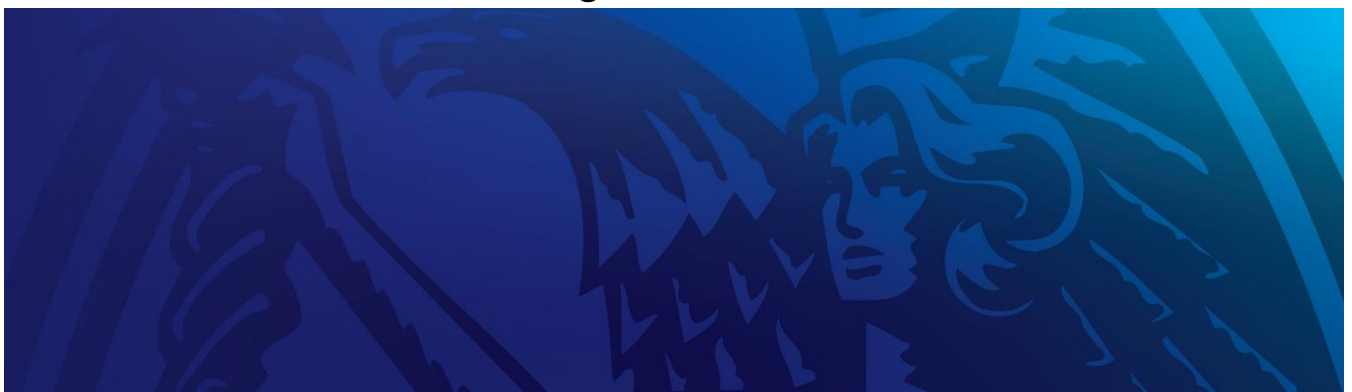




MASTER PLUMBERS AND MECHANICAL SERVICES ASSOCIATION OF AUSTRALIA

EMPLOYEE HANDBOOK

Name Signed..... Date / / 22



1. Contents

Table of Contents

1. Contents	2
2. Master Plumbers and Mechanical Services Association of Australia	5
3. Master Plumbers and Plumbing Apprentices Queensland (PAQ).....	5
3.1. History.....	5
3.2. Group Training System	5
3.3. Master Plumbers Group Training Scheme Org Chart.....	7
4. Roles and Responsibilities	7
4.1. Role of Registered Training Organisation (RTO).....	7
4.2. Role of the Apprentice.....	8
4.3. Role of the Host Employer.....	9
4.4. Role of the Field Officer	10
4.5. State Training Authority	11
4.6. Apprenticeship Network Providers	11
5. The Training Contract	12
5.1. General.....	12
6. Registration as a Plumber & Personal Conduct During Apprenticeship	12
6.1. Child Safety.....	13
6.2. Probation Period	13
6.3. Termination Outside of the Probationary Period.....	13
7. The Employment Contract.....	14
7.1. Letter of Offer & Employment Contract	14
7.2. Award.....	14
7.3. Hours of Work.....	14
7.4. Allowances	14
7.5. Host Employer Site Rates	15
7.6. National Employment Standards.....	15
7.7. Leave Policy and Procedure	20
7.8. Timesheets	21



7.9.	Sample timesheet.....	22
7.10.	Payment of Wages and Payslips	23
7.11.	Personal Details.....	23
8.	Your Apprenticeship.....	23
8.1.	Site Visits	23
8.2.	Additional Support	24
8.3.	Toolkit.....	25
8.4.	Rotation between Host Employers.....	25
8.5.	Stand Down due to lack of work.....	25
8.6.	Termination.....	26
9.	Code of Conduct.....	26
9.1.	Mobile Phones Conduct	27
9.2.	Motor Vehicles	27
9.3.	IT Policy.....	27
9.4.	Conflicts of Interest.....	28
9.5.	Confidentiality.....	28
9.6.	Public Statements.....	28
9.7.	Social Media and Electronic Communications.....	28
9.8.	Intellectual Property.....	29
9.9.	Attendance and Punctuality	29
9.10.	Presentation and Grooming	30
9.11.	No Smoking	30
10.	Master Plumbers and Host Assets	31
11.	Standard of Conduct and Behaviour	32
11.1.	Management.....	32
11.2.	Employees	32
11.3.	Lawful and Reasonable Directions	33
11.4.	External Relationships	33
12.	Fitness for Work.....	33
12.1.	Drugs and Alcohol	34
12.2.	Work Related Injury and Illness.....	34
12.3.	Non-Work Related Injury / Illness.....	35
12.4.	Managing Injury /Illness.....	35



13. Unlawful Discrimination and Harassment Policy.....	36
13.1. Bullying	36
13.2. Direct Discrimination.....	37
13.3. Harassment.....	37
13.4. Indirect Discrimination	37
13.5. Unlawful Discrimination.....	38
13.6. Workplace Right.....	38
13.7. Responsibilities	39
13.8. Grievances	40
14. General Grievances.....	40
14.1. Protection of the Parties.....	41
14.2. Confidentiality	41
14.3. Representation	41
14.4. Direct Resolution.....	41
14.5. Approaching a Host or Field Officer.....	42
14.6. Approaching Management	43
14.7. Grievance Resolution	43
15. Performance Management and Development.....	44
16. Access to Policies and Procedures.....	44
16.1. Workplace Health and Safety Policy.....	44
16.2. Work Accidents Procedure	45
16.3. Privacy	46
APPENDIX 1 - Fitness for Work Flowchart.....	47
APPENDIX 2 - Grievance Management Flowchart	48

2. Master Plumbers and Mechanical Services Association of Australia

Master Plumbers was established in 1891. Our mission is to provide members with training, advice and services aligned to their business needs. Our large membership represents a powerful and reputable group and we lobby on behalf of members to protect and effect change to the industry and in support of various plumbing, business and environmental recommendations.

3. Master Plumbers and Plumbing Apprentices Queensland (PAQ)

3.1. History

The Master Plumbers Association was established in 1891 as an employer association representing and assisting the plumbing industry. We operate a GTO in Queensland employing up to 50 apprentices at any one time which commenced late in 2020.

In 2009, we established a state of the art nation leading training centre - our Plumbing Industry Climate Action Centre, where many of our GTO apprentices are formally trained if the location is convenient to you. The training provided at PICAC ensures that your apprenticeship training is always modern and future oriented, providing you with training on the latest methods and products as soon as they are available.

The advantage of completing your apprenticeship through Master Plumbers is that you can learn and understand each speciality field of your trade, and if you wish later in your apprenticeship, you can elect to specialise in a field.

