



# Core Skills Group Training Policies & Procedure Manual



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## **CORE SKILLS GROUP TRAINING POLICIES**

All Core Skills Group Training Policies have been endorsed and authorized by the CEO of Core Skills Group Training.

Ali Dogruer  
CEO  
Core Skills Group Training

### **Workplace Health & Safety Policy**

At Core Skills Group Training the health and safety of our apprentices is our highest priority at all times.

Core Skills Group Training is committed to providing all workers, contractors and visitors with a safe and healthy work environment in line with relevant WHS legislation, Codes of Practice and Australian Standards.

Core Skills Group Training will exercise its due diligence through the implementation of robust risk management frameworks. Our goal is to prevent injuries and illness in the workplace.

### **“ALL INJURIES CAN BE PREVENTED”**

Core Skills Group Training will achieve this through:

- providing a resource of trained safety professionals;
- applying a risk management process for all new and existing host organizations;
- assessing, identifying and reducing the risks in the workplace;
- providing instruction, training and supervision to improve understanding of workplace hazards, including safe work practices;
- consulting with all workers, contractors, visitors and host organizations on safety matters;
- measuring and evaluating Work Health & Safety performance through regular review of objectives and targets;
- applying effective return to work and rehabilitation measures for workers who suffer work related injuries; and
- ensure all workers comply with appropriate policies and procedures to protect their own and others health and safety at work.

It is the responsibility of all workers, contractors and visitors to:

- follow all company safety requirements and relevant Codes of Practice;
- report all hazards, near misses, incidents, injuries and illnesses;
- actively participate in all safety improvement activities; and
- take reasonable care of yourself and others.



## **Privacy & Confidentiality Policy**

Core Skills Group Training, its staff, and apprentice are bound by the Privacy Act 1988, and from 12 March 2014, the Privacy Amendment Act implementing Australian Privacy Principles. In all instances, Core Skills Group Training is committed to protecting the privacy of individuals' personal information under these Commonwealth laws and, where applicable, under equivalent state laws.

Our current general privacy statement is a summary of Core Skills Group Training Privacy Policy and how it impacts on all third parties (including clients, suppliers, contractors and host employers of Core Skills Group Training). A copy of that statement is available from any office of Core Skills Group Training, a Director or a Core Skills Group Training Field Officer. For the full Policy, updated to comply with the Privacy Amendment Act, go to the Core Skills Group Training website;

The privacy statement sets out the purposes of collection and disclosure of personal information, the manner in which we store it, allow access to it, in limited circumstances and seeking general information only, anonymously or using a pseudonym, and secure it. A Chief Privacy Officer has been appointed to handle complaints or concerns about our handling of personal information. In addition, concerns may be directed to the Office of the Information Commissioner— the Act enables recovery of compensation where your privacy has been infringed through failure to observe the policy or the principles in an acceptable and appropriate way.

From 12 March 2014, the following Australia Privacy Principles (APP) became mandatory. However, Core Skills Group Training has applied these principles before this time.

### **Australian Privacy Principle 1: Open and Transparent Management of Personal Information**

Core Skills Group Training has taken reasonable steps to ensure that its systems, policies and procedures will comply with Australian Privacy Principles.

As a group training organization, Core Skills Group Training collects data from job applicants voluntarily; namely, their name, address, birth data, emergency contacts, employment and training information directly relevant to effectively enable Core Skills Group Training to assess an applicant's suitability for a job as part of Core Skills Group Training ' business role. The same data is retained for employees, and contact information added throughout employees' duration of employment, and retained as required by various legislative laws and regulations.

In the process of browsing the Core Skills Group Training website and / or supplying personal information in a request of job application, cookies may be used to gather statistical information that will assist in understanding what users find interesting and useful on our website. No personal information can be identified about the user through cookies. However, they will enable you to take full advantage of the services we offer. The use of cookies is an industry standard and you'll find most major websites use them. Most internet browsers are pre-set to accept cookies. If you prefer not to receive cookies, you can adjust your Internet browser to disable cookies or to warn you when cookies are being used. Alterations to these settings may, however, affect the functionality of our website.



A piece of code may also be embedded into pages of our website. This provides statistical site usage Core Skills Group Training uses with Google Analytics and other web analytic tools from time to time to analyze usage statistics on our website. This analysis is performed using anonymous data collected from the Core Skills Group Training website. No personally identifiable information is collected and we cannot link this anonymous statistical data to any personal information you may have volunteered to Core Skills Group Training for registration purposes or for any other requests for products and services.

In order to effectively assess an applicant's suitability for a job, Core Skills Group Training collects individual's data via their voluntary input into secure computer programs, and adds supplementary information provided by them in writing. This data is maintained in secure password protected databases. Applicant data collected is less than required for employees, and is maintained in a separate database than employee information. Core Skills Group Training maintains strict control over the access to data, and maintains confidentiality of information.

