



GROUP TRAINING POLICY & PROCEDURE

INDUSTRY CONSULTATION

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PRIMARY ROLE : GM Automotive Business
Marketing Team

SPECIAL NOTE :

SPECIAL REQUIREMENTS :

ATTACHMENT :

REFERENCES : QA & Continuous Improvement

DOCUMENTS : Continuous Improvement Register
Industry Consultation Questionnaire/Survey

EQUIPMENT & RESOURCES :

QUALIFICATIONS, TRAINING OR SPECIALIST KNOWLEDGE : Understanding of the principles of developing and analyzing objective and effective surveys

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



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GROUP TRAINING POLICY & PROCEDURE

PURPOSE

This policy is to provide information to assist employees in:

- administering the Industry Consultation process in a manner that ensures valid and reliable results;
- management of Industry feedback;
- use of Industry feedback to inform best practice of service provision and continuous improvement.

RESPONSIBILITY

General Manager Automotive Business

Overall accountability belongs to the General Manager Automotive Business, along with the day to day management of Industry Consultation.

Marketing Team

Collation of Industry Consultation feedback and forwarding to the General Manager Automotive Business is the responsibility of the GTS Administration Team.

All Employees

Engagement in industry events and collection and feedback of data is the responsibility of all staff.

POLICY

Motor Trade Association Group Training Scheme (MTA GTS) is committed to Quality Assurance and Continuous Improvement. Consultation with industry is to be conducted both formally and informally. Surveys of host employers and apprentices are to be conducted every 12 months.

PROCEDURE

MTA GTS will utilise various methods to engage Industry in the continuous improvement and development process.



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Surveys

MTA GTS utilises the following methods of surveying industry:

1. MTA GTS Industry Consultation Questionnaire
 - directed to gather industry advice to improve and develop apprentice/trainee quality, service levels and appropriate training; and to grow business;
 - surveys will be developed to reflect the current need of the MTA GTS;
 - Timeframe is predominantly ad-hoc, however, the surveys will be conducted as a minimum once per financial year.

The Marketing Team will ensure that data is collated and provided to the GM Automotive Business for analysis, dissemination and use in the QA & Continuous Improvement process as necessary.

The GM Apprentice Employment Services will analyse the survey data and provide a report to the CEO.

Please refer to QA & Continuous Improvement Process for further information regarding surveys.

Apprentice/Trainee

Apprentice/Trainees currently hosted in the industry, will be informally surveyed through the asking of questions and engagement in conversation relating to their perceived industry issues and needs.

Written survey will be conducted annually as a minimum.

Industry Sector Groups

MTA GTS will actively seek feedback from MTA Membership Industry Sector Groups.

Networking

MTA GTS will encourage employees to participate in industry networking events.

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:



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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.