



## GROUP TRAINING POLICY & PROCEDURE

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### APPRENTICE SUPPORT SERVICES

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PRIMARY ROLE : Apprentice Mentor  
Automotive Business Specialist employment  
General Manager Automotive Business

SPECIAL NOTE :

SPECIAL REQUIREMENTS : Counselling and mentoring services may only be delivered/provided by qualified and licensed specialist services.


ATTACHMENT :

REFERENCES : Intervention Strategy  
Children and Young People Safety Act  
Variation to Training Contract  
Termination of Training Contract  
GTS Privacy Procedure  
Motor Trades Association of SA Inc. Privacy Statement  
Privacy Act 1988 & Australian Privacy Principles

DOCUMENTS : Application for Variation to Training Contract Form  
Application to Terminate a Training Contract Form

EQUIPMENT & RESOURCES :

QUALIFICATIONS, TRAINING:  
OR SPECIALIST KNOWLEDGE : Mentoring Skills & Experience  
Counselling – requires appropriate qualifications and licenses.

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

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## **GROUP TRAINING POLICY & PROCEDURE**

**This policy should be read in conjunction with the MTA GTS Intervention Strategy Policy POL016\_13**

### **PURPOSE**

This policy is to confirm and inform stakeholders of MTA GTS's commitment to assisting all Apprentice/Trainees to achieve successful completion of their qualification and licenses through the provision of quality training and support services.

### **RESPONSIBILITY**

Apprentice Mentor

It is the responsibility of the Apprentice Mentor, within reason and with the collaboration of Host Employers and the Registered Training Organisation:

- To deliver support and guidance to students to help them during and after the trade school element of their apprenticeship
- Improve the retention rate of students completing their automotive apprenticeships
- Raise awareness of MTAs student support with all stakeholders named above as well as parents and caregivers and key school identities.

### **Automotive Business Specialist employment**

It is the responsibility of ABSe's to, within reason and with the collaboration of Host Employers and the Registered Training Organisation:

- identify Apprentice/Trainees who are having difficulties in achieving appropriate learning and progress levels;
- facilitate support and intervention at the earliest possible time and refer to the Apprentice Mentor as required

### **General Manager Automotive Business**

It is the overall responsibility of the General Manager 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;



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- the provision of support services to Apprentice/Trainees is fairly, equitably and professionally provided in a timely manner.

### **Apprentice/Trainees**

It is the responsibility of the Apprentice/Trainee to assist MTA GTS in the provision of support services by identifying learning, language or other supports they may require to their ABSe as soon as possible and to accept assistance offered.

### **Children's 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.

### **SCOPE**

The scope of this policy encompasses all apprentice/trainees employed by MTA GTS.

### **POLICY**

It is the policy of MTA GTS to provide, as appropriate, internal or external support for all Apprentice/Trainees.

No charge is made by MTA GTS to the Apprentice/Trainee for referral to appropriate external support services and every effort will be made to access free or low cost services. The Apprentice/Trainee should be aware that costs directly associated with the support service will be payable by the Apprentice/Trainee. MTA GTS will assist the Apprentice/Trainee to access appropriate funding or medical benefit rebates as may be available from time to time.

Where an Apprentice/Trainee requires assistance in an area or for an issue not listed below MTA GTS will make all reasonable attempts to locate and refer the Apprentice/Trainee to appropriate assistance in a timely manner.



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### DEFINITION

- Automotive Business Specialist employment : Staff member delegated to assisting apprentice/trainees with issues or requiring support to achieve successful completion of their apprentice/traineeship.
- Apprentice Mentor : To deliver support and guidance to apprentices to help them complete their apprenticeship by providing mentoring services with a focus on supporting the apprentice towards completing their apprenticeship.
- Intervention Strategy : A negotiated and monitored plan that incorporates internal and/or external support options into the current apprentice/traineeship plan (Plan) including on and off job training and employment to ensure the successful completion of the qualification.
- 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 GTO Manager.
- Where an extension of indenture/training contract is required an application must be made to Traineeship and Apprenticeship Services via the Application to Extend a 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
- Non Academic Issues : These issues relate the apprentice/trainee's capacity/ability to complete the Contract of



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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.