Individuals can seek information about their personal details and other data about them that is retained by the organization in writing or verbally using a security password. Any incorrect information will be corrected as soon as practicable. Information will not be provided to third parties without the consent of the individual.

If an individual is aware of a breach of an Australian Privacy Principle they may contact the general manager or CEO of Core Skills Group Training seeking resolution, or direct their query to Core Skills Group Training CEO on [info@corewa.org](mailto:info@corewa.org). If their concern is not addressed satisfactorily or to their satisfaction, they may select to contact the Privacy Commissioner.

Core Skills Group Training is unlikely to disclose personal information to any overseas recipient.

### **Australian Privacy Principle 2 Anonymity and Pseudonymity**

Due to its general business function of offering employment opportunities to the appropriate candidates, Core Skills Group Training is able to provide only limited general information regarding employment options to individuals who contact Core Skills Group Training anonymously or through the use of a pseudonym.

### **Australian Privacy Principle 3 Collection of Solicited Personal Information**

Core Skills Group Training does lawfully and fairly collect limited sensitive personal information from applicants and employees that are reasonably necessary to assist in its functions as a group training organization determining employment and training opportunities available to applicants. This information is voluntarily provided by the applicant as part of their application for a position with Core Skills Group Training.



In some instances Core Skills Group Training may seek some employment related information from another organization in order to manage an applicant's employment alternatives. This will be done with the consent of the applicant.

#### **Australian Privacy Principle 4 Dealing With Unsolicited Personal Information**

From time to time Core Skills Group Training may become aware of personal information that it has not solicited, for example job applications received by Core Skills Group Training not in response to an advertisement. In these instances Core Skills Group Training will determine whether or not the information could have been collected by Core Skills Group Training lawfully and fairly if Core Skills Group Training had sought the information.

Any information that is not able to be collected lawfully and fairly by Core Skills Group Training, and is not contained in a Commonwealth record, will be removed and possibly destroyed if it is lawful and reasonable to do so.

#### **Australian Privacy Principle 5 Notification of the Collection of Personal Information**

Core Skills Group Training will take reasonable steps to notify an individual before or at the time it collects any personal information from individuals, or as soon as practicable after collection, this relates to information supplied by the individual, or obtained from a third party, and related to all solicited information as well as unsolicited information not destroyed or de-identified.

The information that Core Skills Group Training will provide are as follows:

- our name and contact details;
- fact and circumstances of collection;
- whether the collection is required or authorized by law;
- purpose of collection;
- consequences if personal information is not collected;
- Core Skills Group Training usual disclosures of personal information of the kind collected by Core Skills Group Training
- information about our Privacy Policy; and
- likelihood of disclosing information to overseas recipients, and the countries where they are located.

The information that Core Skills Group Training collects will relate to the evaluation of the individual for possible employment and subsequent employment where applicable.

#### **Australian Privacy Principle 6 Use or Disclosure of Personal Information**

Unless permitted as a lawful exception to this principle, Core Skills Group Training will only use personal information it has collected about an individual for the purpose of evaluating the individual for possible employment, and where applicable, pursuing any further information required prior to providing an offer of employment, and during the employment term for the purposes of maintaining the employment arrangements.



If any personal information has to be provided to a third party for the purposes of evaluation of the individual prior to providing an offer of employment, the individual will be requested to complete an authorization form. Information from a third party will be made available

### **Australian Privacy Principle 7 Direct Marketing**

Core Skills Group Training will not use personal information of individuals for the purposes of direct marketing; unless the individuals would reasonable expect their personal information to be used for the purpose of direct marketing.

If Core Skills Group Training uses personal information with permission for the purpose of direct marketing it will provide an “opt out” option for every individual and comply with any request to “opt out”.

Contacting employees regarding their employment arrangements is not considered direct marketing.

Core Skills Group Training will disclose its source of an individual's personal information if requested to do so.

### **Australian Privacy Principle 8 Cross-Border Disclosure of Personal Information**

It is rare that Core Skills Group Training will have any requirement to provide any personal information for an individual to an overseas entity. However, if required to do so, Core Skills Group Training will seek permission from the individual prior to doing so, and ensure the overseas entity will not reach the Australian Privacy Principles in relation to the information.

### **Australian Privacy Principle 9 Adoption, Use or Disclosure of Government Related Identifiers**

Core Skills Group Training uses its own identifiers to identify individuals. This identifier is considered to be personal information of the individual.

Government identifiers may be recorded against candidates and employees to the extent that they are necessary to Core Skills Group Training continued business operations of recruitment, selection and employment of apprentices. Any identifier recorded will be used in accordance with the Australian Privacy Principles. Any recorded government identifiers will not be used as any individual's identifier by Core Skills Group Training.

