



MPA SKILLS
CODE OF PRACTICE

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MPA SKILLS

Code of Practice

1. Introduction

This Code of Practice provides direction and advice to MPA Skills' staff and customers relating to day to day management and its operations.

MPA Skills is a registered Training Organisation (RTO) and Group Training Organisation (GTO) and must meet certain standards to maintain that status. The AQTF Standards for RTO's and the National Group Training Standards are available in hardcopy, electronically on the QA System in the document register and online.

Please note that some points of this Code of Practice may only be directed at MPA Skills' RTO division of the organisation and its staff.

MPA Skills is committed to quality training and employment for all students / clients by ensuring:

- Compliance with AQTF Standards;
- Compliance with GTO Standards
- Each participant receives quality training;
- Equal Employment Opportunity and Access and Equity requirements are addressed;
- Staff, facilities, equipment and training materials are provided to meet student and staff needs.

MPA Skills will aim to:

Professionalism

- Provide services which are client focused;
- Provide reliable, efficient and accurate responses to all enquiries;
- Provide a safe work environment that is, as far as practicable, free from hazards which may cause injury to any person;
- Be accountable and responsible for our decisions and actions using moderation/verification procedures across all of our courses;
- Ensure all staff have adequate and appropriate training and receive ongoing support required to maintain our Registered Training Organisation (RTO) status under the Australian Quality Training Framework (AQTF);
- Ensure all of our staff and clients receive and understand our Occupational Safety and Health Policy during the induction process and clearly understand our evacuation procedures;
- Ensure all of our clients receive our fees and our refund policies prior to the induction process.
- Ensure all of our clients receive all relevant information prior to hiring an apprentice through proposal documents.
- Ensure that trainers, assessors and support employees act ethically at all times.

Responsiveness

- Respond to requests for information or advice in a timely and professional manner;
- Provide easy to understand, current and accurate information and advice on all issues related to our scope of delivery (courses); Recognition of Prior Learning (RPL) prior to enrolment;
- Follow up and maintain communication and consultation with our clients as required;
- Maintain our liaison with industry to monitor and update our training products and services and to ensure training is relevant and current;

- Involve industry in the development of our training resources and assessment tools;
- Seek feedback from our clients in receipt of training upon completion and react to this feedback where opportunities for improvement are identified;
- Ensure all clients who complete their course successfully receive their certification and/or statements of attainment in a timely manner.

2. Purpose and Policy Statement

MPA Skills exists to ensure there are sufficient appropriately trained staff to sustain the plumbing and painting industries in Western Australia. To do this we will undertake the following

Strategies

1. Provide training programs that meet industry standards.
2. Train sufficient people to meet the needs of the industries.
3. Train industry staff to continuously improve their skills to meet current and future business and technical needs.
4. Continue as a relevant and financially viable organisation.

Policy Statements

The Management and staff of MPA Skills are committed to:

Safety: Providing high standards of occupational health, safety and welfare, in a working environment which is, as far as is practicable, free from hazards which may cause injury to any person. This is achieved by appropriate resources and effort, consultation, and training, and by every employee taking responsibility for their safety and the safety of others.

Quality: Consistently provide clients with excellent service that exceeds their expectations. The company is committed to managing its systems and processes in accordance with the Standards for Registered Training Organisations and the Australian Quality Training Framework.

Environment: Protecting a sustainable environment. To fulfil this commitment, MPA Skills will observe all environmental laws and will integrate environmental factors into our activities.

Human Resources: Creating an environment where people lead by example and have a sense of ownership of the business. This is achieved by treating our staff and customers equally with respect and fairness at all times.

Equal Opportunity: The application of equal opportunity principles in all decisions affecting our employees regardless of gender, marital status, religion, sexual orientation, pregnancy, race, age, family responsibility, impairment or political conviction.

Drugs & Alcohol: MPA Skills will not accept any person presenting for work or being on the premises who is incapacitated by alcohol or other drugs.

Each apprentice and/or employee is expected to positively support MPA Skills' systems and to participate in, and contribute to, the improvement of policies and procedures.

3. Australian Quality Training Framework (AQTF) and Group Training Organisation Compliance

MPA Skills is a Registered Training Organisation (RTO) and a Group Training Organisation (GTO). To be an RTO and a GTO, MPA Skills must comply with the Australian Quality Training Framework (AQTF) and National Standards for Group Training Organisations. These frameworks establish nationally agreed standards for training and group training organisations and ensures the quality of vocational education, training and group training services throughout

QA 18.03.2010

Australia. MPA Skills QA System ensures compliance with these standards and their requirements.

4. Continuous Improvement

MPA Skills uses a systematic and continuous improvement approach to the management of operations by:

- Continually assessing and evaluating our services using our QA System to ensure the maintenance of quality responsiveness to our clients' identified needs and also reflect the changes that may occur within the training packages;
- Seeking our client's views as part of the annual RTO and GTO self-assessment and evaluation process required by the AQTF Standards and the National Standards for Group Training Organisations;
- Provide the Training and Accreditation Council (TAC) with an annual self-assessment report (if and/or when requested) against the AQTF Standards and identify any continuous improvement actions;
- If MPA Skills require additions to scope, we will ensure the additions align with the current industry standards and inform the office of TAC for approval, prior to enrolling clients.

5. Occupational Safety and Health

MPA Skills will:

- Protect all employees and bona fide visitors from risk of injury or illness, so far as is practicable, in the working environment.
- Comply with the spirit and intent of relevant legislation, statutory requirements, codes of practice, regulations and industry standards and will make adequate provision of resources to meet these requirements.
- Not knowingly demand or expect any person to participate in an activity which is likely to be detrimental to their health or safety.
- OH&S Policy Ensure that all people connected with the organisation are protected against the risk of becoming exposed to uncontrolled hazards.
- Ensures that issues concerning people's safety are just as important as any other management issue and that adequate resources, in terms of personnel, time, equipment and training will be allocated to addressing the safety of people in our workplaces.
- Empower all staff to raise concerns regarding workplace safety and issues raised will be dealt with promptly by the appropriate means and by the appropriate people. People with concerns can raise them with their immediate supervisor, or their Health and Safety Representative.
- Take all reasonable and practicable measures to identify workplace hazards, assess the risks those hazards pose and to implement appropriate measures to eliminate, reduce or otherwise control those risks.
- Expects all of its personnel to take all reasonable care to ensure their own health and safety at work, as well as the health and safety of co-workers, students and others using the company's facilities.

Please refer to the Occupational Safety and Health Policy located in MPA Skills QA for further details.

6. Risk Management

Risk management means the systematic application of management policies, procedures and practices to the tasks of identifying, analysing, evaluating, treating and monitoring risk.

The aim of this policy is not to eliminate risk. It is to assist MPA Skills personnel to manage the risks involved in all MPA Skills activities to maximise opportunities and minimise adverse consequences. Effective risk management requires:

- Identifying and taking opportunities to improve performance as well as taking action to avoid or reduce the chances of something going wrong.
- A systematic process that can be used when making decisions to improve the effectiveness and efficiency of performance.
- Forward thinking and active approaches to management.
- Effective communication.
- Accountability in decision making.
- Balance between the cost of managing risk and the anticipated benefits.

Risk management is an interactive process of continuous improvement that is best embedded into existing practices or business processes. The main elements of the MPA Skills risk management process are:

- Communicate and consult: Liaise with internal and external stakeholders as appropriate at each stage of the risk management process and concerning the process as a whole;
- Establish the context: Define the basic parameters within which risk must be managed and set the scope of the rest of the risk management process. The context excludes MPA Skills external and internal environment and the purpose of the risk management activity.
- Identify risks: This step seeks to identify the risks to be managed.
- Analyse risks: Identify and evaluate existing controls. Determine consequences and likelihood and hence the level of risk. This analysis should consider the range of potential consequences and how these could occur.
- Evaluate risks: Compare estimated levels of risk against pre-established criteria and consider the balance between potential benefits and adverse outcomes. This enables decisions to be made about the extent and nature of treatments required and about priorities.
- Treat risks: Develop and implement specific cost-effective strategies and action plans for increasing potential benefits and reducing potential costs. Allocate responsibilities to those best placed to address the risk and agree on target dates for action.
- Document, monitor and review: Each stage of the risk management process must be documented. It is necessary to monitor the effectiveness of the risk management process. This is important for continuous improvement. Risks and the effectiveness of treatment measures need to be monitored to ensure changing circumstances are taken into consideration.