### INTERNAL SUPPORT SERVICES

#### ***Personal Counselling***

MTA GTS Field Officers and staff are not qualified counsellors and **will not** provide personal counselling. However, the Apprentice Mentor will provide mentoring services until professional counselling has been arranged.

Where the level of support required exceeds the experience of the ABSe or Apprentice Mentor referral should be made to an appropriate external specialist.

MTA GTS generally uses ACCESS Programs. There are no costs for Apprentice/Trainees if referred to ACCESS Programs.

Contact details are:

Address : 45 Wakefield Street, Adelaide SA 5000  
Phone : 08 8210 8102 or 1300 667 7700  
Fax : 08 8232 8920  
Email : enquiries@accesssa.com.au  
URL : www.accesssa.com.au

Locations : Bedford Park, Salisbury, Noarlunga, Adelaide

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

#### ***Academic/Skills Coaching***

MTA GTS ABSe's are tasked with monitoring that Host Employers provide academic and skills coaching at the appropriate level and of the diversity to ensure that an Apprentice/Trainee successfully completes their qualification.

Where an Apprentice/Trainee requires additional academic and/or skills support the ABSe or Apprentice Mentor (by referral) in negotiation with the



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Registered Training Organisation will initiate and monitor additional learning frameworks for the Apprentice/Trainee.

### ***Employment Guidance/Mentoring***

MTA GTS Field Officers and Student Support Officer will provide Apprentice/Trainees with career mapping assistance.

### **EXTERNAL SUPPORT SERVICES**

No charge is made by MTA GTS to the Apprentice/Trainee for referral to appropriate external support services and every effort will be made to access free or low cost services.

The Apprentice/Trainee should be aware that costs directly associated with the support service will be payable by the Apprentice/Trainee unless specifically identified within this policy. MTA GTS wherever possible will assist the Apprentice/Trainee to access appropriate funding or medical benefit rebates as may be available from time to time.

Referral to ACCESS Programs will not incur fees for apprentices.

#### **1) Personal Counselling**

Apprentice Mentor will assist Apprentice/Trainees to access appropriate counselling options. MTA GTS ABSe's/staff/contractors are not qualified counsellors.

MTA GTS has nominated the FO or SSO as initial assistance for apprentices with personal issues.

Where the level of counselling required exceeds the qualification and/or experience of the MTA GTS personnel external referral should be made.

Generally, Apprentice/Trainees who are minor children are referred to Child and Youth Health Services for personal counselling. Parental/Guardian consent is required unless the matter falls within the Children and Young People Safety Act.

Adult Apprentice/Trainees registered with Centrelink may wish to speak with their Centrelink Case Manager for referral to an appropriate agent.

Generally, MTA GTS will use the services of ACCESS Programs. There are no costs for Apprentice/Trainees if referred to ACCESS Programs.

Contact details are:

Address : 45 Wakefield Street  
Adelaide SA 5000





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Phone : 08 8210 8102 or 1300 667 7700  
Fax : 08 8232 8920  
Email : enquiries@accesssa.com.au  
URL : www.accesssa.com.au  
Locations : Bedford Park, Salisbury, Noarlunga, Adelaide

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

### **2) Financial Counselling**

Apprentice Mentor will assist Apprentice/Trainees to access appropriate counselling options.

External referrals will be made as per item 1 Personal Counselling of this section

### **3) Mediation Services**

ACCESS Programs or a suitable specialist may be used to provide access to trained and qualified mediators to work with them to resolve complaints and appeals associated with MTA GTS or other issues.

Contact Details refer to item 1 Personal Counselling in this section

### **4) Legal Services**

MTA GTS will provide assistance in the identification of appropriate legal services such as:

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

### **5) Addiction Support Services**

Where an Apprentice/Trainee has been identified as or has identified themselves as requiring assistance in regards to an addiction MTA GTS will assist them to access an appropriate service.