### **Australian Privacy Principle 10 Quality of Personal Information**

Core Skills Group Training will take reasonable steps to ensure that the personal information it collects is accurate, up-to-date and complete to the extent required by Core Skills Group Training to continue its business operations of recruitment, selection and employment of apprentices.



For Core Skills Group Training employees, they are asked to check some personal details during regular performance reviews to ensure the data is up-to-date and accurate.

### **Australian Privacy Principle 11 Security of Personal Information**

Core Skills Group Training secures information about its operations, including personal information about individuals involved with the organization, in secure databases and/or secured files.

IT structures for Core Skills Group Training include firewalls, and password protected databases maintained by third party provider, also subject to the Privacy Act, and Australian Privacy Principles.

Paper based files are maintained in secured filing rooms or lockable filing cabinets.

Storage of paper records is maintained as required by State Training Acts in an off-site storage facility with restricted access. Destruction of paper records occurs via security bin destruction facilities. Destruction of file based records is managed after retention periods are finalized.

### **Australian Privacy Principle 12 Access to Personal Information**

Core Skills Group Training will, subject to any lawful exceptions, provide information to an individual who has verified their identity with sighted documents or verbally proving data already held and who has requested access to their personal information held by the organization.

There are several informal or legal procedures for an individual to access their personal information, but the method selected will depend upon the requirements of the individual.

### **Australian Privacy Principle 13 Correction of Personal Information**

Core Skills Group Training will take reasonable steps to ensure that the personal information held about an individual is accurate, up-to-date, complete, relevant and not misleading.

For recent applicants, the data obtained is provided by the applicant themselves.

If errors are identified and are required to be corrected, then Core Skills Group Training will commit to rectifying the data as soon as practicable, if it is appropriate to do so. Core Skills Group Training will give reasons and alternative action options to an individual if it refuses to make a change to personal information when requested.

Apprentices employed by Core Skills Group Training are covered by the same principles set out in the General Privacy Policy. However, under the terms of their apprenticeship with the relevant Government agencies and as a requirement for competency training and qualifications, your personal details are necessarily included in information provided:

- to those agencies;



- to the host organizations with whom you may be placed; and
- Educational institutions involved in your training.

As an apprentice employed by Core Skills Group Training, you are an employee of Core Skills Group Training. All of your personal information relating to your employment belongs to Core Skills Group Training and is no longer subject to the Privacy laws.

Note that hosts cannot use your personal information for any purposes other than the placement and training contract requirements: your personal information becomes, on placement with the host, subject to the privacy laws. Where that personal information must be transferred, other than to anyone or organization previously mentioned, in order to meet other commitments, your consent will be expressly sought. The same applies to sensitive and health information that may necessarily be disclosed to us or otherwise collected by us relevant to your apprenticeship.

You can be assured that we take our legal responsibilities and obligations seriously and that any personal information that you have disclosed to us, either by your employment or by contact with us, will be handled in accordance with the Privacy Statement.

If any personal information you have provided to us is recorded in our databases and is inaccurate in any manner, please contact our office or your Field Officer who can assist you in updating it quickly.

**Complaints and Enquiries of a General Nature:**

Attention: Core Skills Group Training  
Address: U3 30-34 Adams Drive, Welshpool, WA- 6106  
Email: [info@corewa.org](mailto:info@corewa.org)  
Telephone: 08 6406 7205

If you are not satisfied that your privacy issue has been adequately handled by us, you may refer the matter to:

Attention: Office of the Privacy  
Commissioner Telephone: 1300 363 992  
Website: [www.oaic.gov.au](http://www.oaic.gov.au)

**State Privacy Office Websites Queensland**

[www.oaic.gov.au](http://www.oaic.gov.au)

**New South Wales**

[privacy.nsw.gov.au](http://privacy.nsw.gov.au)

**Victoria**

<http://www.privacy.vic.gov.au>

**Tasmania**

[www.ombudsman.tas.gov.au/privacy](http://www.ombudsman.tas.gov.au/privacy)

**Australian Capital Territory**

[www.hrc.act.gov.au](http://www.hrc.act.gov.au)

**Northern Territory**

[www.privacy.nt.gov.au](http://www.privacy.nt.gov.au)

**South Australia**



[www.privacy.sa.gov.au](http://www.privacy.sa.gov.au)

**Western Australian Industry Group**

[www.foi.wa.gov.au](http://www.foi.wa.gov.au)

Note: Western Australia does not currently have a dedicated website for privacy and only some of your privacy issues can be covered by this website. If necessary contact Federal Office Privacy Commissioner [www.oaic.gov.au](http://www.oaic.gov.au)

### **Access and Equity Policy**

Core Skills Group Training is committed to the goals of equal opportunity and affirmative action in employment, respecting the diversity of our society. Core Skills Group Training encourages social cohesion and participation in employment and works with staff, apprentices, hosts and the community to increase understanding, awareness and respect for difference and to build trust, cooperation and respect amongst diverse communities.