The following responsibilities exist for the implementation of effective risk management::

- Overall Business Risk Management
 - Undertaken as part of the annual Strategic Review and Operational Planning process and reported in those documents to the Board. The Chief Executive Officer is responsible for managing this.
- Asset and Financial Risk Management
 - Undertaken as part of the work of the Financial Controller and subject to external review by the Auditors and by the Board and its Finance and Audit Committee through reports to each Board Meeting.
- Occupational Safety and Health Risk Management
 - Undertaken by the OSH Committee as part of its ongoing review and improvement of OSH. The Group Training & OHS Manager is to monitor OSH on an ongoing basis and engage contractors as required. Outcomes reported to the Board. Managed by the Group Training & OHS Manager.

- Registered Training Organisation Risk Management
 - Undertaken as part of the work of the QA & Education Manager and subject to an annual internal audit using audit tools published by the WA Training Accreditation Council. External review as required by external authorities. Outcomes reported to Board.
- Group Training Organisation Risk Management
 - Undertaken as part of the work of the QA & Education Manager and subject to an annual internal audit against the national Group Training Standards. External review as required by external authorities. Outcomes reported to Board.

7. Workplace Rehabilitation

MPA Skills will:

- Prevent injuries and illnesses in the workplace, by providing a safe and healthy environment for all employees.
- Report all accidents at the earliest instance, investigate and ensure steps are taken to control and prevent a recurrence.
- Offer rehabilitation to all employees following both work-related and non-work related injuries, or illnesses, in line with current legislation, industrial awards and agreements.

8. Smoke Free Policy

MPA Skills recognises that passive smoking is hazardous to health and that non-smokers should be protected from the involuntary inhalation of tobacco smoke.

Accordingly, the following policy devised by MPA Skills applies to all areas of its training facilities from Tuesday, 1 August 2006. This policy applies to all management, staff, students and visitors of MPA Skills.

Smoking Areas

There is one permitted smoking area provided at MPA Skills. This area is located at the front of the Plumbing Workshop, 3 Foundry Street. A bin is provided for disposal of cigarette butts.

Enforcement

This policy will be enforced by management of MPA Skills. If the policy is not adhered to, management will take action against the person. In the first instance, that person will be warned and reminded of the policy, and in the second and subsequent instances appropriate action consistent with other policy breaches of this facility will be applied.

9. Fire and Emergency Procedures

Site Evacuation Plans are posted throughout MPA Skills buildings. Please also refer to MPA Skills' Occupational Safety and Health Policy for further information.

10. Certification – Issuing AQTF Qualifications and Statements of Attainment

Statements of attainment and certificates will be issued only on successful completion of courses and assessments as specified by the training packages the RTO adheres to.

MPA Skills ensures all clients who complete their course successfully receive their certification and/or statements of attainment in a timely manner.

11. Ethics

The MPA Skills Board, management and staff will behave ethically in the provision of AQTF and Group Training services. It will:

- Adhere to the requirements of the AQTF and Group Training Standards regarding advertising material.
- Ensure that marketing materials are not misleading in any way.
- Ensure that the use of logos is consistent with National and State requirements.
- Use of National State Territory logos are adhered to by MPA Skills and will only be used as specified by the rules of usage from the company, department or government industry body who issues them.

12. Access and Equity

MPA Skills is committed to identifying and responding to any issues under the provisions of equal opportunity and anti-discrimination legislation by incorporating provisions of this policy into all elements of business and operations undertaken by MPA Skills. This policy determines the provisions which integrate equal opportunity and anti-discrimination statutes into its processes, practices and business decisions.

To achieve this MPA Skills will maintain systems relating to equity whereby access to employment, transfer, training, assessment and conditions of employment will be based on merit in accordance with Equal Opportunity legislation.

MPA Skills is committed to access and equity in the provision of vocational education and training and recognises its obligations under a range of Federal and State legislation.

Access and equity in vocational education and training applies to existing and potential clients of MPA Skills. This could include people from established equity target groups, disadvantaged groups or any people who are experiencing difficulty in successfully participating and achieving.

Access means making it possible for a diversity of people to gain entry to current and future programs. This would include, but not be limited to, specified equity target groups.

Equity means:

- Removing barriers that prevent successful outcomes for students.
- Implementing procedures that support successful outcomes for all students.
- Creating an environment which is fair, non-discriminatory and harassment free.
- Creating an engaging learning environment that provides inclusive and relevant educational experiences and assists in the development of a more competitive, skilled and diverse workforce.
- Developing a culture where everyone is committed to these processes.

MPA Skills will ensure that programs, services and environments are accessible and equitable.

MPA Skills is committed to and will endeavour to recognise and support the diversity of skills and potential, the needs of the current client base and the wider community.

Equal Opportunity Policy and Affirmative Action Plan

MPA Skills is built upon teamwork and equal opportunity and is committed to develop and implement a program of non-discrimination and affirmative action. MPA Skills subscribes to the principles of an equal opportunity employer and will recruit, interview, hire, classify, select for training, promotion, demotion, discipline, rates of pay or other compensation, transfer, termination, enrol in training courses and events, and offer enrolment without regard to race, religion, creed, colour, national origin, physical disability, sex, age or relationship status.

It is the responsibility of management of MPA Skills to practice fair employment and enrolment to everybody at all times in his or her respective area of business. Any violations of the Access and Equity Policy by anyone must be reported immediately to Senior Management. Further, all staff members including trainers and consultants will be responsible for maintaining an environment, work or otherwise, that is free of racial or sexual overtones.

MPA Skills will cooperate with Federal, State and Local Government bodies that have the responsibility to observe our actual compliance with various laws relating to employment and enrolment in training courses.

12.1 Equal Opportunity Legislation

MPA Skills has divided the Equal Opportunity legislation into two main areas:

- Anti discrimination legislation, which prohibits the denial of employment and training and its benefits, based on certain grounds. Sexual harassment is considered a form of discrimination.
- Affirmative action legislation which attempts to prevent discrimination from occurring by identifying and eliminating barriers facing women and other minority groups in employment and training.

(a) **Discrimination:**

Discrimination is any practice that makes distinction between individuals or groups so as to arbitrarily advantage one and disadvantage another. Discrimination occurs when somebody is treated less favourably on the grounds of the following attributes:

- Sex
- Imputed characteristics (stereotypes)
- Parental status
- Lawful sexual activities
- Marital status
- Race
- Age
- Impairment (physical or intellectual)
- Religion
- Political belief or activity
- Pregnancy or breastfeeding.

Discrimination may involve:

- Offensive jokes or comments about a person's racial or ethnic background, sex, sexual preference, age, disability or physical appearance.
- Display of pictures, cartoons or posters that may be offensive or derogatory.
- Expressing negative stereotypes for a particular group.

- Judging someone on their religious beliefs rather than their work performance.
- Using stereotypes or assumptions to guide decision making about someone's career.
- Undermining a person's authority or work performance because you dislike one of their personal characteristics.

(b) Sexual Harassment, Victimization and Bullying

Sexual harassment is defined as an unwelcome sexual advance, unwelcome request for sexual favours or other unwelcome conduct of a sexual nature which makes a person feel offended, humiliated or intimidated, and where that reaction is reasonable in the circumstances.

Sexual harassment occurs when a person makes an unwelcome sexual advance on or an unwelcome request for sexual favours to another person, or engages in any other unwelcome conduct of a sexual nature in relation to another person.

It has nothing to do with mutual attraction or private, consenting friendships whether sexual or otherwise.

Some examples of sexual harassment include:

- Persistent, unwelcome demands or even subtle pressures for sexual favours or outings;
- Leering, patting, pinching, touching or unnecessary familiarity;
- Offensive comments on physical appearance, dress or private life; and
- The public display of pornography (especially when it is directed at particular individuals) ranging from material that might be considered mildly erotic through to material that is sexually explicit.

