



Employee Handbook

Apprentice & Trainee

**Step into
your future**

INTRODUCTION

1. Introduction

1.1 Welcome

Welcome to Murraylands Training & Employment mteSA. Congratulations on gaining a position with mteSA and we look forward to working with you over the course of your contract. mteSA will provide you with support and guidance throughout your Apprenticeship or Traineeship in all on-site and training areas of your position.

This handbook will provide you with information regarding what we expect from you and what you can expect from us. It includes important information such as our procedures and policies as well as our governing standards.

mteSA are pleased you have joined our team and we look forward to providing you with the support and assistance you require throughout your contract. Please feel free to contact your Field Officer or mteSA if you have any questions.

2. About mteSA

2.1 History

mteSA is a Community Based Not-for-Profit Group Training Organisation specialising in Apprenticeships and Traineeships. Established in 1997, we have employed over 3000 Apprentices and Trainees and are governed by a Board of Directors comprised of local business leaders and interested community members.

Our Mission

mteSA is committed to providing excellence in all aspects of recruitment, training and employment.

Our Board

The Board members are local business leaders and community members who undertake and perform their duties on the Board in a voluntary capacity.

2.2 Location and Contact Details

6 Seventh Street, Murray Bridge SA 5253

Phone: 08 8531 1733

Email: admin@mtesa.com.au

Website: www.mtesa.com.au

Office Hours:

Monday to Friday – 9.00am – 5.00pm

2.3 Areas of work

mteSA have approval to deliver a range of Apprenticeships and Traineeships across all areas of qualifications. We work closely with a variety of Registered Training Organisations to ensure our Apprentices and Trainees receive the highest standard of training available for their field of work.

2.4 mteSA Aim

To help build confidence, pride and the self-esteem of our Apprentices and Trainees by educating them in their career path as well as life and financial skills.

3. Employment at mteSA

3.1 Probation

All contracts include a three (3) month probationary period.

3.2 Attendance

mteSA expect all Apprentices and Trainees to attend work or training for the specified days and hours that are stated within your training contract. It is important that you are on time to work or your training every day. If you are absent due to illness or other reasons, you are to notify your Host Employer or training organisation if on a training day and the mteSA Office 08 8531 1733 or your Field Officer. This needs to be done within an hour of your normal commencement time and a message can be left on our answering machine, explaining the reason for the absence and your expected date of return. A Field Officer will follow up with you regarding any absence. These rules apply to all aspects of your contract.

3.3 Appearance

Employees are expected to wear the appropriate uniform ensuring they follow the correct and safe clothing standards for their host organisation. Regardless of the type of work, cleanliness is extremely important and is expected of all Apprentices and Trainees.

All Apprentices and Trainees are expected to wear adequate and appropriate safety clothing and equipment. Any jewellery, accessories or item of clothing that may be deemed a Work Health & Safety risk must not be worn during work or training. Hair (including facial hair) is to be kept neat and tidy at all times and tied back if posing a risk or below the shoulders.

3.4 Mobile Phones

Use of mobile phones are prohibited during work hours except in the case of an emergency. If you have your mobile phone on you it must be either switched off or on silent and only used during your allocated breaks. If somebody needs to reach you in an emergency, they can contact your Field Officer or your Host Employer during work hours.

If you receive a personal call during business hours to your workplaces' phone, these should be kept to a minimum and should only be used in an emergency or as a last resort.

3.5 Social Media

It is the expectation of mteSA that employees understand their obligations when using social media privately or for company use when online communication is about mteSA, Host Employers, our services, other employees or any other work-related issue. All employees are expected to act responsibly and ethically and ensure that posts are respectful and do not disclose confidential or sensitive information or damage mteSA or the Host Employers reputation. For further information please refer to our Social Media Policy, policy number 76.