These goals are to ensure that all employees and applicants for employment have the opportunity to participate in employment despite barriers, actual and perceived, of language, geographic location, religion, culture, prior educational experience, work and social experiences, religion, gender, values and beliefs and age.

All Core Skills Group Training employees have the right to access the same training and employment opportunities offered to all. It is responsibility of each employee to respect the rights of their fellow employees and to support and promote the achievement of equity in employment. All members of the Core Skills Group Training support these principles which are also a legislative requirement.

The General Manager is responsible for implementation of the Access and Equity Policy and works closely with the management team to achieve this and reports to the CEO Core Skills Group Training. Core Skills Group Training works closely with local business to provide apprenticeships for local people as a means to increase employment opportunities. Core Skills Group Training seeks to employ the most appropriate person for the job and does not discriminate.

Core Skills Group Training will provide tutorial assistance for any apprentice employed by Core Skills Group Training in the areas of literacy, numeracy and other disabilities which may directly affect employment through the most appropriate provider.

### **Equal Employment Opportunity & Anti-Discrimination Program Policy**

In conforming to its Access and Equity Policy, Core Skills Group Training has a number of policies to ensure that apprentices are treated fairly, equitably and safely in their dealings with Core Skills Group Training staff, hosts, educational bodies and other workers.

The aim of the Equal Employment Opportunity Program is to ensure that all employees and applicants for employment are treated according to their skills, qualifications, abilities and aptitudes, without regard to factors such as their gender, race, color or creed.

All employees have the right to be treated equally. It is therefore the responsibility of each employee to respect the rights of their fellow employees and to support and promote the achievement of Equal Opportunity.

The Director, CEO and Management of Core Skills Group Training are strongly committed to the underlying principles of the program. Taking into account the requirements of the Core Skills Group Training Access and Equity Policy, we believe that the program will ensure



equal treatment for all applicants and employees and will enable our organization to make the best use of all the skills and talents available both inside and outside the organization.

The CEO will be responsible for the overall co-ordination of the program and Core Skills Group Training staff will be responsible for the implementation and reporting of the program.

We encourage all employees to be involved with the objectives of this program and to assist the organization to maintain the highest standards in the Equal Employment Opportunity Program.

In line with the Core Skills Group Training Mission Statement as well as the relevant legislation, Core Skills Group Training has developed this policy to ensure that there will be no discrimination relating to:

- ♦ Race
- ♦ Color
- ♦ Sex
- ♦ Sexual Preference
- ♦ Age
- ♦ Physical or Mental Disability
- ♦ Marital Status
- ♦ Religion
- ♦ Family Responsibilities
- ♦ National Extraction
- ♦ Political Opinion
- ♦ Social Origin
- ♦ Pregnancy / Potential Pregnancy ♦ Trade Union Activity ♦ Breast Feeding

For further information the following websites provide information for each state:

- [Australian Human Rights Commission](#)
- [Equal Opportunity Commission](#)
- [Disability Rights](#)
- Age
- Discrimination
- <http://www.humanrights.gov.au>

Complaints Information Telephone Line: 1300 656 419

#### **ACT**

Human Rights Commission  
<http://www.hrc.act.gov.au/>  
Telephone: 02 6025 2222

*Fair Work Commission:*  
[www.fwc.gov.au](http://www.fwc.gov.au) or Telephone: 02 6209 2400

#### **NSW**

Anti-Discrimination Board  
<http://www.lawlink.nsw.gov.au/lawlink/adb>  
Telephone: 02 9268 5544  
Toll Free: 1800 670 812 Regional callers

*Fair Work Commission:*  
[www.fwc.gov.au](http://www.fwc.gov.au) or Telephone: 02 8374 6666

#### **Tasmania**

Office of the Anti-Discrimination Commission  
[www.antidiscrimination.tas.gov.au](http://www.antidiscrimination.tas.gov.au) Telephone:  
1300 305 062

*Fair Work Commission:*  
[www.fwc.gov.au](http://www.fwc.gov.au) or Telephone: 03 6214 0200

#### **South Australia**

South Australian Equal Opportunity Act  
<http://www.eoc.sa.gov.au>  
Telephone: 08 8207 1977  
Toll Free: 1800 188 163 Regional callers

*Fair Work Commission:*  
[www.fwc.gov.au](http://www.fwc.gov.au) or Telephone: 08 8308 9863



### **Northern Territory**

Northern Territory Anti-Discrimination Commission  
<http://www.adc.nt.gov.au> Toll  
Free: 1800 813 846

*Fair Work Commission:*  
[www.fwc.gov.au](http://www.fwc.gov.au) or Telephone: 08 8936 2800