3.2. Group Training System

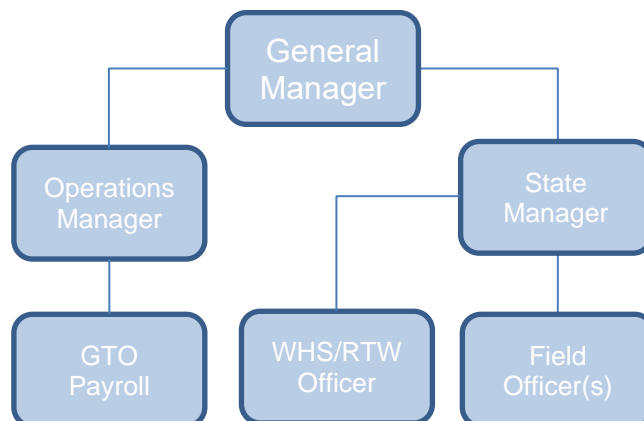
Group Training Organisations (“GTO”) are a major employer of apprentices across Australia. They employ large numbers of apprentices and utilise businesses called ‘Host Employers’ to provide on the job training. The GTO monitors the apprentices’ progress for the term of the apprenticeship and ensures rotation between Host Employers that help them become proficient in the skills they are required to demonstrate to become competent tradespersons.

Master Plumbers is a specialist GTO servicing the plumbing and air conditioning industry. We will provide you with the support you need so that you can gain your qualification as outlined in your Training Contract.

The aim of the Master Plumbers Group Training Scheme is to:

- Work with the industry to establish an understanding with all stakeholders for the training and assessment of an apprentice;
- Co-ordinate with the Host Employer and ensure they provide you with appropriate on the job training, supervision, support and mentoring;
- Ensure that the scope of workplace training meets the requirements of the Training Contract and ensure progression of your training in accordance with the Training Plan;
- Ensure we move you from host to host where needed to provide you with the opportunity to practice on the job the things you are learning in your formal training. This will help you become a proficient and highly skilled tradesperson during the term of your apprenticeship;
- Ensure you are provided with placements with Host Employers that are safe, that bullying and harassment and discriminatory practices are eliminated, and that you receive the mentoring and support you need via a dedicated field officer to facilitate the completion of your apprenticeship;
- Provide you with information as to how your qualification can articulate into higher level qualifications in the future in order to progress your future career.
- Wherever we can, help you to work through any issues you may encounter that may affect the successful completion of your apprenticeship, whether they are personal, connected to the workplace or your formal training
- Listen to your feedback and use it to further improve our outcomes.
- Promote best practice within the industry.
- Contribute to industry improvements through education and training.

3.3. Master Plumbers Group Training Scheme Org Chart



This chart depicts the responsibilities for the operations of the GTO at Master Plumbers. There are clear escalation points for any issues you may have during your apprenticeship and we have established grievance and compliments procedures if you would like to escalate anything you feel is important.

4. Roles and Responsibilities

4.1. Role of Registered Training Organisation (RTO)

A Registered Training Organisation (e.g. TAFE or our own PICAC) has been approved to conduct off the job training and issue a qualification that is aligned with the Australian Quality and Training Framework. The RTO will:

- Deliver the off-the-job training as set out in the Training Contract and the negotiated training plan. To become a registered plumber you will be required to demonstrate proficiency and competence both in the training environment and in the workplace in accordance with the requirements of the Victorian Building Authority. As such we have a standard training plan available for you on your USD
- Support you with any Language, Literacy or Numeracy issues during your apprenticeship, with additional support to be provided where needed by Master Plumbers GTO;
- Provide you with tuition and instruction and ensure you are technically competent in all of the elements of the training plan;

- Work with Master Plumbers to monitor your progression with the training plan, implementing any additional support required to enable you to complete your apprenticeship;
- Work with Master Plumbers who will, together with our Host Employer(s) provide an assessment as to your level of proficiency on the job in completing all the necessary components of your training to enable you to work safely, competently and unsupervised as a plumber once registered;
- Provide Master Plumbers reports as to your attendance, attitude and any support you may require;

4.2. Role of the Apprentice

You have obligations both under the training contract and your employment contract with Master Plumbers.

The training contract provides that you have the following obligations that are together monitored by the State Training Authority and the federal government representative (known as the Australian Apprenticeship Support Network Provider) who ensures that you are meeting your obligations under the funded training you are receiving:

I agree that I will:

- a) attend work, do my job, and follow my employer's instructions, as long as they are lawful*
- b) work towards achieving the qualification stated in our Training Contract*
- c) undertake any training and assessment in our Training Plan*

At Master Plumbers, your employment in the apprenticeship can only continue while you comply with the obligations in your training contract. There are also situations that may arise however that can lead to the suspension or cancelation of your training contract that are provided for in this handbook and in your employment contract.

In general terms, in order to successfully complete your apprenticeship, you will:

- Understand that this is effectively the beginning of a 4-year long job interview. Your own conduct with your Host Employer(s) during your apprenticeship will directly affect your ability to be employed after it is completed. Always conduct yourself with your Host Employer in a way that shows you are diligent, attentive, listening and hard-working;

- Attend any arranged placement with a Host Employer as directed to complete practical on-the-job training;
- Ask to be shown how to complete tasks on the job if you are unsure, demonstrating that you are interested and asking questions so that you can correctly complete the task;
- Seek help from your Master Plumbers field officer if you are feeling uncomfortable, if there is something you are having trouble with or you have any issue that may interfere with your ability to complete your apprenticeship;
- Be on time and of a standard of personal presentation as required by your Host Employer;
- Attend any meetings scheduled to provide you with information, support or assistance throughout your apprenticeship;
- Keep yourself and others safe while you are performing work using all Personal Protective Equipment as directed at all times. If you need anything replaced, advise your Master Plumbers field officer immediately. If you are unsure how to work safely, ask your Host Employer before you conduct work. If you are injured advise both your Master Plumbers field officer and your Host Employer who can help you recover and return to your apprenticeship as soon as possible;
- Perform non-trade tasks incidental to trade related work in support of your Host Employer;
- Attend and satisfactorily complete compulsory off-the-job training at a registered training organisation (RTO) nominated by Master Plumbers.
- Carry out workplace duties within the requirements of the National Code of Good Practice for Australian Apprenticeships.
- Other duties as required subject to skill, experience and training.

