trainees who are minor children must be accompanied by a Parent/Guardian at all discussions with copies of meeting notes made available at the Parent/Guardians request.

Where the Parent/Guardian is not available or does not wish to be present the minor child may be given the option to nominate another adult to accompany them or proceed with the discussion unaccompanied. Copies of meeting notes must be made available at the Parent/Guardians request.

ADULTS & ADVOCATES

All Apprentice/Trainees are to be afforded the option of being accompanied throughout the process by an advocate who is not a legal representative.



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RECORD KEEPING

All details of meetings, agreements negotiated and reached and other communication in regards to an intervention must be recorded, filed in Jobready and a copy provided to the Apprentice/Trainee and Parent/Guardian at their request.

Where the assistance is related to personal issues i.e. financial counselling, personal/family problems, addiction etc the Apprentice/Trainee's permission must be sought prior to documenting that information in any manner. If the Apprentice/Trainee does not provide permission recording of specific details is not to occur.

PRIVACY

All discussions related to an apprentice/trainee intervention must be kept confidential and records and information relating to the intervention must be recorded and filed in line with this policy and procedure, the Motor Trade Association of SA Inc Privacy Statement, MTA GTS Record Management Policy and the Australian Privacy Principles of the Privacy Act 1988. 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.

ACCESS

All MTA GTS Apprentice/Trainees have access to support mechanisms and networks.