MPA Skills recognises that comments and behaviour which do not offend one person can offend another. Management accepts that individuals may react differently and expect the right to be generally respected.

Racial harassment may be defined as any hostile or offensive act or expression by a person of one racial or ethnic origin against a person of another, or incitement to commit such an act. Such behaviour includes derogatory name-calling, insults and racist jokes, racist graffiti, verbal abuse and threats, physical acts, ranging from gestures to attack, and ridicule of an individual for cultural or linguistic differences. Racial harassment occurs when any such behaviour creates an intimidating, hostile or offensive environment for employment, for study or for social life. Differences of attitude or culture and the misinterpretation of social signals can mean that what is perceived as racial harassment by one person may not seem so to another.

Bullying is repeated, unreasonable behaviour directed toward an employee, or group of employees, that creates a risk to health and safety. It can include, but is not limited to, behaviour such as:

- Picking on people and criticising them in front of others;
- Punishing people by refusing to delegate responsibilities to them which they are competent to fulfil;
- Unfounded criticism of the performance of work tasks;
- Shouting at people to get things done;
- Deliberately changing work duties to victimise particular employees;
- Verbal abuse;
- Initiation practices;

- Sabotaging someone's work;
- Ridiculing someone's opinion.

Bullying is not an acceptable part of our culture. Furthermore, bullying is a significant occupational safety and health consideration, if it occurs in the workplace or a working environment, as it can cause harm to a person's health and well being, both physical and psychological.

Bullying does not cover situations where an employee / student has a grievance about legitimate and reasonable:

- Performance management processes;
- Disciplinary action;
- Allocation of work in compliance with systems.

Personal harassment – other forms of harassment can equally cause misery. Such harassment may include:

- Insults or bullying based on personal circumstances, appearance, sexual orientation, disability;
- Teasing and pranks about age, cultural differences, disability.
- Hostility based on religious and cultural denomination, age, disability.
- Using a person's known ill-health or disability to de-skill, de-power or demoralise them.

12.2 Wheelchair access

MPA Skills has wheelchair access via the entry to:

- (a) the Reception area of the Administration Office,
- (b) the Skill Centre – upper level via the double glass doors;
- (c) the Painting Workshop via the double glass doors;
- (d) a movable ramp allows ease of entry to (a) and (b) above.

12.3 Disabled Toilet:

MPA Skills has a disabled toilet located in the Painting Workshop, Lower Level, 108 Caledonian Avenue, Maylands.

Legislation:

Disability Discrimination Act 1992 (Commonwealth)
 Equal Opportunity Act 1984 (Western Australian)
 Disability Services Act 1993 (Western Australian)
 Human Rights and Equal Opportunity Commission Act 1986 (Commonwealth)
 Racial Discrimination Act 1975 (Commonwealth)
 Sex Discrimination Act 1984 (Commonwealth)

What happens if you have been discriminated against?

If you feel that you have been discriminated against you should:

- Talk to your supervisor or one of the EEO Officers; they will tell you what your options are;
or
- Use the company's grievance and appeal process to make a formal complaint.

Any complaint will be dealt with seriously and sympathetically. Confidentiality will be respected at all times.

It is important that you come forward with any complaint you may have. This will ensure that your rights are protected and that other employees are also not subjected to the same discriminatory treatment. All reasonable attempts to resolve the matter satisfactorily will be made in-house.

If you are not satisfied with the manner in which your complaint was dealt with by the company, you have the right to take it to an external agency, such as the Equal Opportunity Commission, Employee Assistance Program, or your union.

Equal Opportunity Commission

Country Callers: 1800 198 149
 Phone: (08) 9216 3900
 E-mail: eoc@eoc.wa.gov.au

13. Training and Assessment

MPA Skills is committed to quality training and will ensure that training:

- Meets relevant national standards;
- Is relevant to the requirements of the organisation;
- Is conducted by suitably qualified personnel;
- Is supervised by suitably qualified personnel when required

MPA Skills will ensure that assessment:

- Meets the requirements under AQTF Standards;
- Methods are equitable and meet training package and/or accredited course requirements and
- Practices provide appeal and re-assessment options.

MPA Skills will:

- Monitor delivery standards through regular systematic gathering, collation and analysis of feedback from participants in the training process;
- Maintain records according to policies and practices assuring their integrity, security and appropriate confidentiality;
- Issue Qualifications, Records of Achievement and Statements of Attainment, in accordance with all appropriate guidelines by competent staff with demonstrated understanding of qualification requirements;
- Provide professional development opportunities for trainers and assessors;
- Ensure the security and integrity of assessment tools and that all assessment processes are valid, flexible, reliable and fair;
- Commit to the principles of Recognition of Prior Learning and that all processes meet National Assessment Practices.

MPA Skills terms and conditions of enrolment:

- Students who enrol in assessable or examinable subjects and do not complete 90% of assessment requirements due to factors such as non-attendance will receive a fail / hold or re-enrol result, unless they have formally withdrawn from the subject within 50% of the unit of competency duration. Students may formally appeal an assessment result.
- Students who withdraw after 50% of the time allocation of any units of competency has elapsed will have the subject name and a re-enrol result included on their statement of attainment.
- Re-enrolment in a subject, which a student has failed twice, is not permitted, unless approval has been obtained from the Training Manager.
- Assessment results will not be given over the phone. All results will be posted to a student's postal address, so please ensure that changes to your address details are made prior to completion.

- Assessment re-sits - the appropriateness of a student to participate in a re-sit is always at the discretion of the trainer / assessor. In the final analysis the trainer / assessor may decide the student is not yet ready for a re-sit and requires further tutorials.
- Students unable to pass a unit of competency after an additional three re-sit attempts may be required to re-enrol in that unit of competency.

14. Grievance Resolution

MPA Skills:

1. promotes positive relationships with its employees and clients.
2. creates an environment where all are treated with efficiency, fairness, integrity, impartiality and due care.
3. ensures that grievances are addressed and resolved directly and quickly to avoid the escalation of problems.
4. provide mechanisms for resolving conflict quickly and fairly and ensuring the privacy and rights of the individual/s concerns are maintained.
5. respect confidentiality at all times within the constraints of the need to fully investigate the grievance.
6. A grievance is any type of problem, concern or complaint related to work or the work environment. A grievance can be about any act, behaviour, omission, situation or decision that someone thinks is unjustified.
7. Where a grievance is between staff members, MPA Skills management encourages staff to professionally raise and manage issues with other staff members directly. Unresolved grievances may then be referred to the relevant manager and also resolved at the local level wherever possible.
8. This process will be conducted impartially. All parties will have an opportunity to present their case. No assumptions will be made and no action will be taken until all relevant information has been collected and considered. Any decisions / outcomes arising from the process will be documented and acknowledged by all parties.
9. All parties will be kept informed and will have access to relevant information, support and representation during the process. This may include the parties deciding to have, and agreeing on, an independent observer.
10. At any point throughout the process the complainant can decide not to proceed with the complaint and may withdraw from the process without penalty.
11. No action will be taken against anyone for making a legitimate complaint or helping someone else to make a complaint. Management will take all necessary steps to ensure that no victimisation occurs against anyone who makes a complaint.
12. Where a manager/supervisor is aware of issues, they may intervene prior to a complaint being made.
13. Grievances may also be unlawful under State and Commonwealth legislation and as such may have legal consequences, for example sexual harassment.

Administrative Procedures

1. The MPA Skills Grievance Resolution Policy outlines the procedures for managing harassment complaints or grievances.
2. Appropriate action will be taken by MPA Skills to ensure that any misconduct does not continue.
3. Where a manager/supervisor is aware of issues, they may intervene prior to a complaint being made.
4. Strict confidentiality will be maintained at all times.
5. Where warranted by seriousness or gravity, MPA Skills reserves the right to refer the complainant to the relevant external authority (eg, the Police or Equal Opportunity Commission) as well as manage the issue in accordance with the Grievance Resolution Policy. A referral may occur:
 - i. instead of the internal Grievance Resolution Policy; or

- ii. during the course of the internal Grievance Resolution Policy as appropriate.