4.3. Role of the Host Employer

A Host Employer is a business or proprietor that has been approved to provide you with on the job training. They pay Master Plumbers to hire you for a minimum period of time. The Host Employer will:

- Provide an environment and culture beneficial to learning and development, supporting you learn how to become a plumber on the job;
- Ensure that you have adequate opportunities to acquire skills and knowledge;

- Assign qualified and competent staff to act as mentors for guidance and development and teach you how to complete tasks in the workplace;
- Help Master Plumbers to assess your level of proficiency in each area required to be demonstrated in the training plan;
- Communicate with us, providing us with feedback as to how you are performing, and any assistance you may need or areas of improvement for us to help you with;
- Hire you for an agreed minimum duration, subject to your own conduct and willingness to learn the requirements on the job;
- Provide a safe and healthy working environment for you that ensures you are free from discriminatory treatment, bullying & harassment and injury and is otherwise compliant with the law.

4.4. Role of the Field Officer

As an employee of Master Plumbers, the field officer has the responsibility for ensuring that you develop into a proficient and competent plumber who can gain registration and later work unsupervised in this highly specialised trade without endangering public safety. As such, it is in your best interests that your field officer monitors you and your progress extremely closely. Our field officer(s) will:

- Conduct information sessions for current and potential apprentices.
- Follow strict recruitment practices to ensure that apprentices employed have the attributes required to set them up for later registration and understand the specific ongoing requirements of the Queensland Building and Construction Commission upon completion;
- Ensure all government and regulatory requirements are met;
- Visit apprentices while at work and at the RTO on a regular basis to monitor, mentor and ensure progression in the training plan and the availability of suitable work for you to practice the skills you are learning in your RTO;
- Prepare and present written field reports to Management on each visit with you at work or at your RTO;
- Keep track of your on the job skill development, ensuring you are moved to different Host Employers as required in order to properly develop your skills;
- Monitor your progress in the off the job training at your RTO and ensure you attend as directed and satisfactorily progress;

- Counsel you as required in relation to performance and conduct at work and your RTO;
- Be your dedicated mentor and provide you with access to any specialist assistance you might need either personally or professionally in order to facilitate the completion of your apprenticeship;
- Ensure Host Employers provide appropriate learning and workplace environment including workplace health and safety;
- Comply with all Master Plumbers policies including but not limited to our Code of Conduct, Access & Equity Policy, Grievance Policy and Procedures and all other policies located on your USB.

4.5. State Training Authority

The training contract is regulated by relevant state-based legislation and the Department of Employment, Small Business and Training (“DESBT”):

Department of Employment, Small Business and Training

PO Box 15483

City East Brisbane QLD 4002

Ph1300 654 687. Web: www.desbt.qld.gov.au Email: info@desbt.qld.gov.au

4.6. Apprenticeship Network Providers

Australian Apprenticeship Support Network Providers (“ASSN”) are contracted by the Commonwealth Government to provide information and administrative support in relation to training contracts. The AASN will coordinate the completion and lodgement of the training contract and provides information on training incentives available to employers and apprentices. They also provide monitoring and checking that apprentices remain employed and administer the legalities of the training contract and government requirements.

The terms and conditions of employment are governed by a combination of the Fair Work Act and Modern Awards and the powers contained in the Further Education and Training ACT 2014. The AASN are not empowered to provide advice in this area. In the event of dispute, employment arrangements the subject of an apprenticeship training contract are first referred to the State Training Authority to assist in resolution.

5. The Training Contract

5.1. General

You will complete all practical on-the-job experience and theoretical training requirements in order to achieve the required qualifications so as to undertake plumbing work.

It is essential that the training contract is signed by you and Master Plumbers within 14 days of the employment commencing. In practical terms it is our usual practice to ensure that all paperwork is completed at a formal Induction into your apprenticeship.

6. Registration as a Plumber & Personal Conduct During Apprenticeship

In general, all Plumbing and Air Conditioning & Refrigeration work may only be performed by a licensed or registered person or by an apprentice supervised and working under a training contract.

	Queensland
Regulator	Queensland Building and Construction Commission
Licenses	Queensland Building and Construction Commission
Legislation	<i>Building Act 1975 Plumbing and Drainage Regulations 2019 Queensland Building and Construction Commission (Mechanical Services) and Other Legislation Amendment Regulation 2019</i>

As such, it is important that during your employment you conduct yourself so as to ensure continued compliance with the registration requirements. As part of your pre-employment process you were asked questions to ensure that at that time you would be able to obtain registration.

The detailed requirements are contained on the Queensland Building and Construction Commission website <https://www.qbcc.qld.gov.au/>

In addition, Master Plumbers will be placing you with a variety of Host Employers, many of whom have special requirements. You must at all times be eligible to hold a Working with Children Check and be able to pass a National Police Check.

If you are arrested, accused or convicted of any offence, or if anything comes up that might prevent you from becoming registered once you've finished your trade, you are required to inform your field officer. We may be able to support you and limit the impact your future career if these are disclosed early.

6.1. Child Safety

Master Plumbers takes its obligations in compliance with the Victorian Child Safety Standards seriously. We require you to be eligible to hold a Working with Children Check at all times, and we also require our field officers and management staff to hold a Working with Children Check at all times.

If you suspect child abuse or are the victim of inappropriate conduct at any time, follow report it immediately to your field officer, or if the perpetrator is your field officer, to the Operations Manager at Master Plumbers. These personnel will assist you to follow the procedures and ensure child safety.

6.2. Probation Period

Your training contract allows for a probationary period. During this period your training contract may be terminated by either party with one weeks' notice.

6.3. Termination Outside of the Probationary Period

Your employment may be terminated before the completion of the training contract in the following circumstances:

- When your performance or conduct does not meet the requirements of the training contract;
- By mutual agreement between yourself and Master Plumbers; or
- If your performance or conduct is considered unsatisfactory.

If none of the above occur, your employment will finish at the end of the training contract. In managing your employment with Master Plumbers, we

will comply with our disciplinary procedures and those prescribed by the Fair Work Act.

7. The Employment Contract

7.1. Letter of Offer & Employment Contract

You will receive a letter of offer and Employment Contract which outlines details of your employment. Together with the Training Contract and all other policies and procedures of Master Plumbers, these spell out the obligations of all parties during the period of your Apprenticeship.

7.2. Award

The Plumbing and Fire Sprinkler Fitters Award 2010 or the Electrical, Electronic and Communications Contracting Award 2020 applies to employees, including apprentices, who are engaged to provide plumbing and fire sprinkler fitting or refrigeration and air conditioning services respectively.

At your induction, you will be provided with a simple sheet that documents the wages and conditions applicable under your relevant award at the commencement of your employment. As award rates change, you will be provided with further information during the course of your employment.

Throughout your apprenticeship you may be placed with particular host employers that pay higher rates of pay to apprentices. When this occurs, we will pay you an above award allowance for the time that you are placed with that host employer.

7.3. Hours of Work

Your normal work week will consist of 38 hours (RDO may be applicable), worked between 6.00am – 6.00pm Monday to Friday. Work outside of these hours will be paid at overtime or shift penalties may apply, in accordance with the Award and any PAQ EBA or other PAQ Agreement.