### **Victoria**

Victorian Equal Opportunity & Human Rights Commission  
<http://www.humanrightscscommission.vic.gov.au>  
Local Call: 1300 292 153

*Fair Work Commission:*  
[www.fwc.gov.au](http://www.fwc.gov.au) or Telephone: 03 8661 7777

### **QLD**

Anti-Discrimination Commission Queensland  
<http://www.adcq.qld.gov.au>  
Telephone: 1300 130 670

*Fair Work Commission:*  
[www.fwc.gov.au](http://www.fwc.gov.au) or Telephone: 07 3000 0399

### **Western Australia**

West Australian Equal Opportunity Commission  
<http://www.hrc.wa.gov.au>  
Telephone: 08 9216 3900  
Toll Free: 1800 198 149 Regional Callers

*Fair Work Commission:*  
[www.fwc.gov.au](http://www.fwc.gov.au) or Telephone: 08 9464 5172

## **Workplace Bullying & Harassment Policy**

In conforming to its Access and Equity Policy Core Skills Group Training has a number of policies to ensure that apprentices are treated fairly, equitably and safely in their dealings with Core Skills Group Training staff, hosts, educational bodies and other workers.

At Core Skills Group Training the health and safety of our apprentices is our highest priority at all times.

Core Skills Group Training recognizes the detrimental effects that bullying and harassment can have in the workplace and people and are committed to working in partnership with all host employer organizations to provide a workplace free from bullying.

### **Core Skills Group Training will achieve this through:**

- providing information and training to employees so they know their rights and responsibilities;
- address all complaints in a fair, timely, confidential and consistent manner;
- promote appropriate standards of conduct at all times;
- encourage the reporting of behavior which breaches this policy; and
- taking immediate action when an incident takes place.

### **What is Bullying?**

The following behaviors define bullying and will not be tolerated:

- verbal abuse, intimidation and threats and misuse of power;
- withholding information that is essential for someone to do their job, having responsibilities removed or work overload;
- excluding or isolating others ; and
- interfering with someone's property or work equipment.

### **What is Harassment?**

The following behaviors define harassment and will not be tolerated:

- any unwelcomed, unwanted or uninvited behavior, comment or suggestion that offends, intimidates, humiliates or offends any person as well as offensive and threatening physical contact;



- jokes or comments of a sexual nature, or based on age, race, color, religion, sexual preference, physical features, family responsibilities, marital status and or physical impairments and pregnancy;
- using technology such as email, SMS, mobile phone cameras and social networking sites to make comments, share and display photos or sending/posting correspondence that may offend, humiliate or intimidate another person;
- displaying of pictures, posters, calendars, graffiti or computer graphics which are offensive or derogatory;
- using stereotypes or assumptions to guide decision making that affect's a person's career and undermining a person's authority or work performance because you dislike a personal characteristic; and
- unfair and excessive criticism and constantly changing and setting unrealistic work targets

### **Responsibilities for employees:**

Core Skills Group Training requires all employees to behave responsibly by complying with this policy and to not engage or participate in behavior that is defined as bullying and or harassing in nature. Core Skills Group Training encourages all employees to not tolerate unacceptable behavior, to immediately report incidents and to maintain privacy during investigations.

### **Where can employees go for assistance?**

An employee who is being harassed or bullied can contact their organisation for guidance and advice in managing and resolving the harassment complaint.

For further information the following websites provide information for the Commonwealth and each state:

#### **Australian Capital Territory**

Telephone: 02 6207 3000  
<http://www.worksafe.act.gov.au>

*Fair Work Commission:*  
[www.fwc.gov.au](http://www.fwc.gov.au) or Telephone: 02 6209 2400

#### **New South Wales**

Telephone: 13 10 50  
<http://www.workcover.nsw.gov.au>

*Fair Work Commission:*  
[www.fwc.gov.au](http://www.fwc.gov.au) or Telephone: 02 8374 6666

#### **Northern Territory**

Toll Free: 1800 019 115  
[www.worksafe.nt.gov.au](http://www.worksafe.nt.gov.au)

*Fair Work Commission:*  
[www.fwc.gov.au](http://www.fwc.gov.au) or Telephone: 08 8936 2800

#### **Queensland**

Telephone: 1300 369 915 Young Workers advisory line  
Telephone: 1800 177 717 Workplace safety hotline  
<http://www.deir.qld.gov.au>

*Fair Work Commission:*  
[www.fwc.gov.au](http://www.fwc.gov.au) or Telephone: 07 3000 0399

#### **South Australia**

Telephone: 1300 365 255 (OHS & Bullying Only)  
<http://www.safework.sa.gov.au>

*Fair Work Commission:*  
[www.fwc.gov.au](http://www.fwc.gov.au) or Telephone: 08 8308 9863

