



## Access and Equity – Apprentices and Trainees

### 1 GROUP TRAINING ORGANISATION (GTO) NATIONAL STANDARDS

NextGen Jobs is a GTO, committed to meeting the following national compliance standard/s:

Standard 1 – Recruitment, Employment and Induction

1.1: Before apprentices/trainees enter into an Employment Contract, the GTO informs them about their employment conditions, the host employer arrangement, the training, support services to be provided and the rights and obligations of the parties.

Standard 3 – GTO Governance and Administration

3.6: The GTO adheres to the principles of access and equity in all operations including marketing, recruitment, monitoring, support, governance and administration.

### 2 ACCESS AND EQUITY – APPRENTICES AND TRAINEES POLICY

All apprentices and trainees have full access to services, information and support by NextGen Jobs.

NextGen Jobs is committed to supporting apprentice and trainee groups who face particular disadvantage, such as:

- People with a disability
- Indigenous people
- Women
- People in rural and remote areas
- People from Culturally and Linguistically Diverse (CALD) backgrounds
- Disadvantaged and disengaged youth
- Women in non-traditional trades or occupations
- People who seek to re-enter employment following a physical or mental health occurrence
- People who experience employment discrimination
- Mature age people seeking a career start or career change
- Migrants and refugees
- LGBTI or gender and sexually diverse people



### 3 PURPOSE

To ensure principles of access and equity are carried out by NextGen Jobs.

To make sure all apprentices and trainees, regardless of background, views, race, ethnicity, disability, CALD, etc., have access to available services, information and support by Industry Consultants and the extended team.

To increase the retention rate of apprentices and trainees through the application of more relevant and targeted support and processes that address barriers to employment and training.

### 4 SCOPE

This policy applies to all NextGen Jobs apprentices, trainees and Employer Partners.

This policy addresses recruitment, selection and employment of NextGen Jobs employees.

This policy refers to the provision of information before, during and after the employment period.

This policy addresses access and equity in the context of:

- Recruitment and selection procedures including provision of constructive feedback
- Employment of apprentices and trainees for the duration of the Training Contract
- Identification and provision and accessing support, as required
- Maintenance of apprentice and trainee records and documentation
- Provision of advice concerning post-training employment

Examples of information regarding access and equity obligations include provision of each apprentice and trainee with:

- Video platforms such as YouTube and audio for CALD apprentices with low literacy
- The process involved in accessing support at all stages
- A review of policies and procedures before commencing with the Employer Partner
- A position description prior to employment
- Their employment conditions in writing prior to commencing

This policy applies to the following legislation:

- Age Discrimination Act
- Australian Human Rights Commission Act
- Disability Discrimination Act
- Equal Opportunity Act
- Fair Work Act
- Racial Discrimination Act
- Sex Discrimination Act

## 5 KEY RESPONSIBILITIES

### General Manager

- Ensure employees who manage apprentices and trainees adhere to this policy

### Industry Consultants

- Ensure all apprentices and trainees have access to all support services and information to ensure a positive employment and training experience
- Ensure Employer Partners have an Access and Equity policy that is actioned

## 6 POLICY

Access and Equity is an integral part of NextGen Jobs operations and service delivery with its principles relating to recruitment and employment processes.

NextGen Jobs recognises and respects similarities and differences in individual characteristics such as gender, race, age, ethnic cultural background, sexual orientation, disability, religion, education, life experience and marital status.

NextGen Jobs follows these Access and Equity guiding principles:

### Recruitment and Selection

Advertisements will be publicised broadly on various sites and accessible by all people.

There is zero tolerance for discrimination (direct or indirect) during recruitment and selection of future employees on the basis of an attribute and/or employment.

The following are attributes on the basis of which discrimination is prohibited:

- Age
- Sex
- Race
- Pregnancy
- Impairment
- Political beliefs or activity
- Religious belief or activity
- Industrial activity
- Marital status
- Physical features
- Status as a parent or carer

Place increased numbers of people within disadvantaged groups who have been assessed as having the pre-requisite skills and attitudes needed to gain employment.

Establish partnerships to make more effective use of combined resources and specialist expertise to place apprentices and trainees from specified disadvantaged groups with employment and training.

## **Employment**

All apprentices and trainees will be treated fairly by NextGen Jobs.

Where for example age, gender, remoteness, language, disability, race or sexuality create a barrier to access, NextGen Jobs will provide support to assist employees reach their full potential.

Apprentices and trainees will be placed in workplace environments with Employer Partners that are free from discrimination, harassment, prejudice, racism and negative behaviour.

## **Support**

All apprentices and trainees will have access to information and support such as:

- Dedicated Industry Consultant to discuss employment and training matters
- Human resource and industrial relations support
- Occupational health and safety information
- Employee Assistance Program
- Complaints process

Industry Consultants will provide tailored support for apprentices and trainees and identify individuals most in need.

Access and information will be maximised when employment and training issues are identified.

Industry Consultants have access to a set of resources to provide apprentices and trainees from different groups, as required, such as:

- Numeracy and literacy resources
- Translation and language services
- Ethnic services
- Mental health services
- Human rights and equal opportunity commission
- Local community services association

NextGen Jobs will liaise with specialist organisations to support apprentices and trainees, where required.

## **Records and Documentation**

Industry Consultants will keep comprehensive records available to the apprentice/trainee and Employer Partner, where requested.

Apprentice and trainee records will be maintained as per the Archiving Policy.

Privacy and confidentiality will be maintained at all times.

## **Post-training Employment**

Industry Consultants will provide information, access and support with subsequent employment post the apprenticeship or traineeship in the form of:

- Three months prior to completion, discussion with the Employer Partner as to the employment options post training



## 7 PROCEDURE

In the case where an apprentice/trainee requires support, the following steps must be followed:

- The apprentice/trainee to raise the matter with their Industry Consultant at any time – no need to wait for a worksite visit. This may take the form of:
  - Phone call
  - Email
  - Text message
  - Face-to-face discussion
- The Industry Consultant will listen and may:
  - Identify and discuss the available support
  - Recommend a discussion with a specialist e.g. medical practitioner
  - Recommend a discussion with the workplace supervisor
  - Provide specific resources and information to support understanding or further referral of the matter
  - Discuss the various options
  - Where appropriate, make available the Complaints and Grievances Policy
  - Notate the discussion in the apprentice/trainee file, including the support provided and associated actions or follow up

**Note:** The Industry Consultant will not inform an apprentice/trainee of which path to take or decision to make.

- Where relevant, the Industry Consultant and apprentice/trainee will agree on an action to take place and timeframe
- The Industry Consultant will contact the apprentice/trainee at the time agreed to follow up on whether progress was made
- Where the apprentice/trainee actioned the task, a further discussion will take place on whether the issue is resolved or requires further support. The process is repeated, as above, if required.
- Where the apprentice/trainee did not action the task, the Industry Consultant will investigate the reasons and encourage the apprentice/trainee to do so, provide another option or further time
- In the event where the issue does not improve or is affecting the apprentice/trainee work performance significantly, (with consent) the Industry Consultant should raise the matter with the General Manager and follow the appropriate action



## 8 RECORDS

<b>Related Documents/Forms/Policies</b>	<b>Storage</b>
Access and Equity Plan	Confidential
Archiving Policy	SharePoint
Code of Conduct – Apprentices and Trainees Policy	SharePoint
Complaints and Grievances Policy	SharePoint
Developing and Implementing the Access and Equity Plan Policy	SharePoint
Equal Opportunity, Discrimination and Harassment Policy	SharePoint
Privacy Policy	SharePoint

End of Document