7.4. Allowances

- Refer to the Wage Rate Information Sheet supplied to you at Induction and when things change from time to time.

- Fares are payable on each day that you travel directly from home to the work site and, transport is not provided/paid for by employer.
- Travel Allowance is payable on each day that you travel directly from home to the work site.
- Other allowances may also apply in relation to the duties performed (e.g. site and multi-storey building allowances). See the allowances section of the relevant award to see if you are entitled to any other allowances.

7.5. Host Employer Site Rates

Sometimes a host employer wishes to pay apprentices rates that are above the Award or PAQ EBA, usually in response to an active EBA or Site Agreement applying to a particular host or site.

If this occurs, you will achieve higher rates of pay, but only whilst the conditions that attracted the higher payment remain. As such you must never rely on higher rates of pay continuing and always refer to the Award rate information sheet as to the rate of pay that has been provided to you because at any time, you could be placed with a Host Employer that does not pay higher rates. Think of it as a 'bonus' and an ability for you to save money or buy some additional tools, but Master Plumbers strongly advises you not to enter into loan or other commitments that rely upon these rates of pay continuing.

7.6. National Employment Standards

The National Employment Standards (NES) together with Modern Awards set the minimum terms and conditions of employment.

NES	Entitlements
Fair Work Information Statement	The Fair Work Information Statement must be issued to all new employees upon commencement of employment.
Maximum Weekly Hours of Work	38 ordinary hours per week, plus reasonable additional hours. Hours of work will be determined in accordance with the Plumbers and Fire Sprinkle Fitters Award 2010 or the Electrical, Electronic and Communications Contracting Award 2020.
Request for Flexible Working Arrangements	<p>If you are a parent or carer, you can ask for a change in working arrangements to care for young children under school age, or children under 18 with a disability.</p> <p>Flexible working arrangements will be considered in accordance with the Master Plumbers Flexible Working Arrangements Policy.</p>
Public Holidays	<p>You will be entitled to the benefit of gazetted public holidays without loss of pay (i.e. paid day off or alternative day off)</p> <p>Employees are entitled to the benefit of the following public holidays:</p> <ul style="list-style-type: none"> • New Year's Day • Australia Day • Good Friday • Easter Sunday • Easter Monday • Labour Day • Anzac Day • Christmas Day • Boxing Day <p>Public Holidays will be determined by the relevant state government. For example Melbourne Cup Day for Metropolitan Melbourne and EKKA for Metropolitan Brisbane.</p>
Notice of Termination	<p>Should your employment be terminated, you will be entitled to notice as follows:</p> <ul style="list-style-type: none"> • Up to 1 year of service – 1 weeks' notice • More than 1 year and up to 3 years service – 2 weeks' notice

	<ul style="list-style-type: none"> • More than 3 years and up to 5 years service – 3 weeks’ notice • More than 5 years service – 4 weeks’ notice
NES	Entitlements
Annual Leave	<p>You will accrue 4 weeks of annual leave each year (unused leave accrues)</p> <p>Can be taken:</p> <ul style="list-style-type: none"> • At a mutually agreed time • By direction of Master Plumbers in the case of a closedown or where an employee has excess annual leave accrual <p>Procedure:</p> <ul style="list-style-type: none"> • You will be required to submit a request for leave to management for consideration prior to commencing leave (we recommend no less than 4 weeks prior to proposed commencement date to allow for processing and approval). • Following approval, the completed leave application shall be forwarded to Payroll for processing and record keeping purposes. • Leave applications may not exceed the employee’s accrued annual leave entitlement. We will not approve an application which puts your leave balance in the negative.
Personal (Sick/ Carers) Leave	<p>10 days each year (unused leave accrues)</p> <p>Can be taken:</p> <ul style="list-style-type: none"> • If you have a personal illness or injury (sick leave); or • If you need to provide special care and support for a member of your immediate family or household (carers leave) who requires care because of personal illness or injury of the immediate family member; or • An unexpected emergency affecting your immediate family member. <p>Procedure:</p> <ul style="list-style-type: none"> • As soon as you are aware that you will be absent from work for one of these reasons, you must notify us; • You need to advise how long you expect to be absent, and the reason for the absence; and • You will be required to provide evidence (e.g. medical certificate) at the request of the manager.
NES	Entitlement

<p><u>Compassionate Leave</u></p>	<p>2 days per occasion (no accrual) Can be taken for:</p> <ul style="list-style-type: none"> • Spending time with a person who: <ul style="list-style-type: none"> ○ Is a member of the your immediate family or a member of your household; and ○ Has a personal illness or injury, that poses a serious threat to his or her life; or • After the death of a member of your immediate family or a member of the your household. <p>Procedure:</p> <ul style="list-style-type: none"> • As soon as you are aware that you will be absent from work for one of these reasons, you must notify us; • You need to advise how long you expect to be absent, and the reason for the absence; and • You may be required to provide evidence such as a notice in the paper if requested by the manager.
<p><u>Jury Service Leave</u></p>	<p>Make-up pay:</p> <ul style="list-style-type: none"> • If you are absent for Jury Service Leave, we will make up your pay to your usual rate for the first ten (10) days that you are absent or • In accordance with the relevant state legislation; whichever is greater. <p>No payment of jury service will be paid until such time as an approved leave application and supporting documentation (including evidence of jury service payments) has been received by Payroll.</p> <p>You may be permitted to access annual or long service leave entitlements during any interim period.</p> <p>Procedure:</p> <ul style="list-style-type: none"> • As soon as you are aware that you will be absent from work for Jury Duty, you must notify us; • Provide reasonable evidence that you need to attend jury service.