#### **Tasmania**

Telephone: 03 6233 4841  
Anti-Discrimination Commission  
Email: [antidiscrimination@justice.tas.gov.au](mailto:antidiscrimination@justice.tas.gov.au)

*Fair Work Commission:*  
[www.fwc.gov.au](http://www.fwc.gov.au) or Telephone: 03 6214 0200



## **Western Australia**

Telephone: 1300 307 877  
[http:// www.commerce.wa.gov.au/worksafe](http://www.commerce.wa.gov.au/worksafe)

*Fair Work Commission:*  
[www.fwc.gov.au](http://www.fwc.gov.au) or Telephone: 08 9464 5172

## **Victoria**

Telephone: 03 9641 1444 or 1800 136 089  
<http://www.worksafe.vic.gov.au>

*Fair Work Commission:*  
[www.fwc.gov.au](http://www.fwc.gov.au) or Telephone: 03 8661 7777

## **Grievance and Dispute Resolution Policy and Procedure**

In conforming to its Access and Equity Policy Core Skills Group Training have a number of policies to ensure that apprentices are treated fairly, equitably and safely in their dealings with Core Skills Group Training staff, hosts, educational bodies and other workers. Core Skills Group Training has Grievance Policy, Dispute Handling Policy and Complaint Handling Policies in place to handle any such situations for an apprentice of Core Skills Group Training.

Core Skills Group Training is committed to providing a fair, safe and productive work environment where grievances are dealt with sensitively and expeditiously. An essential part of developing that environment is ensuring that employees (includes staff) are encouraged to come forward with their grievances in the knowledge that the responsible supervisors/managers will take appropriate action to address those grievances. Grievances that are not addressed have the potential to grow into major problems that can cause tension, low morale and reduced performance and productivity.

- This policy applies to all forms of grievances
- Grievance resolution is an integral part of supervisor's/managers duties. Each supervisor/manager has a duty to identify, prevent and address problems in the workplace.
- The Policy is complimented by Core Skills Group Training's Code of Conduct, which provides guidance on expected standards of behavior.
- Any staff member or employee (employee includes apprentices) may lodge a grievance.

Procedure:

1. In the event of a grievance or dispute concerning employment, training or contractual arrangements occurring, the parties concerned should make every effort to resolve the dispute through consultation and negotiation. In the first instance the initial consultation is likely to be between the apprentice and the host employer.
2. If step 1 does not resolve the issue, the above parties need to raise the matter with the CSGT Field Officer, in order to resolve the grievance.
3. If step 2 does not resolve the issue, a formal complaint may be made. Any formal complaint must be made directly with the CSGT Operations Manager.
4. CSGT Operations Manager will then liaise with all relevant parties named in the complaint within 5 working days of receipt of the complaint. The aim of this initial contact would be to resolve the matter to the satisfaction of the complainant.
5. If the complaint is not resolved by this stage, a meeting shall be arranged within a further 5 working days, on a date to be mutually agreed, with the individual parties separately. If the outcome of those individual meetings is satisfactory to all parties, the matter will be deemed to be resolved.



6. If not resolved at this point, the individual meetings should be followed as soon as practicable by a joint meeting of all parties and senior representatives of Core Skills Group Training.

7. AASN provides additional support to apprentices including mentoring and may refer to Apprenticeship Office for dispute resolution. Please refer to [Factsheet Roles and Responsibilities of Apprenticeship Office](#).<sup>1</sup>

Also, the VET Act 1996 part 7 division 4 section 60 states:

“In relation to disputes arising under training contracts between the parties to them: (i) provide for their resolution, including by the chief executive or a person appointed by the chief executive; (ii) confer on any such party aggrieved by a decision made by a person referred to in subparagraph (i) in respect of such a dispute a right of appeal to the Western Australian Industrial Relations Commission.”<sup>2</sup>

### **Outcomes**

Outcomes may include:

- The complainant gaining a better understanding of the situation and no longer being aggrieved.
- The complainant receiving a verbal or written apology.
- One or both parties agreeing to participate in some form of counseling.
- Disciplinary action where Core Skills Group Training’s policy or the Code of Conduct were found to have been breached, and/or where misconduct or unsatisfactory performance has occurred.
- The matter being referred to the relevant State or Federal authority or an Independent conciliator/mediator.
- Dispute Resolution may include variation, suspension, termination or cancellation of the training contract.<sup>1</sup>

### **New South Wales Apprentice**

NSW Department of Education and Communities - Apprenticeship and Traineeship internet site: [www.training.nsw.gov.au](http://www.training.nsw.gov.au) or Telephone: 13 28 11

### **Australian Capital Territory Apprentices**

Australian Capital Territory Department of Education and Training internet site: [www.det.act.gov.au/training](http://www.det.act.gov.au/training) or Telephone: 02 6207 5111