Any referrals must be endorsed by the Chief Executive Officer.

15. Non-discriminatory Language

MPA Skills encourages the use of non-discriminatory language in all of its communications.

16. Discipline

Under no circumstances will misconduct be tolerated. Appropriate disciplinary action will be taken by MPA Skills to ensure that any misconduct is addressed and ceases immediately.

MPA Skills and its management team are committed to fairly and consistently managing disciplinary matters.

Supervisors must observe the principles of natural justice at all times and provide the employee or student every reasonable opportunity to state their case.

This process will be conducted impartially. No assumptions will be made and no action will be taken until all relevant information has been collected and considered.

In the first instance, MPA Skills aims to resolve grievances internally. Grievances may also be unlawful under State and Commonwealth legislation and as such may have legal consequences, for example sexual harassment.

17. Mutual Recognition

MPA Skills will at all times abide by the mutual recognition agreements formed between all states of Australia, in the recognition of other Registered Training Organisation's training and certification therein awarded.

MPA Skills will:

- Provide information in all appropriate handbooks and company promotional material.
- Recognise accredited training through the provision of certification showing all requirements as detailed within the Australian Qualification Framework (AQF).
- Confirm details of the RTO and Qualification/Units of Competence initially on NTIS.
- Communication with the issuing RTO's for the provision of written confirmation regarding a Certificate or Statement of Attainment, if doubt is evident.
- By the awarding of competencies as having been attained on a current training program.

18. Alcohol and Drugs Policy

MPA Skills will not accept any person presenting for work or being on the premises who is incapacitated by alcohol or other drugs. Each apprentice and / or employee is expected to positively support MPA Skills systems and to participate in, and contribute to, the improvement of policies and procedures.

Apprentices and/or employees must comply with the alcohol and drug testing requirements as stated in the Contract of Employment.

The purpose of this policy is to prevent accidents or incidents occurring due to apprentices being affected by alcohol or drugs and to ensure the safety of all apprentices while on duty or while attending off the job training at MPA Skills

Administrative Procedures

1. If an employee / apprentice is suspected of being affected by alcohol or drugs while on site or attending off the job training, that apprentice will immediately be removed from site or off the job training and will be required to undertake a Drug and Alcohol Screening (DAS).
2. MPA Skills reserves the right to request an apprentice or employee to undertake a random DAS, within working hours and without notice or in the case of a serious incident.
3. If this occurs, the employee / apprentice will be collected from site by a Field Officer, the Group Training Manager, Training Manager, Manager or Trainer and taken to our Occupational Health providers where testing can be undertaken.
4. Testing will be at the expense of MPA Skills on these occasions.
5. If the employee / apprentice refuses to accompany the MPA Skills staff member to enable testing to be undertaken he/she will be immediately stood down without pay and will be required to undertake a DAS at his/her own cost.
6. A clear test result must be provided to MPA Skills before the employee / apprentice is permitted to return to work or training.
7. A positive test result for alcohol or drugs may lead to immediate termination of the employment contract or removal from off the job training. Following further testing to assess the level of usage of alcohol or drugs, MPA Skills will assess the future employment or training of the employee / apprentice.
8. Dependant on the result of this decision, conditions may be put in place relating to the future employment or training of the apprentice. Conditions imposed may include close monitoring and supervision and ongoing random DAS requests. In the case of an apprentice, the apprentice may also be placed on immediate suspension.

19. Intellectual Property Policy

MPA Skills owns, controls and manages all Intellectual Property ("IP") that it has created or acquired. Intellectual Property covers copyright, web site content, multi media, educational management systems, other educational software, learning and assessment strategies including curriculum, registered and unregistered trade marks and other insignia of origin, as well as confidential information.

All staff, contractors and consultants have a responsibility to properly identify, attribute and preserve the IP of MPA Skills.

All MPA Skills staff have a responsibility to properly identify, preserve and use the IP of MPA Skills and respect the IP of others. Where there has been an alleged infringement or misuse of the IP owned by MPA Skills, staff must notify their Manager who will provide a written report to the Chief Executive Officer for action. Any action taken will be in line with the Discipline Policy and the Disciplinary Process.

20. Information Technology Policy

This policy applies to all users of the system including those users with remote access.

The primary function of our computer system and its Internet connection is to provide staff and students access to electronic communications for approved training, research and administrative purposes. In the case of students this access is only for purposes directly related to their academic programs. Computer systems, email and the Internet may be used for limited periods during break times for personal use and personal emails should be kept to a minimum. Personal emails will be the subject of periodic review by management. Staff members are **not** permitted to log onto Facebook, Twitter, My Space, etc.

Computer systems, email and the Internet are not to be used for commercial purposes unless authorised by the company.

Like all other forms of text-based communication, all electronic communication and documentation is the property of MPA Skills and will be treated as such. This includes all information saved on personal drives.

Unless otherwise indicated, all MPA Skills information held on its computer systems is copyright. All rights are reserved unless otherwise stated.

In an effort to protect User's privacy, ensure licensing limits are maintained, and for the protection of both the individual and the organisation Users are not authorised to:

- Use another person's username and password or allow another person to use their username and password.
- Send email messages from another person's email account.
- Access, copy, alter or destroy files that were not authorised nor intended for their use.
- Improperly interfere with, or alter computer equipment.
- Copy, disclose or transfer computer software without written permission.
- Users shall not upload, download or otherwise transmit commercial software or any copyrighted materials belonging to parties outside of the company or of MPA Skills.
- Collect or discard any electronic, printed or magnetic material that is not their intellectual property or property for which they have been authorised access.
- Infringe provisions of hardware or software licensing agreements.

Use of computer systems, email and the Internet is to be consistent with legislation and organisational policies including privacy provisions, equal opportunity and harassment principles.

Inappropriate use or transmission of unacceptable material will not be tolerated under any circumstances. Unacceptable use of the Internet and email includes:

- Sending Messages containing obscene, offensive or slanderous material.
- Accessing sending or using Pornographic images from the internet or from software used as screensavers.
- Sending, forwarding or printing or Networking of jokes with derogatory content and images of an offensive nature;.
- Messages containing information that is harmful to the organisation or employees.
- Messages used for purposes that conflict with the organisation's interests.
- Sexual suggestions or innuendos sent via email.
- Any matter detrimental to any religion or race.
- Posting, printing or passing on scanned cartoons.
- Accessing of personal email accounts.
- Substituting face-to-face communication where personal communication is more suitable, for example performance feedback, negative or sensitive messages.

Correspondence via email should be treated with the same care and integrity as printed communication. Users are responsible for the content, dissemination and management of messages they send. Users should be aware that they might be personally exposed to legal action on the basis of their communications.

Remote Access

Remote access will only be available where a staff member is required to perform specific work as needed by the organisation. Access to this system will be on a needs basis. The Chief Executive Officer will need to approve all remote access arrangements.

Staff will be required to provide their own compatible computer and email access.

All costs involved with setup and maintenance of the system will be the responsibility of the employee. This includes the cost of the computer, all software and associated items such as printers. All ongoing costs such as phone lines, the cost of calls and software/hardware repairs will be met by the employee. The ongoing cost of Internet access may be covered by the organisation by agreement with the Chief Executive Officer.

Employees must provide IT Support with proof of an up to date and effective virus protection program prior to receiving access. The software will be reviewed every three months. If an employee is not able to demonstrate they have effective software, their access will be discontinued until suitably rectified.

21. Document Management and Conventions

It is very important that documents are managed effectively. All electronic files are to be created using the [Filing Guidelines](#).

In the interests of professionalism and consistency, we use a standard format for all work related documents. The format includes the same font, style and appropriate use of heading and file path names.

Staff need to be aware that all electronic communication and documentation, including all information saved on personal drives, is the property of MPA Skills and will be treated as such. Personal folders are not to be created on any drive except individual H: drives.

Any Intellectual Property including learning and assessment resources will be returned to MPA Skills at the termination of the engagement.

