



## MPA SKILLS Group Training Summary of Survey 2008

### APPRENTICES

Information provided at induction must be thorough and meaningful and confirmation received that full understanding has taken place.

EEO, discrimination, harassment and conflict resolution is not understood by all apprentices. These topics must be fully covered at induction to ensure that apprentices understand that there are processes in place to deal with such situations. Some apprentices felt they had suffered harassment on site. Again, apprentices should be made aware that this is not acceptable and that it can be dealt with in a professional manner if they inform us.

- *Induction process to change and be conducted by Manager and Administration Officer.*
- *Amended GTO Code of Conduct to incorporate new Access and Equity Policy.*

Services offered by MPA Skills must also be covered fully at induction and can be disseminated through newsletters on a regular basis.

EAP program – ensure all apprentices and host employers are aware of this program and it's purpose. Newsletter is an ideal way to get this information out. Field Officers can remind apprentices of this service on site visits.

- *Monthly newsletters to be sent to all apprentices and host employers, starting beginning February 2009.*
- *Amended Induction Form.*

OS&H – this must be ongoing, eg every site visit, OSH importance to be discussed, PPE kit checked, apprentices taking responsibility for OSH on site. Training offered. Re-enforcement while attending off-the-job training.

PPE, uniforms, tools – all apprentices must take responsibility for these items. Checks to be undertaken by Field Officers on site and while apprentices attend off-the-job training. Information regarding the importance of correct PPE, adequate tools and appropriate uniforms can be disseminated via newsletter and face-to-face.

- *These issues to be discussed at regular GT meetings and Field Officers to ensure ongoing re-enforcement on OSH takes place on regular cycle visits and Employer Resource Evaluations and while apprentices attending off-the-job studies.*

Host employers to be encouraged to give constructive feedback on a regular basis to apprentices – newsletter and face-to-face can deal with this concern.

- *Monthly newsletters to be sent to all apprentices and host employers, starting beginning February 2009 with articles to encourage apprentices.*

Change of bank details – note on bottom of pay slip to remind apprentices how to change their bank details. This should be done at least two times per year.

- *Payroll to add reminder to payslip – January and July 2009*

Field Officers – apprentices are requesting regular feedback on their performance and some stated they were not visited enough. Visitation frequency can be talked about at induction and the 12 week calling cycle must be followed.

Field Officers must ensure that they are offering an appropriate level of service to apprentices as this was an issue with some apprentices. Field Officers must follow up on what apprentices ask for and give regular, constructive feedback on performance. If answers to questions are not known, the Field Officer must follow up, find out the required information and relate that back to the apprentice. All but one apprentice believe their Field Officers respect them.

Three apprentices felt they were not respected by Field Officers. All staff must treat apprentices with respect and if there are any issues which they are uncomfortable in dealing with, they should report to their Manager.

- *Extra training on how to overcome these issues will be given to Field Officers.*
- *Implement random checks on 12 weekly cycle schedule commencing in March 2009 to ensure visits are up to date.*
- *Discuss at Group Training Meetings and remind staff of grievance and appeals policy in the Code of Conduct and the Code of Practice.*

Apprentices were mostly not too bothered about rotating to other host employers, although some wished to remain with the same host. The rotation system is an important part of the apprenticeship and must be explained fully to apprentices at induction and throughout their apprenticeship. The benefits of rotating should be explained.

- *Induction process to change and be conducted by Manager and Administration Officer. Ongoing information on rotation system to be re-enforced by Field Officers on regular cycle visits*
- *Articles in monthly Newsletter on subject.*

Generally, apprentices feel the training given to them is relevant to their jobs, that they work in good teams and almost all apprentices intend to still be working in their chosen industry in 5 years time.

## **HOST EMPLOYERS**

Overall, host employers are happy with the services provided by MPA Skills. However, there are some areas that can be improved on as indicated.

Feedback received indicates that not all host employers understand the Group Training concept and the purpose of the rotation system. Some believed that an apprentice knowing they are going to rotate encourages them to not try or work as hard as they have a 'get out' card.

More information on the purpose of GTOs and the rotation system should be disseminated to host employers on a regular basis – eg, newsletter.

Some host employers had issues with the PPE and tools provided to apprentices. Again, making hosts aware of what PPE is issued and that tools provided are in line with the Award, may alleviate some of these issues.

Losing more than one apprentice to Tech at the same time was an issue for one host employer. However, this is not an easy situation to solve as it also involves an RTO.

Information on the pre-apprenticeship and the purpose of it should be given to host employers. Newsletter or through Association Journals may be a way to inform hosts.

One host employer would like to see awards for apprentices – this is being looked at by MPA Skills and host employers informed in upcoming newsletters.

Knowing where skills are at was another issue. A training matrix is being devised and this will alleviate this issue. When devised, the information will be sent out on a 6 monthly basis to all apprentices and host employers.

- *When new host employers sign host employer proposal documents, the rotation system must be made clear and understood by host employer. Regular newsletter will also get this information out to the host employers. Most of the identified issues can be covered through more information on a regular basis*
- *Amend the host employer proposal documents to incorporate an explanation of rotation system.*
- *Articles in monthly newsletter.*
- *Induction process to change to reiterate importance of taking tools to site.*
- *Discussions at GT meetings.*

Field Officers following up on what is asked for was an issue. As with the apprentice survey, this must be addressed.

One host employer requested that Field Officers make appointments. This is an office based host and the Field Officers should telephone to make appointments rather than dropping in unexpectedly.

- *Extra training on how to overcome these issues will be given to Field Officers.*