### **Queensland Apprentices**

[www.apprenticeshipinfo.qld.gov.au](http://www.apprenticeshipinfo.qld.gov.au) or Toll Free: 1800 210 210

### **Victorian Apprentices**

Higher Education and Skills

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<sup>1</sup> [Fact Sheet: Roles and responsibilities – Department of Training](#)

<sup>2</sup> [Vocational Education and Training Act 1996](#)



[www.skills.vic.gov.au/apprentice/apprenticeship-field-officer](http://www.skills.vic.gov.au/apprentice/apprenticeship-field-officer) or Telephone: 1300 722 603

### **Tasmanian Apprentices**

Skills Tasmania

[www.skills.tas.gov.au/learners/support/consultants](http://www.skills.tas.gov.au/learners/support/consultants) or Toll Free: 1800 655 846 or 03 6233 4600

### **South Australian Apprentices**

Department of Further Education, Science and Technology

The Office of Training Advocate provides confidential support and advice to all apprentices and trainees [www.defeest.sa.gov.au/servicesforapprentices](http://www.defeest.sa.gov.au/servicesforapprentices) or Toll Free: 1800 673 097

### **Western Australian Apprentices**

Apprenticeship Office: <https://www.dtwd.wa.gov.au/apprenticeship-office>

Contact number: 13 19 54

### **Northern Territory Apprentices**

Department of Business

<http://www.dob.nt.gov.au/training/apprenticeships-traineeships/Pages/default.aspx> Telephone: 08 8935 7720

### **Drugs & Alcohol Policy**

At Core Skills Group Training the health and safety of our apprentices is our highest priority at all times.

Drugs used for medicinal or recreational use, including alcohol, can cause impairment which can have a negative impact on an individual's ability to make decisions and to work safely. The impairment can result in employees injuring themselves or others, damage to plant, equipment and other property.

Core Skills Group Training is committed to working with host organizations to ensure the safety and wellbeing of its apprentices is not compromised by the presence of people under the influence of alcohol or other drugs in the workplace.

- All Core Skills Group Training employees must not be adversely affected by alcohol or other substances whilst at work or during designated work hours and must have a blood alcohol concentration of 0.00 and return a negative presence for drugs to be considered fit for work.
- Potential employees may be subject to pre-employment screening for illegal drugs and alcohol. If the screening test is positive the employee will not be employed by Core Skills Group Training.
- The use, sale or possession of any illegal / prohibited substance or alcohol is prohibited in the workplace.



- Employees who are on prescription medication that may cause impairment must advise Core Skills Group Training and their host organization at the start of their work day to ensure their safety and the safety of others is maintained. They may be required to take sick leave for that day if deemed necessary.
- Core Skills Group Training employees when placed at host organization sites, must comply with the host organizations Drug and Alcohol Policies, testing procedures and practices.
- Core Skills Group Training reserves the right to administer appropriate drug and alcohol testing to all existing employees.
- Core Skills Group Training will endeavor to offer support and guidance to any employees who are experiencing issues with drugs or alcohol through our Employee Assistance Programme. All issues and dealings will be held in the strictest confidence.
- Breaches of this policy will result in disciplinary action. Depending on the circumstances such action may include termination of employment.

Core Skills Group Training Drug & Alcohol Policy is based on the following principles:

- the use of drugs and alcohol can negatively impact an individual's ability to perform work safely and effectively; and
- to be considered fit for work all employees must return a negative presence for drug use and record a BAC of 0.00 before and during work.

### **Complaints and Appeal Handling Policy and Procedure**

The Complaints and Appeals Policy is to ensure fairness applies to complaints and appeals management within CSGT which includes:

- All parties have the right to be heard and all evidence will be considered
- Matters that are not relevant to the complaint or appeal will not be considered
- Allegations that are deemed by CSGT to be frivolous or vexatious will not be considered.
- The decision maker will not be biased and will be independent to the complaint received.

The complaints and appeals handling process will ensure that:

- The complainant will have access to a process for resolving complaints
- All formal complaints will be recorded on the complaints and appeals register
- Complainants shall not be victimized as a result of making a complaint or appealing a decision
- Complaints and appeals will be dealt with in a timely manner, with the intent of finalizing as soon as possible and will be regularly updated on the progress of the matter.
- Complainants shall have the right to access external complaints and appeals processes in circumstances where internal complaints or appeals were not dealt with satisfactorily.
- Complainants and appellants will be advised of the outcome and decision in writing.

CSGT views feedback provided about its services as an opportunity to improve or clarify services being delivered.



The systematic collection and classification of information is an opportunity for business improvement and implement corrective action where appropriate to eliminate or mitigate the likelihood of reoccurrence. Complaints lodged in writing via the complaints and appeals form will be registered on the complaints and appeals register.