NES	Entitlements
<p>Parental Leave</p>	<ul style="list-style-type: none"> • Up to 52 weeks of unpaid leave at the time of birth or adoption of a child • Up to 3 weeks of unpaid leave can be taken by the partner at the time of birth/ adoption • Parental leave may be extended by an addition 52 weeks • Special unpaid maternity leave when an employee is unfit for work prior to birth (deducted from 52 weeks) • Up to 2 days unpaid pre-adoption leave <p>Procedure: Refer to policy</p>
<p>Community Service Leave</p>	<p>An employee who is a voluntary member of: State Emergency Service, St John Ambulance, Country Fire Authority or Rural Fire Service etc. may be granted:</p> <ul style="list-style-type: none"> • Unpaid leave; or • Paid leave in accordance with the relevant state legislation; <p>for the period that they are absent from duty as a result of their attendance at an emergency.</p> <p>You may be permitted to access annual or long service leave entitlements during the period of absence due to community service leave.</p> <p>Procedure:</p> <ul style="list-style-type: none"> • Pre-approval process including: <ul style="list-style-type: none"> ○ Notify Master Plumbers of their volunteer activity in advance; and ○ Provide certification from the volunteer organisation. • Notify the manager of the intended absence and the expected duration of the absence as soon as practicable. • Approval and duration of community service leave will be subject to the operational requirements of the business.
NES	Entitlement
<p>Long Service leave</p>	<p>As an employer in the construction industry, Master Plumbers is registered with the relevant state-based portable long service leave funds.</p>

	<ul style="list-style-type: none"> • Victoria – ColInvest • Queensland - QLeave <p>Master Plumbers will report all hours you have worked (including hours spent in off-the-job training).</p> <p>These hours will count as service for the purposes of long service leave entitlements.</p> <p>Unless exceptional circumstances apply, long service leave will only be paid when a person has completed a minimum of 10 years (full-time) employment in the construction industry.</p>
--	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

7.7. Leave Policy and Procedure

If you need to take leave in one of the above categories, you are required to:

- Notify the Field Officer and the Host of the intended absence as soon as possible;
- Obtain approval for absence prior to the actual absence (may not apply in exceptional/ emergency circumstances);
- Notify your Field Officer and Host of the expected duration of the absence; and
- Provide reasonable evidence to support the basis of your absence together with any leave application forms.

Personal/Sick leave – evidence requirements

We will pay personal sick or carers leave in accordance with the National Employment Standards. A maximum of two single day absences may be taken within an employment year without producing a medical certificate and these days must not be on either side of a weekend, public holiday or period of other leave or medical certification is required. All absences of two consecutive workdays will require medical certification for the duration of the absence.

Failure to comply with the above requirements may prevent us from being able to pay you paid leave or be regarded as unauthorised absence from duty.

NB: Leave Without Pay and extended absence from your apprenticeship is not an entitlement and will be subject to the discretion of the Master

Plumbers. If the duration is extended, may result in a variation to your Training Contract and can mean that it will take you longer to complete your apprenticeship. For more information, contact a Field Officer.

7.8. Timesheets

Your timesheet is a communication tool from you (and co-signed by your Host Employer) to Master Plumbers, and forms the basis of your wages, allowances, leave and other employment entitlements. Timesheets are essential records that ensure that Host Employers are billed accurately

It is your responsibility to ensure that you submit your timesheets within the timeframe. This allows Master Plumbers to have enough time to process your wages and entitlements accurately.

Timesheets are also a legal document. Should you provide misleading information in your timesheets, we will regard this as fraud/ theft and it will be treated accordingly.

Accurately complete your time sheets by:

- **Including your full name and host details;**
- **Recording the correct hours worked on a daily and weekly basis (including totals);**
- **Ensuring your Host or RTO representative has signed; and**
- **Ensuring you have signed the timesheet too.**

Your completed timesheet must be received by the Master Plumbers office by **10.00 am each Tuesday.**

Should you forget to submit your timesheet on time, Master Plumbers will be unable to accurately assess what payment of wages and entitlements you are due, and this may result in a disruption to payments. Payment may be deferred to the following pay period.

TIP: Why don't you program a reminder, e.g electronic diary, calendar or telephone alarm, to ensure you get paid on time.

7.9. Sample timesheet

Pay Period: 21/11/2022 - 27/11/2022
+

▼ Pippa SPANNER (Master Plumbers)

Supervisor: Wayne Smith

Week Day	Start Time	Start Break	End Break	End Time	Hours	Work Type
Mon (21/11)	07:00	10:30	11:00	15:30	8.00	Hours Worked +
Tue (22/11)	07:00	10:30	11:00	15:30	8.00	Hours Worked +
Wed (23/11)	07:00	10:30	11:00	15:30	8.00	Hours Worked +
Thu (24/11)	07:00	10:30	11:00	15:30	8.00	Hours Worked +
Fri (25/11)	07:00	10:30	11:00	15:30	8.00	Hours Worked +
Sat (26/11)						Hours Worked +
Sun (27/11)					0	Hours Worked +
Total					40.00	

OH&S

I was injured during working hours this pay period yes no

An incident notification was sent to Plumbing Apprentices Queensland (PAQ) yes no

Did you approach your supervisor / site safety officer with any safety or incident concerns? If yes, please provide a brief description. yes no

Does your host have a trip requiring an over night stay scheduled in the future? If yes, when and where? yes no

Do you have a new direct supervisor in this pay period? If yes, please provide name and contact number. yes no

▶ Allowance

▶ Note

▶ Attachment

Save
Calculate
Save & Submit
Submit & Approve
Copy Last Timesheet
Close

7.10. Payment of Wages and Payslips

You will usually be paid by electronic funds transfer (Direct Deposit or EFT) into your nominated bank account on Wednesday evening of each week.

Under no circumstances are you to accept cash or goods in lieu of payment from your Host.

Your payslip will be issued each week via email every Wednesday. We encourage you to check your pay slips to ensure you are paid for time you have worked.

If you have any concerns with regard to your payment, please contact the Payroll Department.

7.11. Personal Details

It is a condition of your employment that you notify us of any changes to your personal contact information. Contact your Field Officer for an *Employee Details Form*.

8. Your Apprenticeship

8.1. Site Visits

As part our monitoring and mentoring practice, and depending on your individual needs, your Field Officer will visit you at least every 3 months. These site visits are a great opportunity for your Field Officer to get an understanding of how you are progressing in your apprenticeship – both with your training and with your work, but they are also there for you to raise any concerns you may have.

If you are struggling with a personal matter, or any element of your apprenticeship, we invite you to discuss this with your Field Officer, who can help you or refer you to an appropriate service if you need specialized help.

Things that are generally discussed in these visits may include:

- Training – results of assessments, your progression throughout the course, attendance, areas to focus on
- Your on the job training – how you have settled in, skills you have picked up, things you are working on. In this we will be working to establish your proficiency in the tasks that are required to be demonstrated consistently on the job in order to sign you off as a competent apprentice.
- Any issues you may be having
- Any areas you feel you need to improve in
- Whether you need extra assistance either personally or for example with Language, Literacy or Numeracy.

A record of your site visit will be kept, and your Host Employer and Field Officer, along with you, will sign off on the Site Visit report.

8.2. Additional Support

You may find that at some point during your apprenticeship you need some external assistance or intensive support. Below you will find links to key organisations who may be able to assist:

[LLEN](#) – Local Learning and Employment networks – provide support to people ages 10-19 to improve education, training, and employment outcomes.

[Beyond Blue](#) - provides information and support to help everyone in Australia achieve their best possible mental health

[Headspace](#) – Youth mental health foundation.