“Confidential Information” means all information relating to MPA Skills and its Related Bodies Corporate (within the meaning of the *Corporations Act 2001*), which is not in the public domain other than due to a breach of your obligations under this letter, and includes: Customer lists, personal information in respect of Customers, course material, financial data, business plans, and any other information which from its appearance or content, may reasonably be regarded as confidential.

Intellectual Property also means copyright, website content, multi media, educational management systems, other educational software, learning and assessment strategies including curriculum, registered and unregistered trade marks and other insignia of origin, as well as confidential information.

MPA Skills owns, controls and manages all intellectual property created by you as an MPA Skills staff member, contractor or consultant pursuant to the terms of your employment or otherwise created under the direction or control of MPA Skills.

Passwords are not to be used for protection of documents. If a staff member wishes to keep a document confidential and does not wish to keep it on their H: drive, they should discuss their options with the IT Coordinator.

MPA Skills policies, procedures, proformas and course documents are located on MPA Skills QA System and are read only. Specific Managers have the ability to access the documents. If you have a suggested amendment to a document you should submit an Improvement Log via the QA System.

22. Privacy Policy

MPA Skills is bound by the National Privacy Principles of the *Privacy Amendment (Private Sector) Act 2000*, industrial awards and agreements related to privacy and is committed to safeguarding personal information it may hold at any time in respect of any individual, in accordance with the requirements of those Principles.

Any personal information that we do collect, we keep strictly confidential and it can only be accessed by authorised staff within MPA Skills. MPA Skills keeps, maintains and uses personal information in accordance with the *Privacy Amendment (Private Sector) Act 2000*.

We only collect information relevant to our business relationships with you and that is necessary to perform our functions and activities and to fulfil our legal requirements and are required to keep certain information about your training for quality and audit purposes. These include enrolment and payment, assessment, and certificates issued.

This information may be kept on an individual students file (apprentices and trainees only) or together on a class group file. You may request to access your personal information by submitting the [Personal Records Request Form](#).

MPA Skills does not share, sell or trade your personal information to any company or person, except where that information is to be provided to other organisations who perform certain functions or operations for us with your consent.

We take reasonable steps to ensure that your personal information is accurate, complete and up-to-date at the time of collecting, using or disclosing the information.

We will protect any personal information that we hold about you from misuse and loss.

MPA Skills Privacy Policy sets out our commitment to safeguarding personal information.

23. Conflict of Interest

MPA Skills will:

- Ensure that directors and employees will not engage in activities that may constitute a conflict of interest, or place themselves in positions that might potentially produce a conflict of interest between themselves and the GTO or RTO.
- Manage any conflict issues in a transparent and ethical manner.
- Dispose of potential conflicts of interest as soon as they arise.

24. Fees and Charges Policy

Fees and Charges – Publicly Funded Courses:

Fees and charges are managed in accordance with the VET Fees and Charges Policy 2010 published by the Department of Education & Training.

Enrolment is not complete until statutory and RTO based fees and charges are paid, deferred payment arrangements have been made or fees and charges have been waived. (Vocational Education and Training Act 1996, Western Australia.)

Tuition / Course fees

The course fee is charged with a concession rate available.

Students pay a maximum of \$580 a semester or \$1,160 per year.

Concession students pay a maximum of \$290 a semester or \$580 per year.

Resource Fees

The resource fee covers materials purchased by MPA Skills to be consumed or transformed by students in the course of instruction. The resource fee also covers internet charges and other services utilised by the students in the course of instruction.

Any equipment that will be retained by the student as his or her own personal property must be purchased separately by the student.

Resource fees can vary from \$70 to \$350 according to the course a student is enrolled in.

On enrolment, students will take up one of the following payment options:

- a) pay the full amount of fees and charges;
- b) present a signed authority from an employer/third party to invoice that employer/third party for the student's fees and charges;
- c) make application on the grounds of financial hardship to pay by instalments and pay a deposit to a maximum of \$100;
- d) make application on the grounds of severe financial hardship for fees and charges to be waived; or
- e) for students who have fallen behind in their instalments during the previous semester, the RTO may work out with the student an appropriate arrangement to pay the amount outstanding, plus the fees and charges for the next semester. If this can be arranged, the student may be enrolled.

Students who fail to take up one of the above options must not be enrolled.

If a concession is to be applied (refer below), this relates to the date of enrolment. If a concession in categories (a) to (d) below is to be applied, this relates to the date of enrolment. A student is considered to be concessional for a semester should any concessional enrolment exist within that semester.

The following students are entitled to the concession rate on course fees:

- a) Persons and dependants of persons holding:
 - i) A Pensioner Concession Card.
 - ii) A Repatriation Health Benefits Card issued by the Department of Veterans' Affairs.
 - iii) A Health Care Card.
- b) Persons and dependants of persons in receipt of AUSTUDY or ABSTUDY.
- c) Persons and dependants of persons in receipt of the Youth Allowance.

- d) Persons who are inmates of a custodial institution.
- e) Persons who have reached the age of 15 but who have not reached 18 years of age, and who are not due to reach 18 years of age in the calendar year for which they enrol (that is, for study in 2010, year of birth must be 1993, 1994 or 1995).

In cases of financial hardship, students must be given a minimum of eight weeks from the commencement of a semester to finalise payment, which may include payment by instalments.

In cases of severe financial hardship, accountable officers may waive all fees and charges. Details of the students enrolment and grounds for waiving of fees and charges must be retained for audit purposes.

MPA Skills reserves the right to initiate debt collection activities when required.

Transfers

MPA Skills will be pleased to transfer your booking to another date at no cost when we are advised at least 5 working days prior to course commencement. A \$25.00 fee applies to transfer your booking to another time when we are advised less than 5 working days prior to course commencement. Please be aware that you are unable to transfer your booking on the day of your course.

Refunds

Students must be advised that written advice of withdrawal is necessary to ensure they are eligible for refunds.

Requests for refunds must be lodged within two weeks of the official withdrawal date.

Students who withdraw are entitled to a full refund of fees and charges where:

- a course/qualification or unit is cancelled or re-scheduled to a time unsuitable to the student;
- a student is not given a place due to maximum number of places being reached; or
- a student accepts an offer of a place in a university. In this situation, students must provide a copy of the letter of offer with their refund application.

The CEO can approve a full refund of fees at any time during delivery if a class is cancelled because of declining student numbers, no available lecturer, or due to other circumstances caused by the RTO.

Students who withdraw for reasons other than those outlined above, and who lodge a withdrawal form prior to or within four weeks of commencing their unit or their program of study or before 25% of delivery has been concluded (whichever is sooner) will be eligible for a full refund of their course fee and 50% of the resource fee paid.

The CEO can approve a pro rata refund of fees and charges at any time during the course of delivery if students withdraw for reasons of personal circumstances beyond their control.

For example:

- 1.1. serious illness resulting in extended absence from classes;
- 1.2. injury or disability that prevents the student from completing their program of study; or
- 1.3. other exceptional reasons at the discretion of the accountable officer.

In all cases, relevant documentary evidence (for example, a medical certificate) is required.

Fee for Service (Post Trade):

Course Fees & Charges

Students working in the Building and Construction Industry may be eligible for a subsidy by the Construction Training Fund (CTF). This subsidy will apply to the total course fee and reduce the course fee payable by the subsidised amount.

Students may also be eligible for a MPGA / MPA members' discount on training courses.

Students will receive an invoice 3 weeks prior to the commencement date of the course and will have 14 days from invoice date to pay. If payment is not made within 14 days a student's enrolment may be cancelled and their place given to another student.

MPA Skills reserves the right to initiate debt collection activities when required.

Transfers

MPA Skills will be pleased to transfer your booking to another date at no cost when we are advised at least 5 working days prior to the course commencement date. A \$25.00 fee applies to transfer your booking to another time when MPA Skills is advised less than 5 working days prior to the course commencement date. Please be aware that you are unable to transfer your booking on the day of your course

Refunds

A full refund will be made if **written** advice is received a minimum of 48 hours prior to the course commencement date. It is regrettable that no refund can be made for cancellations received less than 48 hours prior to course commencement or for failure to attend the course. Should you be unable to attend, a substitute participant is welcome at no extra charge. Other refunds may be applicable under special circumstances at the discretion of the Chief Executive Officer.