Internal processes are in place within CSGT to assist with the implementation of this policy and to provide guidance for all parties on their roles and responsibilities throughout the complaints and appeals process.

Where a party advises CSGT of their intent to lodge a formal complaint or appeal, CSGT will attempt to resolve the matter in the first instance via discussion, negotiation and agreement

#### **Formal Complaints or Appeals**

When an identified issue cannot be resolved through negotiation or discussion a formal complaint or appeal may be lodged. Complaints and appeals are to be lodged using the Complaints and Appeals Form within 30 days of the related event occurring and lodged through [info@corewa.org](mailto:info@corewa.org).

#### **Guidelines for Formal Complaints**

Complainants must submit their written complaint or appeal to [info@corewa.org](mailto:info@corewa.org) on the Complaints and Appeals Form available at <WEBSITE> within 30 days of the related event occurring. CSGT will provide written acknowledgement within 2 business days of receipt of a completed Complaints and Appeals Form.

CSGT intend to finalize complaints or appeals within 10 business days. Where it is identified the matter cannot be finalized within 10 days the parties to the complaint or appeal will be notified.

Where CSGT determine that it will require more than 30 calendar days to finalize a complaint or appeal, the complainant or appellant will be notified in writing, advising the reasons why more than 30 days is required and will be provided regular updates and progress.

All complaints will be treated confidentially and sensitively however the details of the complaint may be provided to the person (if complaint relates to an employee) or other relevant parties for investigation purposes.

The information provided will be treated confidentially and will not be disclosed to a third-party other than for the purpose of managing the complaint or to comply with law. For information about how CSGT protects your personal information, please refer to CSGT's Privacy Policy.

If the complainant or appellant is dissatisfied with the outcome of the complaint or appeal the matter may be escalated to the Chief Executive Officer of CSGT within 10 business days of the outcome being advised in writing. The Chief Executive Officer or their nominated Delegate will review the decision and will either confirm the decision or make a new decision and advise the complainant or appellant of their decision with 5 business days.

A Delegate of the Chief Executive Officer is to be independent of the initial investigation and decision. Should a complainant or appellant not be satisfied with the decision following escalation they may refer the matter to an independent third-party. Should there be any costs involved in engaging with the third-party, the complainant or appellant is responsible for those costs.

#### **DTWD Role:**

If a person has a complaint regarding an apprenticeship, [it can be lodged online through the Department's website](#).



Employers and apprentices can appeal to the Western Australian Industrial Relations Commission (WAIRC) if dissatisfied with a decision made about their training contract. Further information on the appeal process is provided in the Appeals on a decision made by the Department fact sheet on the Department's website.

Concerns around unfair dismissal can be raised with the Fair Work Commission or the WAIRC depending upon award coverage.<sup>2</sup>

If a party to a training contract is dissatisfied with a decision made by the Department of Training and Workforce Development (the Department) in relation to a training contract, they may lodge an appeal with the Western Australian Industrial Relations Commission (the Commission).

An appeal may be made where the Department's decision related to the following:

- Extension to the probation period of a training contract – Regulation 39.
- Variation of a training contract by parties – Regulation 46.
- Assignment of training contract to another employer – Regulation 47.
- Suspension of training contract by parties – Regulation 48.
- Resolution of disputes by chief executive – Regulation 52A.
- Refusal to register a training contract – Section 60(F)3.
- Chief executive's decision in relation to an employer application to terminate a training contract – Section 60(G)4.

### **Appeal process**

To lodge an appeal, a party to the training contract needs to complete Form 9A and lodge it with the Commission within 14 days of the Department's decision. The form can be downloaded from the Commission's website at [wairc.wa.gov.au](http://wairc.wa.gov.au).

If the Commission decides to hear the matter, they will rehear the matter and may confirm the decision, or set it aside and either:

- substitute a decision the Department has made; or
- order the Department to decide the matter.

Further information on the appeal process can be obtained from the Commission by phoning 08 9240 4444.

### **Unfair dismissal**

If an apprentice\* wants to make an application for unfair dismissal, they should contact either:

- the Fair Work Commission ([fwc.gov.au](http://fwc.gov.au)) if their employment was under the national workplace relations system (such as a modern Award or Agreement); or

the Western Australian Industrial Relations Commission ([wairc.wa.gov.au](http://wairc.wa.gov.au)) if their employment was under the State Award system.

<sup>1</sup> Above information is accessed from Fact Sheet: Appealing a decision made by Department from Apprenticeship Office Website & <sup>2</sup> Apprenticeship and Traineeship Policy

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<sup>1</sup> [Fact Sheet: Appealing a decision made by Department from Apprenticeship Office Website](#)

<sup>2</sup> [Apprenticeship and Traineeship Policy](#)