[Centrelink](#) – Financial assistance for students, trainees and apprentices

[Legal Aid](#) – Legal Advice

[Salvation Army](#) – Housing and Addiction services

[Mates in Construction](#) – Mental health support and counselling

[DHS](#) – Language, Literacy and Numeracy Support

8.3. Toolkit

Your ordinary wages include an allowance for the purchase of tools. During your apprenticeship it is recommended that you acquire the necessary tools to perform the duties of a tradesperson.

You may be entitled to other incentives relating to tools. Contact your Field Officer for more information.

8.4. Rotation between Host Employers

One of the items that will be regularly discussed at your site visits is what you are learning on the job.

It may be necessary to rotate your work placement with one or more Host Employers to ensure that you are receiving a variety of training, and are gaining all the skills necessary to work as a qualified plumber upon completion.

We may request that you assist us to find you a placement with a suitable Host Employer during a period of 'downtime'. If we request this of you, it is because you will likely have networks and connections of your own, and it will also be useful practice when looking for work after you complete your apprenticeship.

8.5. Stand Down due to lack of work

On occasion, there may be a lack of availability of work with a suitable Host Employer. Should this occur, it is in everyone's best interests to get you back to work as soon as possible, so we will ask you to work with us to manage the impact of a period of stand down.

We will investigate what accrued entitlement options you have available to ensure you continue to be paid.

We may:

- Ask you to come into our office and assist us to find a suitable Host employer for you – this is known as 'downtime' and payment will occur in line with the relevant procedure to a maximum of 3 days in any calendar month and 10 days in an employment year;

- Have you attend formal training if it is available, for which you will be paid;
- Invoke our agreement that you will use accrued RDOs and Annual Leave in these circumstances;
- Reduce the time of employment and the corresponding value of wages in the period pursuant to the State Training Legislation;
- Suspend the training contract and corresponding employment contract

8.6. Termination

In the unfortunate event that your employment is terminated, it will occur in accordance with the provisions of the training contract and the National Employment Standards.

If you decide to terminate your employment, you are required to provide a minimum notice of termination in accordance with the National Employment Standards. If you do not provide adequate notice, we may withhold wages in lieu of notice.

Before we decide to terminate your employment, we will follow our Performance Management Policy and the relevant provisions of your employment contract.

Immediately upon termination of employment for any reason, you must return all property belonging to us (or Host), including uniforms and personal protective equipment. If you do not return all property you have been issued, we may recover the monetary amount from your termination pay.

We may also deduct from your final pay amounts relating to (but not limited to): repayment of property not returned to Master Plumbers (or Host) on termination, wages paid in advance, leave taken in advance which had not yet been accrued, or monies which were paid in error.

9. Code of Conduct

Employees are subject to the terms and conditions of Master Plumbers Code of Conduct which has been made available to you prior to employment on our website.

9.1. Mobile Phones Conduct

Mobile phones present a safety hazard by distracting you from concentrating on your duties.

If you are issued with a mobile for work purposes, the phone is to be used for work purposes only, except in the case of an emergency or when prior arrangements have been made with your Host supervisor. You should ensure your relatives and friends are aware of this policy, and are not contacting you while you are at work.

You are not permitted to be in possession of, or use your personal mobile phone during work hours (except during your break times). Any personal calls (including emergency contact) may be directed through your Field Officer or Host.

9.2. Motor Vehicles

If you are issued a vehicle to use for work purposes or, if you are required to travel between worksites using your own vehicle, you must ensure you:

- Hold a valid driver's licence;
- Comply with all relevant road and traffic laws;
- Maintain the vehicle in a neat and clean condition;
- Report any and all damage to the Host immediately; and
- Use the motor vehicle only as directed or authorised by the Host.

Should you be involved in any motor vehicle accident or receive a summons for a motor vehicle conviction it must be reported to us and the Host Employer.

9.3. IT Policy

Where we, your Host, or your RTO provide you with access to computers, email or the internet, you will be required to comply with the relevant policies and procedures.

You should be aware that email and internet remain the property of the organisation and, the organisation may choose to monitor your usage for compliance with the policy and procedure.

9.4. Conflicts of Interest

Any activity which improves your personal interest at the expense of the employer's or Host Employer's interests compromises performance is known as a Conflict of Interest. For example:

- Receiving or accepting gifts or benefits from an external party or contracts for business;
- Discussing the employer's or Host's business with another party;
- Outside work or other employment (this may include unpaid or voluntary)

If you are faced with a potential conflict of interest, you are required to make immediate and full disclosure. This means that you are required to let your Field Officer know what the potential conflict of interest is, and the nature and extent of the interest. Your Field Officer will discuss ways to resolve the conflict with you.

9.5. Confidentiality

It is a condition of employment that you must maintain and protect the confidentiality of information about business and affairs of Master Plumbers, as well as your Host and its affiliated companies, unless required by law to disclose such information or permitted to disclose such information with the written consent of the employer.

9.6. Public Statements

The Chief Executive Officer (or delegate) is the only person who is authorised to speak to the media with regard to Master Plumbers. You are not to speak with the media or make statements on behalf of Master Plumbers under any circumstances.

9.7. Social Media and Electronic Communications

We all know that once something is put on the internet, it can never be completely removed. For that reason, it is important for you to always think before you post, and remember that some things that may be posted on the spur of the moment, can destroy reputations indefinitely and could place your employment in jeopardy.

For this reason, you are not to post anything in a public forum (including, but not limited to websites, social networking sites such as Facebook,

Twitter, SnapChat or YouTube) that may expose the Master Plumbers or your Host to any possible legal liability including any material that:

- Is insulting or lowers the reputation of the Master Plumbers, the Host, a person or a group of people (defamatory material);
- Is illegal, unlawful, inappropriate, obscene, causes or may cause insult offence, intimidation or humiliation; or
- Gives the impression of representing, giving opinions or making statements on behalf of the Master Plumbers or your Host without express authority.

For more information on Social Media, you may refer to the *Master Plumbers Unlawful Discrimination and Harassment Policy* located on your USB.

9.8. Intellectual Property

Intellectual Property is the property of your mind, including any new or original ideas, inventions, applications etc.

We reserve the ownership right of Intellectual Property created whilst you are employed by us, as we paid for your time to create it.

Unless otherwise specified, you consent to waive your right to bring any moral rights claim against the Master Plumbers in respect of the right of integrity of authorship, the right of attribution of a work and the right not to have authorship of a work falsely attributed in relation to the Intellectual Property Rights.

Employees must, at the Master Plumbers expense, enter into any contracts or execute any other documents required by the Master Plumbers to assign to the Master Plumbers any right, title and interest in the Intellectual Property Rights.