25. Security of Building

Security is the responsibility of all staff and as such all staff are expected to take all reasonable and necessary steps to ensure the security of buildings and equipment. All staff are responsible for ensuring their own work area is secure and windows are closed and training staff are asked to ensure they check the security of their training area at the end of each session and check all access points to the building.

Where necessary, staff will be issued with keys and security codes. Security codes are to be kept private and should not be written down. Staff are not to use another person's code or allow another person to use their code and if a code is compromised, it should be changed immediately.

All staff that have keys and security codes must ensure that when closing the buildings, the doors and windows are secured and the alarm system set. Where a staff member accidentally sets off an alarm, they need to contact security immediately, on the numbers located on the front doors. If a security patrol attends an incident as a result of negligence or carelessness of staff, the relevant staff member will be liable for the cost of the call.

26. Strategic and Business Planning

MPA Skills undertakes Strategic and Operational Planning each year. The Operational Plan is regularly monitored. The Operational Plan is available to all staff via the Intranet.

Performance plans are the next step ensuring that the strategic plans of the organisation are achieved; individual goals are set in relation to the overall goals of the organisation. Goals regarding areas of personal development are also set where required. A formal planning session is held annually once the organisation planning is complete and followed up as required.

27. Hours of Work and Timesheet Policy

Standard office hours are 8.00am – 5.00pm Monday to Friday. Full-time staff are employed for 37½ hours per week (Monday to Friday) and are entitled to an hour for lunch. Casual and part-time staff and contractors work according to specific arrangements which are agreed with them.

MPA Skills may require you to work additional hours or hours outside those specified above. Where a staff member is requested to work hours additional to those specified above (i.e. beyond 37½ hours per week, on weekends or outside your usual start and finish times) these additional hours must be approved by your Manager with prior written approval of the Accountant. Staff will be paid any applicable penalty rate as set out in the relevant NAPSA.

All staff complete a [timesheet](#) for each fortnightly pay cycle. Timesheets are to be signed, approved and forwarded to the Pay Administrator by 12.00 noon on the last Thursday of a pay cycle.

An unpaid meal break of 1 hour is to be taken between 11.30am and 2.00pm as agreed with your manager. Administration staff may be offered the opportunity to take a 30 minute lunch break and bring their daily finishing time forward by half an hour.

MPA Skills closes over the Christmas period. The Office Manager will arrange the dates and notify all employees at least two months in advance.

Contracted Training Staff

Contracted training staff are required to complete a Trainers Contact Hours Sheet on a fortnightly basis. The Trainers Contact Hours Sheet is due by 4.00pm each Wednesday of the pay week via fax on 08 9471 6601 or by email to the Training Manager.

If a contracted training staff member cannot get their signed timesheet in by that time they **MUST** telephone the Training Manager to agree an alternative arrangement. The Training Manager will attach the timesheet to the contractors account for the same period.

Whilst the Accounts Department can sometimes process late payments please note that those exceptions do impact on our ability to provide a quality, reliable payroll service.

MPA Skills Permanent Employees

- All MPA Skills employees are required to complete a fortnightly time sheet.
- Timesheets are due by 12 noon on the Thursday of the pay week.
- Timesheets not received by the deadline may result in delayed payment.
- If an employee has not submitted a timesheet, that employee will receive a reminder from the Pay Administrator.
- Failure by an employee to submit a timesheet for three consecutive pay periods may result in that employees pay being withheld.

Overtime shall only be paid when your Manager has requested, approval has been given by the Accountant and you agree to work additional hours. Flexible hours may accrue in lieu of paid overtime when mutually agreed with your Manager and shall be balanced within the same pay cycle.

Staff members shall not access flexible working hours without the written approval of their Manager and the Chief Executive Officer.

Staff shall notify the Office Manager as soon as practical should they not be able to present for work or are unable to arrive at their normal time. Staff have a responsibility to advise the Office Manager if they are going to be late, absent during the day, or leaving early.

28. Unauthorised Entry Policy

This policy applies to:

- all activities of MPA Skills and related operations;
- all staff, whether permanent or temporary, consultants, contractors or other appointees;
- all students involved with the activities managed or jointly conducted by MPA Skills.

MPA Skills buildings are open to students, trainers and administration staff as follows:

Administration offices at 106 Caledonian Avenue, Maylands:	From 8.00am to 5.00pm Monday to Friday
Classrooms at 106 Caledonian Avenue, Maylands: Pre-Apprenticeship and Apprenticeship training):	From 8.00am to 4.00pm Monday to Friday.
Post Trade training:	(a) From 8.00am to 4.00pm and 5.30pm to 8.30pm Monday to Friday (b) From 8.00am to 4.00pm Saturday and / or Sunday.
Bayswater Training Centre (for pre-apprenticeship and apprenticeship training):	From 7.30am to 4.00pm Monday to Friday.

Some MPA Skills buildings are closed and locked during the above times if they are not being used for classes.

Persons who are not authorised by MPA Skills Management to be in an MPA Skills building or on MPA Skills property after the time of closing as specified above will be deemed to be trespassing on MPA Skills property and may be cited and subject to prosecution for criminal trespass.

All MPA Skills staff have a responsibility to properly identify, preserve and use MPA Skills equipment and tools. Where there has been an alleged infringement or misuse of MPA Skills property, tools and equipment, staff must notify their Manager who will provide a written report to the Chief Executive Officer for action. Any action taken will be in line with the Discipline Policy and the Disciplinary Process.

To ensure compliance with Occupational Safety and Health requirements and to limit the disruption to classes and staff, all visitors, sponsors, Master Plumbers & Gasfitters Association of Western Australia Executive Committee Members and Master Painters Australia (WA) Association Executive Committee Members and MPA Skills Board Members require authorisation from the Training Manager (and in his absence from the Office Manager or the Financial Controller) to enter MPA Skills training facilities at Maylands or Bayswater.

All visitors should report to Reception at the Maylands campus or the Storeroom at Bayswater campus and are required to complete and sign the Visitors Log Book. Visitors will be issued with a Visitors Badge, safety glasses and depending on which area the visitor will be accessing, a check will be conducted to ensure they are wearing suitable PPE i.e. closed in shoes or steel cap boots as specified in MPA Skills Occupational Safety and Health Policy.

29. Standard of Dress Policy

Staff

Staff dress is to conform to appropriate professional standards for an office environment.

All staff are required to dress appropriately for their duties. Teaching staff are to wear the MPA Skills staff collared T-shirt or business shirts embroidered with the MPA Skills logo provided. Administration staff are provided with uniform collared shirts embroidered with MPA Skills logo. Wearing uniforms is not compulsory for administration staff although they are expected to dress professionally. Appropriate footwear suitable to the dress standards also apply.

Staff set an example in dress standards including clean shoes, tidy hair and by dressing in a neat, tidy and professional manner.

Suitable dress for other occasions and activities should also apply. For example, recognised work attire should be worn for workshop and outdoor activities; and protective clothing where applicable.

Please note that face and tongue piercings, jeans, sandals and flip-flops/thongs are not appropriate at any time in the work environment. Please be mindful of other staff and students in the workplace when pertaining to your dress standards. Inappropriate dress will be addressed by a warning, followed by the formal warning process if the situation reoccurs.

Safety boots which comply with Australian Standards should be worn by Administration Staff when attending any workshops.

Skill Centre Students

Appropriate PPE must be worn at all times. A neat and tidy appearance is required (no board shorts or nylon).

Work boots are to be worn at “**all times**” whilst on MPA Skills premises (including classroom attendance). Thongs, sandshoes etc are not acceptable.

Group Training

MPA Skills equips all Group Training new apprentices with uniforms, which are supplied free of charge.

All uniforms have MPA Skills logos and logos of sponsors embroidered on them. Company Policy requires that all apprentices wear their uniforms for both on and off the job training. Field Officers will check to ensure that you are wearing them.

Formal warnings may be issued to apprentices who are not wearing their uniform.

Further uniforms can be purchased through MPA Skills at cost price.