3.6 Smoking/Drugs/Alcohol

Smoking is prohibited in all areas at mteSA and Host Employers other than the designated smoking area outside. Smoking and using e-cigarettes are banned in all enclosed public areas and workplaces as well as certain outdoor public areas under the Smoke-free Environment Act 2000 and the Smoke-free Environment Regulation 2016. These bans protect people from harmful secondhand smoke.

mteSA is committed to ensuring the health, safety and welfare of all employees by providing safe working environments. mteSA and all Host Employers premises are drug and alcohol free. Employees who are adversely affected by drugs or alcohol are deemed not fit for work as they are a risk to themselves and those around them.

In line with this mteSA may conduct random drug testing and we reserve the right to require an employee to attend a medical facility for alcohol or drug dependency evaluation. Anyone testing positively will be sent home immediately. All breaches of drug and alcohol use in the workplace will be treated seriously and may result in the loss of your contract.

3.7 Code of Conduct

Offensive or socially unacceptable behavior will not be tolerated at any time. It is expected that all employees will act in a way that will not discredit the Host Employer or mteSA or yourself. Failure to comply may result in the loss of your contract. Please refer to the Code of Conduct for further information.

3.8 National Employment Standards

The National Employment Standards (NES) are 10 minimum employment entitlements that must be provided to all employees. The national minimum wage and the NES make up the minimum entitlements for employees in Australia. An award, employment contract, enterprise agreement or other registered agreement cannot provide for conditions that are less than the national minimum wage or the NES. They cannot exclude the NES.

The 10 minimum entitlements of the NES are:

- Maximum weekly hours
- Requests for flexible working arrangements
- Parental leave and related entitlements
- Annual leave
- Personal/carer's leave, compassionate leave and unpaid family and domestic violence leave
- Community service leave
- Long service leave
- Public holidays
- Notice of termination and redundancy pay
- Fair Work Information Statement

All employees in the national workplace relations system are covered by the NES regardless of the award, registered agreement or employment contract that applies. Visit Fairwork.gov.au for more information.

3.9 Hours of Work and Payments

All Apprentice's and Trainee's are paid in accordance with their respective awards and agreements governing their industry. This includes any overtime payments or time in lieu arrangements.

Normal working hours are 38 hours per week. Dependent on your Host Employer some employees may have a rostered day off arrangement. If this affects you, you will be notified during your induction.

Full-time employees are entitled to meal and rest breaks. A rest break allows an employee to rest for a short period of time during work hours. This is often referred to as tea breaks. A meal break is a longer period of uninterrupted rest that allows the employee to eat a meal. Awards, enterprise agreements and other registered agreements provide for paid and unpaid rest breaks and meal breaks and include the details regarding the length of the breaks, when they should be taken and the rules about payment.

Superannuation is prescribed by law and the employer contribution is currently 9.5%. mteSA will pay your super amount into the fund of your choice as required by legislation.

All employees must complete a timesheet, showing all hours worked and any breaks taken. Timesheets are due no later than 10.00am on a Wednesday and the working week is Wednesday to Tuesday. Pays are processed on a Wednesday and you should receive your pay in your bank on the following day. You will be advised if there are any changes to the pay day due to Public Holidays or payment errors.

If a timesheet is not provided by 10am Wednesday morning, you will not be paid that week. Timesheets must be signed by your manager.

3.10 Salary Sacrifice

Being a not-for-profit with PBI status means that as your employer we can offer you workplace benefits such as salary packaging. This means as an employee you could reduce your income tax through salary packaging. The Australian Taxation Office allows you to pay for certain expenses with before-tax dollars. You could salary package your mortgage, rent, personal loans, everyday living expenses and much more. Even as an Apprentice or Trainee if are paying income tax you could save by salary sacrificing. For more information on salary packaging speak to your Field Officer or the administration staff.

3.11 Personal/Carer's Leave

Personal leave lets an employee take time off to help them deal with personal illness, caring responsibilities and family emergencies. Personal leave can also be known as sick leave and carer's leave. Sick leave can be used when an employee is ill or injured. Carer's leave allows an employee to take time off to care for an immediate family or household member who is sick or injured or help during a family emergency.