MTA GTS will initially offer referral to ACCESS Programs or other Drug and Alcohol Services SA. Contact Details refer to item 1 Personal Counselling in this section.



### PROCEDURE

Support Services may be provided without the implementation of the Intervention Strategy.

Where it is the consensus of the Apprentice/Trainee, ABSe and where appropriate the Registered Training Organisation the Intervention Strategy should be implemented immediately. Where an Intervention Strategy is to be implemented the Intervention Strategy Policy/Procedure is to be followed.

### Awareness

All Apprentice/Trainees, employees and contractors will be informed of the Apprentice/Trainee support services policy and process at induction.

### Facilitating Support Services

Where an Apprentice/Trainee is identified as needing assistance or requests assistance initially the ABSe is to determine the level of support needed and the level of risk to the Apprentice/Trainee's capacity to successfully achieve their qualification and refer them to the Apprentice Mentor.

1. Where the Intervention Strategy is not implemented and appropriate supports can be arranged by the ABSe and/or Apprentice Mentor in conjunction with the Registered Training Organisation the ABSe and/or the Apprentice Mentor is to inform the GM Automotive Business who will authorise the supports.
2. Where the level or type of support requires referral to an external specialist provider the ABSe and/or Apprentice Mentor is to inform the GM Automotive Business who will authorise the referral.

The ABSe is to:

- ensure that the Apprentice/Trainee is fully aware that MTA GTS will provide the referral to the provider at no cost to the Apprentice/Trainee, however, the Apprentice/Trainee will be responsible for all cost associated with the support service.
  - provide the Apprentice/Trainee with appropriate options for specialist providers.
  - authorise the referral and make appropriate arrangements in collaboration with the Apprentice/Trainee.
3. The ABSe will clearly document the details of assistance.
    - Where the assistance is related to the Apprentice/Trainee's academic performance i.e. LLN, ESL etc concise and objective notes regarding the

issues are to be recorded regarding the relevant issues. Additionally, outcomes are to be agreed and documented.

- Where the assistance is related to personal issues i.e. financial counselling, personal/family problems, addiction etc the Apprentice/Trainee's written 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 and records management principles must be applied to Apprentice/Trainee support services as per Privacy below.

### **External Support Requiring Deferment of Training Contract**

Where an Apprentice/Trainee requires support or additional learning that necessitates the deferment of indenture/training contract an application must be made to Traineeship and Apprenticeship Services using the Application for Variation to Training Contract Form.

If the Apprentice/Trainee does not return to complete their studies within the given period of time the Field Officer:

- is to follow up the Apprentice/Trainee's intentions in regard to completing their qualification;
- where the Apprentice/Trainee indicates that they wish to terminate their apprenticeship:
  - will ensure that the Application to Terminate a Training Contract Form is completed and lodged with Traineeship & Apprenticeship Services;
  - will ensure that the RTO is informed and that the RTO provides a Statement of Attainment for the units for which competence was achieved to the Apprentice/Trainee in a timely manner;
  - will record the activities in a clear and detailed manner.
- Where the Apprentice/Trainee indicates that they wish to continue their apprenticeship but is not ready to return a further Application for Variation to Training Contract Form is to be lodged with the new details.

### **Counselling versus Coaching**

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



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Coaching and Mentoring are 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 coaching and mentoring assistance directly related to the successful completion of apprenticeship;
- not qualified professional counsellors and therefore MTA GTS does not endorse, require or expect them to provide counselling of any type. MTA GTS ABSe's are not qualified counsellors and therefore there is not an expectation that they have the capacity to identify personal or financial issues. However, the relationship between a ABSe and an Apprentice/Trainee should be one of openness and trust and if an Apprentice/Trainee confides issues to their ABSe the ABSe is responsible for encouraging and assisting the Apprentice/Trainee to access appropriate assistance.

### ACCESS

All MTA GTS Apprentice/Trainees have access to fair, equitable, professional and timely support mechanisms and networks.



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### **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.