The employee's obligations under this clause continue to exist after the cessation of employment.

9.9. Attendance and Punctuality

You will be notified of the start and finish times for a standard work day. Start and finish times may vary from time to time to achieve the efficient

and effective performance of your duties, or to fit in with your Host Employer's workload.

We expect that you will arrive at the workplace ready to commence before your start time. If you do not report to work on time, it can have a significant flow on effect for your Host Employer.

If you are unable to get to work at your expected start time, you must notify your direct supervisor as soon as possible to let them know what time you expect to arrive, and the reason for expected delay as well as your Field Officer.

9.10. Presentation and Grooming

Personal Presentation is linked to good first impressions, so it is a requirement that you present for work in a manner that promotes a high standard of professionalism and enhances the reputation of your Host and us.

Where we issue a uniform or other prescribed clothing, you will be required to wear such uniform/clothing at all times during working hours. You will also be responsible for the care and cleanliness of the clothing provided to an acceptable standard for both the Master Plumbers and your Host.

Replacement of uniforms/clothing will be on a reasonable wear and tear basis.

For safety reasons, no jewellery (including but not limited to Earrings, nose rings, eyebrow rings, metal band watches, finger rings and metal necklaces) are to be worn at the workplace or at training. Exceptions may be made for simple wedding bands.

9.11. No Smoking

For health reasons, smoking is prohibited:

- Within Master Plumbers property boundaries;
- Within motor vehicles;
- Within 5 metres of an entrance or exit to a building; and
- Outside of designated breaks times.

If you smoke, we remind you to have consideration for the impact that your smoking may have on others, and you must dispose of cigarette butts in the designated containers.

You are also required to comply with your Host's smoking policy and any rules that may apply at a particular worksite or location.

10. Master Plumbers and Host Assets

Employees are subject to the terms and conditions of Master Plumbers Code of Conduct.

During the course of employment, either we, or your Host, may provide tools and/or equipment to ensure the safe and efficient performance of your duties. Any tools and/or equipment issued to you during employment remain the property of who it was issued by.

You are responsible for ensuring that property and materials supplied by the Master Plumbers and/or your Host is:

- Used correctly for the intended purpose (i.e. use the correct tools for the job); and
- Appropriately stored and secured.

If you resign, or your employment terminates for any reason, you must immediately return to the company all property belonging to the company in your possession or control, including, but not limited to, all written or machine-readable material, motor vehicles, software, computers, mobile phones, computers, keys, disks, cards, documents, records and papers.

In the event that property or equipment is lost or damaged as a result of negligence, you may be responsible for any costs associated with repair or replacement.

If you are entrusted with any money or property, you will be required to account for it.

11. Standard of Conduct and Behaviour

Employees are subject to the terms and conditions of *Master Plumbers Code of Conduct Policy* and the Master Plumbers Unlawful Discrimination and Harassment Policy.

As our employee, you will be required to conduct, behave and present yourself in a manner that promotes a high standard of customer service, promotes respect and courtesy, and enhances the reputation of the Master Plumbers and the Host.

11.1. Management

As your employer, we will:

- Recognise that responses, reactions and perceptions may vary between individuals;
- Take reasonable care to ensure that the actions of the Master Plumbers do not negatively impact an individual through any act or omission;
- Take reasonable action to educate all our employees in relation to individual values, workplace culture, tolerance and appropriate standards of behaviour and conduct in the workplace;
- Where appropriate, issue lawful and reasonable directions including policies, procedures and rules in relation to acceptable standards of behaviour and conduct in the workplace; and
- Take appropriate action to investigate and resolve grievances in the workplace.

11.2. Employees

As an employee, you will:

- Recognise that responses, reactions and perceptions may vary between individuals;
- Take reasonable care to ensure that your actions do not negatively impact an individual through any act or omission; and
- Actively participate in initiatives undertaken by the Master Plumbers to educate our employees in relation to individual values, workplace culture, tolerance and appropriate standards of behaviour and conduct in the workplace;

- Follow all lawful and reasonable directions including policies, procedures and rules in relation to acceptable standards of behaviour and conduct in the workplace;
- Take proactive steps to report any concerns regarding yourself or another person in relation to in the workplace; and
- Cooperate with any action taken by the Master Plumbers to investigate and resolve grievances in the workplace.

11.3. Lawful and Reasonable Directions

It is a condition of employment that you will comply with all lawful directions, workplace policies, procedures and rules of the Master Plumbers and Host as amended from time to time.

These policies, procedures and rules constitute lawful and reasonable directions given by the Master Plumbers to employees in the course of employment, and do not constitute terms and conditions of employment, which can be enforced by employees against the Master Plumbers.

11.4. External Relationships

We recognise that you have the right to socialise with whomever you choose during your personal time and, this may include co-workers or other persons with a relationship to the Master Plumbers or Host Employers.

The Master Plumbers is unable to accept responsibility for incidents that occur outside of the work environment. However, where an incident that occurs outside of the work environment has a negative impact on the Master Plumbers/Host (e.g. workplace behaviour, performance, productivity, operational requirements) the Master Plumbers will address this accordingly.

12. Fitness for Work

Employees are subject to the terms and conditions of *Master Plumbers Code of Conduct Policy*.

You are required to present for work in manner that enables you to perform the requirements of your position without restriction, risk to your own health and safety, or the health and safety of others.

See APPENDIX 1 - Fitness for Work Flowchart on page 47 for more information about being fit for work.

12.1. Drugs and Alcohol

Employees are not permitted to:

- Be intoxicated or impaired by alcohol, prescription drugs/medications, legal non-prescription drugs/medications or illicit substance*; or
- Consume, possess, cultivate, distribute or sell illicit substance*;

whilst at work, on Master Plumbers/Host premises (including vehicles) or undertaking work-related activities on behalf of Master Plumbers/Host.

**Illicit substance* shall mean any substance which is used in a manner that is not permitted by law. This may include prescription or legal non-prescription drugs/medications that not used as intended/prescribed.

Employees will comply with all laws and regulations relating to alcohol and drugs including, but not limited to the operation of motor vehicles or other plant and equipment.

We will support employees who are experiencing an alcohol or drug dependency/addiction, where it is reasonable and appropriate.

NOTE: Always advise your doctor of the nature of your work when medications and health devices are prescribed. Always follow medical advice regarding medications and your health.

12.2. Work Related Injury and Illness

Work related injuries and illness (including return to work) will be managed in accordance with established policies, procedures, laws and regulations to provide the Employee with rehabilitation and return to work support.

If you are involved in any incident, accident, injury or illness, you must notify your Host supervisor and Field officer immediately.