Students are also provided with a safety kit which includes the basic safety equipment required for your trade. You should use your safety equipment when appropriate. Plumbers may require welding goggles and you should speak to your Field Officer regarding issue of these.

Safety boots which comply with Australian Standards should be worn at all times.

30. Staff Members Leaving Policy

Staff members of MPA Skills are expected to demonstrate a certain level of maturity and responsibility in relation to leaving lunches for staff members.

This policy applies to all employees of MPA Skills in the course of their employment.

Leaving lunches

MPA Skills will not be responsible for any costs incurred in relation to leaving lunches.

Staff members are permitted to attend a leaving lunch and are responsible to meet the costs of their lunch.

Extended lunch hours

Extended lunch hours are not permitted for staff members. A maximum of one hour only is permitted. If staff members normal lunch break is half an hour, the staff member will be required to make up the half hour.

Morning Tea

MPA Skills will arrange for a morning tea to be held for the staff member leaving the employment of MPA Skills. MPA Skills will meet the costs of supplying the morning tea.

Leaving Gifts

MPA Skills will contribute the maximum sum of \$40 only towards a gift for a staff member who is leaving the employ of MPA Skills. If MPA Skills employees wish to contribute towards a leaving gift, they are free to do so.

31. Leave Policy (Annual, Sick and Long Service)

MPA Skills usually shuts down over the Christmas / New Year period. Staff will take as a minimum two weeks of their annual leave over this period.

At resumption from the Christmas shutdown a minimum of one administrative person should be present.

Long Service Leave

The provisions of the State Act apply to long service leave. It is to be taken within one year of falling due and in consultation with your Manager and the Chief Executive Officer (again the November to January period is preferred).

Leave Application Process

Annual and long service leave should be applied for using the [Leave / Sick Leave Application Form](#). The completed form should be given to your Manager for checking and then submitted to the Chief Executive Officer for authorisation. Approved leave is then recorded on the Leave Roster by the Office Manager. The Leave Application Form is then provided to the Pay Administrator for her attention.

Normally a minimum of two weeks notice is required when applying for leave. Leave will be granted following consultation between the staff member and their Manager and the Chief Executive Officer, subject to operational requirements (i.e. trainers would not normally be able to take annual leave during teaching periods).

Annual leave should be taken within six months of the end of the year in which it accrued.

Sick Leave

A staff member's entitlement to sick leave depends on the following conditions being met:

- (a) the staff member must promptly notify their Manager of the illness or incapacity and of the estimated duration of the absence.
- (b) Where the absence extends more than two days, the staff member is required provide a doctor's certificate outlining the nature of the illness and the approximate period of absence.
- (c) Where sick leave is taken on a Friday or a Monday or on a day either side of a long weekend, the staff member is required to provide a doctor's certificate outlining the nature of the illness and the approximate period of absence.

Failure to comply with these conditions can jeopardise a staff member's entitlement to sick leave

32. Parental Leave Policy

Subject to the terms of the policy, employees are entitled to unpaid maternity, paternity and adoption leave in connection with the birth or adoption of a child. The provisions of this policy are set out in accordance with the *Fair Work Act 2009* (Cth).

Entitlement to Unpaid Parental Leave

Full time, part time and eligible casual employees are entitled to up to 52 consecutive weeks of unpaid parental leave in respect of the:

- (a) birth of their child or their partner's child; and
- (b) adoption of a child who is not the child or the stepchild of the employee or their partner, is under the age of five (5), and has not lived continuously with the employee for six (6) months or longer,

provided they have completed at least 12 months' continuous service with MPA Skills.

An eligible casual employee means a casual employee:

- who has been engaged by MPA Skills on a regular and systematic basis for a sequence of periods of employment during a period of at least 12 months, and
- who, but for an expected birth or an expected placement of a child, would have a reasonable expectation of continuing engagement by MPA Skills on a regular and systematic basis.

There is no further qualifying period for entitlement to unpaid parental leave.

Parental leave may only be taken in a single continuous period. Where less than the standard parental leave is taken the unused portion of the period of unpaid leave cannot be preserved in any way.

Right to Request an Additional 12 months Unpaid Parental Leave

An employee may request his or her employer to extend their unpaid parental leave for a further period of up to 12 months immediately following the end of the initial period of leave. Such a request must be made in writing and provided to MPA Skills at least 4 weeks before the end of the initial period of leave.

MPA will respond to an employee's request for an extension of unpaid parental leave within 21 days of receiving the request. The only basis on which MPA Skills will refuse such a request is

on reasonable business grounds. Examples of reasonable business grounds are provided under 'Other Leave Entitlements' below.

Applying for Parental Leave

You must:

- Lodge an application for leave form specifying the start and end date of the period of parental leave requested.
- Make the application at least 10 weeks' before the intended commencement date. For female employees, the commencement date should be 6 weeks before the expected date of birth and must include a period of 6 weeks immediately following the birth. Leave may commence closer than 6 weeks prior to the expected date of birth provided a registered medical practitioner certifies you are fit to work up to a later date.
- Provide a certificate from a registered medical practitioner with your application giving the expected date of birth of your child.

Employment Contract

While you are on parental leave your contract of employment remains in force. You must not engage in any other work activity or conduct that breaches that contract.

Continuity of Service

Parental leave does not break continuity of service. (See relevant sections below regarding annual leave, long service leave and sick leave accrual during parental leave.)

Extending the initial period of Parental Leave

If the unpaid parental leave you initially seek is less than 12 months, you may extend the period of your parental leave once only by giving the firm not less than 4 weeks' notice in writing stating when you wish to recommence work.

Leave when pregnancy terminates before the birth of the child

Where the pregnancy terminates after 28 weeks other than by the birth of a living child, female employees are entitled to paid bereavement leave not exceeding 5 consecutive working days.

A further period of unpaid leave is available to female employees for the period that a qualified medical practitioner certifies that they are not fit to return to work.

Male employees may apply for bereavement leave.

Other Leave Entitlements

- (a) An employee proceeding on unpaid parental leave may elect to substitute any part of that leave with accrued annual leave or long service leave for the whole or part of the period of unpaid parental leave.
- (b) Subject to all other leave entitlements being exhausted an employee shall be entitled to apply for leave without pay following parental leave to extend their leave. The Chief Executive Officer's approval is required for such an extension.
- (c) MPA Skills shall only refuse such a request on reasonable business grounds related to the effect on the workplace or the business. Such grounds might include but are not limited to:

- (i) cost;
- (ii) lack of adequate replacement staff;
- (iii) loss of efficiency;
- (iv) the impact on customer service.

Benefits / Accruals during Parental Leave

(a) Sick leave:

Paid sick leave is not available during parental leave nor does it accrue while you are on unpaid parental leave.

Sick leave accrual is reactivated on return from unpaid parental leave.

(b) Annual and Long Service Leave:

Annual and long service leave does not accrue while you are on unpaid parental leave. You may take any accumulated annual leave or long service leave during your period of parental leave. Annual leave and long service leave accruals are reactivated on your return from unpaid parental leave.

(c) Superannuation:

While on unpaid parental leave, MPA Skills will cease contributions on your behalf to your nominated superannuation fund. Any additional contributions being made by MPA Skills will also cease during your unpaid parental leave.

(d) Salary Sacrifice:

Employees who have salary packaged items such as computers are responsible for continuing to meet the monthly costs during their unpaid parental leave.

Returning to Work after Parental Leave

You must notify MPA Skills in writing of your return to work and this notification must be at least 21 days prior to that date.

Where MPA Skills has made a definite decision to introduce major changes that are likely to have a significant effect on the employee's position, MPA Skills shall notify the employee while the employee is on parental leave.

An employee, on return to work from parental leave, will be entitled to the same position or a position equivalent in pay, conditions and status and commensurate with the employee's skill and abilities as the substantive position held immediately prior to proceeding on parental leave. Where the employee was transferred to a safe job the employee is entitled to return to the position occupied immediately prior to transfer.

If, for operational reasons, the position you occupied prior to commencing parental leave has become redundant, you will be entitled to the same arrangements and considerations as other permanent employees.