Employees are entitled to 10 days each year for full-time employees, or pro rata of 10 days each year depending on the hours of work for part-time employees. An employee's entitlement to paid personal leave accrues progressively during a year of service and accumulates from year to year. Visit Fairwork.gov.au for more information.

3.12 Annual Leave

Annual leave allows an employee to be paid while having time off for work. Annual leave is paid at the base rate for their ordinary hours as well as a 17.5% leave loading. All employees except for casual employees get paid annual leave. Full-time and part-time employees are entitled to 4 weeks of annual leave, based on their ordinary hours of work. Annual leave accumulates from the first day of employment even in your probationary period. Unused annual leave will roll over from year to year and will be paid out if you leave the workplace.

All employees must fill in an application form which must be signed by your Host Employer prior to lodging with mteSA.

There are other types of leave that you may be entitled to dependent on personal circumstances, please refer to our Leave Policy, policy number 73.

3.13 Public Holidays

All Apprentices and Trainees will be paid at normal rates for Public Holidays, unless you are required to work on these days. Overtime rates for working on a Public Holiday will be paid in accordance to the applicable Award for your industry.

3.14 Safety

mteSA provides a safe workplace for all employees. mteSA have a duty of care to establish appropriate policies and procedures and provide such information, instructions, education and supervision as is practical to ensure compliance with applicable legislation and the health and safety of employees and others. It is also the responsibility of mteSA to ensure that the Host Employers also provide safe working conditions for our employees.

For your own safety and the safety of others. You must follow all safe work practices as instructed by your Field Officer, Host Employer and trainer. All Personal Protective Equipment (PPE) that is provided must always be worn whilst working. If you notice any hazards at your workplace, it is your responsibility to

ensure you report this to your Field Officer or Host Employer immediately. Please refer to Workplace Health and Safety Policy, policy number 29.

3.15 Access and Equity

mteSA believes that all persons are entitled to employment opportunities. Equal opportunity means that all people will be treated equally or similarly and not disadvantaged by prejudices or bias. mteSA are committed to providing a workplace that does not discriminate based on cultural background, gender, ethnicity, personality, age, education, disability or background.

mteSA has set up processes and practices that support the following State and Commonwealth Legislations:

- Human Rights Act 1986
- Sex Discrimination Act 1984
- Affirmative Action (EEO for Women)
- Equal Opportunity Act 1984 (SA)
- Racial Discrimination Act 1975
- Racial Vilification Act 1996
- Racial Hatred Act 1995

mteSA are committed to providing opportunities to disadvantaged groups and will not tolerate the unfavourable treatment through direct or indirect discrimination of any person. For more information refer to our Equal Opportunity Policy, policy number 61.

3.16 Personnel Records

mteSA will record all aspects of your employment, training, contract in your personnel file. This will include any performance reviews, training records, change of status, and disciplinary actions.

All Apprentices and Trainees are required to read and sign mteSA Privacy Statement and Confidentiality agreement.

Apprentices and Trainees will undergo workplace assessments every 8 -10 weeks. These assessments will be carried out by the Field Officer and may include your Host Employer. The assessments will review your progress to date, any concerns you, your Host Employer or trainer may have as well as put in place recommendations for future training and improvements. Any areas of concern will be followed up at subsequent assessments and may require extra workplace assessments. Reports and all documentation will be kept on your personnel file.

Files are confidential and secured appropriately.

3.17 Suspension of Training Contract

Apprentices and Trainees may need to be placed on suspension from time to time. This may occur when the Host Employer is no longer able to offer you a position. Being on suspension does not cancel your training contract and you will not lose the time already completed. Being on suspension is not necessarily a disciplinary action and MT&E will actively seek other employment for you. During your suspension you can seek other employment or benefits through Centrelink and mteSA will discuss your options with you in the event of a suspension. You will receive copies of any documentation relating to the suspension.