Modification of Contract to Return to Work

If you wish to alter your working arrangements when you return from parental leave (eg full time to part time) you should discuss this with your Manager as soon as possible. Your Manager will then bring your request to the attention of the Chief Executive Officer.

While every effort will be made to agree a suitable arrangement, no guarantee of modification to your existing employment contract can be given.

Cessation of Employment During Parental Leave

You may cease your employment at any time during your period of parental leave by giving at least one month's notice in writing.

33. Working with Children Clearance

A condition of registration with the Training Accreditation Council is that as a Registered Training Organisation all MPA Skills employees will have obtained a Working With Children Check clearance.

In the event that you do not obtain a clearance, your employment will be terminated.

34. Professional Indemnity

MPA Skills has a Duty of Disclosure with respect to any insurance it may take out to provide protection for it as an organisation, for staff and for directors under the Insurance Contracts Act.

With respect to Professional Indemnity Insurance we are required to provide the insurance company with details regarding the professional qualification of our trainers, consultants, managers and directors i.e. licensed plumber, registered painter, association membership, other TAFE or University qualifications that may have been achieved including industry experience where relevant. We also require you to provide a statement as to whether or not you have ever been subject to any disciplinary proceedings for professional misconduct.

5 Procurement Policy

Purchases must be made using an account, credit card or petty cash and must have an order number and form prior to purchase. Where there is no preferred supplier or existing account, staff must obtain two written quotes prior to seeking approval.

All orders are to be approved, prior to purchase, by your immediate manager. Expenses will not be reimbursed and invoices will not be paid if prior approval was not given. The Accountant will assess situations on a case by case basis and if not approved staff members will be liable for the cost of any unapproved purchases.

36. Information for Trainers / Lecturers

Vocational Education and Training (VET) in Australia is jointly managed and administered by the Commonwealth (DEEWR = Department of Education, Employment and Workplace Relations) and State Governments (DET = Dept for Education and Training).

Commonwealth, State and Territory governments jointly provide the policy and regulatory frameworks for the VET system. Governments implement the Australian Quality Training Framework (to enable consistency, quality and national recognition of provider services). Governments also provide approximately half the funds for the system - the other half being provided by enterprises and learners themselves.

Most industries have developed 'training packages' - collections of workplace standards, qualifications and training resources designed to suit the needs of everybody in the industry.

Training Packages provide the basic building blocks for vocational education and training (VET) programs. They are sets of nationally endorsed standards and qualifications for recognising and assessing people's skills. A Training Package describes the skills and knowledge needed to perform effectively in the workplace, and they're designed to offer maximum flexibility for industry. MPA Skills has copies of the relevant Training Packages and access to Units of Competency documentation from other Training Packages.

Under the principles of Recognition of Prior Learning (RPL), RTO qualifications are recognised nationally by all other RTOs; giving students greater mobility and confidence that their skills will be recognised and valued.

Students can provide details of previous training at enrolment to obtain recognition, and credits for previous achievement of competencies.

On successful completion of a training program, participants will be eligible for a Qualification or Statement of Attainment issued in accordance with the Australian Qualifications Training Framework (AQTF) or a certificate of participation and attendance for non-accredited training programs.

All training and training administration staff must be familiar with the AQTF Standards for Registered Training Organisations. The Standards can be viewed on MPA Skills QA System.

Building Diversity and Access & Equity publications can be found on the WA Department of Training's [website](#).

MPA Skills Trainers and Assessors should refer to the MPA Skills Website Resource List provided to you in your Induction Pack and also available in the Document Register on the QA System for information on useful websites.

37. Mobile Phone Policy

This policy applies to all employees of MPA Skills provided with mobile phones to be used in the course of their employment.

The primary purpose of providing employees with mobile phones is to provide employees with the ability to contact or be contacted by host employers, apprentices and relevant agencies.

Responsible Officer

In relation to the purchase, negotiation, replacement and other matters surrounding mobile phones the responsible officer is the Accountant.

Where a service needs adjustment, checking or advice, the Accountant is to be notified or consulted before proceeding.

In relation to the day to day care and use of phones, the individual users are the responsible officers as may be applied in relation to further provisions of this policy.

Distribution – Sign on/off

All phones issued must firstly be authorised by the Chief Executive Officer.

Usage

All users must abide by the terms in the “Mobile Phones Policy”.

Usage – Commercial Use Only

MPA Skills’ mobile phones are to be used for business use only, unless otherwise agreed and documented in an employee’s “employment package” or on their personnel file.

MPA Skills mobile phones are not to be used for individual “business” or private matters related to income generating activities.

Private Use

From time to time a personal call may be made, if important, while you are on MPA Skills’ business. This privilege should not be abused or the use of the mobile phone may be restricted or removed.

Call Charges

Any private calls that are made, that are either frequent, long distance, (STD or ISDN) or of long duration may need to be reimbursed to MPA Skills by the user.

MPA Skills will pay all business calls.

All MPA Skills’ phone accounts are monitored and responsible officers (users) shall be responsible for the use and explanation of call charges if requested. MPA Skills will also reimburse employee’s mobile phone call costs when the employee uses their mobile phone for MPA Skills’ business.

Stolen Property Procedure- Notification Within 24 Hours

Should a mobile phone be lost or stolen, the responsible officer/user must report the matter to the Accountant for replacement and notification to service providers. The Accountant will notify the insurer and the Police if applicable.

Storage of Phones

Responsible officers/users must use and care for the phones in their possession in a responsible manner. Breakages, damage or loss of equipment may lead to the need for reimbursement to MPA Skills of any associated costs incurred to MPA Skills, in relation to the repairs or replacement of the affected equipment.

Home

Secure the phone at home, as if it is your personal possession. Use the keypad lock if needed, as you are responsible for the call charges billed to “your” mobile phone.

Vehicle

Mobile phones are not to be left in vehicles while unattended. There is a tendency for vehicles to be broken into for the sake of stealing a mobile phone. These costs while not necessarily claimable under insurance, are none the less significant and may be charged back to you.

Hands Free Operation

The use of mobile phones whilst driving is forbidden unless hands free kits are fitted. It is an offence (driving without due care) to use mobile phones whilst operating a motor vehicle and the incursion of fines will be solely at the employees cost. Any vehicle damage incurred as a result of this practice, which is not recoverable through insurance, may be recovered from employees.

Allocation of mobile phones

Each employee must show a duty of care in the use of his mobile phone. It is MPA Skills policy that **two** new mobile phones **only** will be allocated per annum. If an employee exceeds that allocation, he/she will be provided with a loan mobile (not new) to use while his/her phone is in for repair. It is the employee's responsibility to lodge the mobile phone for repair with the necessary provider. It is also his/her responsibility to monitor the repair process and collect the mobile phone once repaired.

Procedure for Upgrade

Purchases can only be initiated through the Accountant and will only be purchased after budget allocations and management approval has been given. MPA Skills' management reserves the right to allocate or move mobiles throughout the organisation to the best advantage of the organisation.

All requests for upgrade of service/functionality/installation/training including car kits, must be submitted to the Accountant and be within budget limits previously approved. Phones will generally be upgraded in accordance with the provisions of this policy.

Security – PIN numbers

PIN numbers are applied to mobile phones. Please ensure this facility is used at all times to minimise security risks as discussed elsewhere in this policy. Do not generally share/disclose PIN numbers with other people or other officers. PIN numbers stay with the "Sim Card" of the mobile phone, and they have generally been allocated to the main user of a mobile phone.

Holiday/Leave Usage

The use of mobile phones over leave and holiday periods will be at the discretion of the Chief Executive Officer.

38. Use of Company Vehicle Policy

Vehicles are available for business use by office staff.

MPA Skills vehicles should be used at all time unless a specific agreement has been signed off by management. Should an accident occur using your own vehicle, you may not be entitled to the insurance benefits from MPA Skills.

In using company vehicles, you expressly agree to abide to the provisions of this policy. All staff are expected to keep vehicles clean and tidy and to accurately fill out logbooks for all trips. Staff driving company vehicles are required to sign the [Driver's Declaration Form](#).

Students and apprentices are not authorised to drive company vehicles.