3.18 Transfer of Training Contract

Occasionally an Apprentice or Trainee needs to relocate to another region or state. mteSA will try to assist with the transfer of training for you however this may not always be possible. Depending on the location mteSA would contact local businesses to seek a position for you or contact a Group Training Organisation that is based in that area to assist you.

Dependent on the above mteSA may need to assist you in finding alternate accommodation in this region to continue your apprenticeship or terminate your contract of training. If your contract is terminated, you do not lose the time you have already completed, and you can recommence your contract of training with another business when a suitable position becomes available.

3.19 Completion of Training Contract

When you have successfully completed all aspects of your Apprenticeship, your training results and a letter from your Host Employer is forwarded to the Trainee and Apprentice Management department who will review all documentation and award you with your qualification in your chosen industry.

3.20 Termination of Training Contract

Occasionally a contract of training will be terminated. This may occur for several reasons and may be the choice of the Host Employer, mteSA or the Apprentice or Trainee. Termination can be due to many reasons including inappropriate behaviour that breaches company rules and standards of conduct. mteSA will work with you to assist you with information and support services.

If the termination is due to poor or unsatisfactory work performance mteSA will follow the disciplinary procedures prior to any termination of employment. mteSA will follow the appropriate warning procedures which may include a series of verbal, written or witnessed warnings that sets out the concerns that the employer has with the Apprentice or Trainee regarding their work performance and/or behaviour.

mteSA will ensure that your termination pay is calculated appropriately, and all entitlements are paid to you the closest payday to the termination. For more information refer to our Termination of Employment Policy, policy number 58.

3.21 Training Fees

Training fees to training providers such as trade school or an RTO will be the responsibility of mteSA. If you receive paperwork regarding enrolment, please fill this in and return to mteSA.

3.22 Employee Complaints

There may be times that an Apprentice or Trainee has a complaint about an aspect of their training or employment. If there is a concern in any area of your employment or training, please speak to your Field Officer and/or Host Employer.

MT&E also has a Complaints and Appeals Policy and Procedure that an employee can raise a dispute, concern, problem or complaint on any job-related matter which an employee considers is unfair or unjust.

3.23 Counselling

The Field Officers and other staff at mteSA are available for you to speak with should you encounter a problem in your workplace. In some instances, employees may require further counselling services as working, studying and family and friend commitments can take a toll on us. mteSA are happy to assist you in providing you with information about counselling services.

4. Policies

It is crucial that all students are aware of mteSA's policies that may impact them as an employee of mteSA. If you want access to any mteSA policy, please contact your Field Officer and mteSA will provide you with the required policy and information.

5. General Information

OFFICE LOCATED:

6 Seventh Street
MURRAY BRIDGE SA 5253

TELEPHONE:

(08) 8531 1733

EMAIL:

admin@mtesa.com.au

CHIEF EXECUTIVE OFFICER:

Tracey Kelly

Email: traceykelly@mtesa.com.au

FIELD OFFICER:

(Recruitment, Employment enquires)

Mick Law

Email: field@mtesa.com.au

FIELD OFFICER:

(Recruitment, Employment enquires)

Nick Robson

Email: nrobson@mtesa.com.au

FINANCE / OFFICE MANAGER

(Payroll / Finance enquires)

Renee Puha

Email: finance@mtesa.com.au

ADMIN OFFICER:

Tracey Andrae

Email: admin@mtesa.com.au



BOARD

Due Diligence

CHIEF EXECUTIVE OFFICER

TRACEY KELLY

Oversee all areas
Report to Board

ADMINISTRATION

Wages – Invoices
Training Enrolments
All Financial Matters
Processing all Files

OFFICE MANAGER

RENEE PUHA

Return to Work Officer
Fire Warden
First Aid Officer

OFFICE ADMINISTRATION

TRACI ANDRAE

OPERATIONS

Vacancies
Recruitment
On Site Assessments
Pastoral Care
Assist Host Employers
Assist Trainees &
Apprentices

FIELD OFFICERS

MICK LAW

NICK ROBSON