12.3. Non-Work Related Injury / Illness

If you are unable to fulfil your duties due to an injury or illness unrelated to your work, then we may consider reasonable arrangements to accommodate your incapacity.

Reasonable or modified duties will be determined in consultation between the employee, treating doctor(s) and the Host supervisor and may include: flexible hours of work; varied hours of work; alternative duties; or physical limitations/restrictions; subject to the operational impact on the Master Plumbers/Host.

Arrangements for reasonable accommodation are intended to facilitate a safe, durable and progressive return to full duties and will be offered on a temporary basis only.

Any decision to proceed with reasonable accommodation arrangements will be made by the Chief Executive Officer in consultation with the relevant parties.

12.4. Managing Injury /Illness

In accordance with legislation, as your employer, we have a duty of care to ensure the health and safety of our employees in the work environment. This includes the requirement to take all reasonable and practicable steps to prevent the occurrence of work-related injury or illness.

If you present for work and appear unfit to perform the full duties of your role, we must take reasonable steps to ensure that you do not expose yourself or others to risk. Evidence that an employee may be unfit for their regular duties could include:

- Frequent or extended absences from work due to illness or injury (including unexplained or unsubstantiated absences);
- Comments or requests made by the employee to vary ordinary duties;
- Changes in the employee's workplace behaviour;
- Comments or concerns raised by other employees; and/or
- Concerns about the employee's performance or conduct.

If you are concerned about your own, or another person's fitness for work or ability to perform duties, you are required to notify a management representative immediately.

Where we consider that:

- The employee is not fit to be present at work or undertake duties; or
- There is insufficient information available to enable the Master Plumbers to assess fitness for duties and their capacity to provide a duty of care;

The employee may be directed to take personal leave until there is sufficient information to assess the employee's capacity and ensure duty of care. An employee may be required to provide sufficient medical evidence of their fitness to resume the full duties of their role prior to their return to work.

This decision will be made by the Chief Executive Officer.

13. Unlawful Discrimination and Harassment Policy

We are an equal opportunity employer, which means that we comply with the following legislation:

1. [Human Rights Act 2019 \(Queensland\)](#)
2. [Anti-Discrimination Act 1991 \(Queensland\)](#)

For more information, see our policy on Access and Equity.

Unlawful discrimination or harassment incidents will be managed in accordance with the Master Plumbers Unlawful Discrimination and Harassment Policy.

Unlawful means not permitted under the law – illegal.

13.1. Bullying

Bullying refers to repeated and unreasonable behaviour directed towards a worker or group of workers that creates a risk to health and safety. Bullying may also be linked to unlawful discrimination or sexual harassment.

13.2. Direct Discrimination

Direct Discrimination occurs when a person is treated less favourably as a result of the person's characteristic, or an assumption about the person on the basis of their characteristic.

13.3. Harassment

Harassment means:

- A person is subjected to unfair or unfavourable treatment; and
- The person is offended, intimidated or humiliated; and
- A reasonable person, having regard to all the circumstances, would have anticipated this possibility.

Harassment may (or may not be) related to unlawful discrimination and includes bullying.

Harassment **does not include** lawful and reasonable directions given by the employer to an employee including, but not limited to, performance management, the allocation of work duties relating to business requirements and standards for behaviour and conduct in the workplace.

Examples of harassment may include:

- Abusive, insulting or offensive language
- Unreasonable workload or an unfair allocation of unpleasant work
- Setting unreasonable or unpredictable performance targets
- Gossiping, spreading misinformation or rumours
- Threatening behaviour (also regarded as workplace violence)
- Inappropriate jokes, remarks or teasing (verbal or in writing)
- Offensive materials in the workplace e.g. emails, posters, cartoons, screen savers or telephone ring tones
- Limiting access to promotion, training and workplace entitlements
- Practical jokes, sabotage of work, work area or work tools
- Exclusion or isolation from work or work-related social activities

13.4. Indirect Discrimination

Refers to conditions or practices, that are not reasonable in the circumstances, and have (or are likely to have) the effect of disadvantaging a person on the basis of the person's characteristic.

13.5. Unlawful Discrimination

Unfair or unfavourable treatment or, has the result of disadvantaging a person whose characteristics are protected by relevant legislation.

It is unlawful to treat a person unfavourably due the following characteristics:

- Age
- Gender
- Race (including religion)
- National extraction or social origin
- Marital status
- Family or carer's responsibilities
- Pregnancy
- Breastfeeding
- Sexual preference (including sexuality)
- Physical or intellectual
- Religion
- Temporary absence due to illness or injury
- Political opinion
- Union membership or non-membership or activity (freedom of association)
- Irrelevant criminal history

It is not unlawful to discriminate against a person due to the characteristic in circumstances where the person would be unable to perform the inherent requirements of the position safely and effectively due to the protected characteristic(s).

13.6. Workplace Right

It is also unlawful to:

- treat a person unfavourably because they have exercised a workplace right; or
- prevent a person from exercising a workplace right.

A *workplace right* means the person:

- Is entitled to the benefit of, or has a role or responsibility under, a workplace law, workplace instrument or order made by an industrial body; or
- Is able to initiate, or participate in, a process or proceedings under a workplace law or workplace instrument; or
- Is able to make a complaint or inquiry:
 - To a person or body having the capacity under a workplace law to seek compliance with that law or a workplace instrument; or
 - If the person is an employee – in relation to her or her employment.

13.7. Responsibilities

As the employer, the Master Plumbers will:

- Recognise that responses, reactions and perceptions relating to unlawful discrimination and harassment may vary between individuals;
- Take reasonable care to ensure that our actions do not negatively impact an individual through any act or omission;
- Shall take reasonable action to educate employees in relation to individual values, workplace culture, tolerance and appropriate standards of behaviour and conduct in the workplace;
- Where appropriate, issue lawful and reasonable directions including policies, procedures and rules in relation to unlawful discrimination, harassment and acceptable standards of behaviour and conduct in the workplace; and
- Take appropriate action to investigate and resolve grievances relating to unlawful discrimination and harassment in the workplace.

As the employee, you will:

- Recognise that responses, reactions and perceptions relating to unlawful discrimination and harassment may vary between individuals;
- Take reasonable care to ensure that your actions do not negatively impact an individual through any act or omission; and
- Actively participate in initiatives undertaken by the Master Plumbers to educate employees in relation to individual values, workplace culture, tolerance and appropriate standards of behaviour and conduct in the workplace;
- Follow all reasonable and lawful directions including policies, procedures and rules in Relation to unlawful discrimination, harassment and acceptable standards of behaviour and conduct in the workplace;
- Take proactive steps to report any concerns regarding yourself or another person in relation to unlawful discrimination and harassment in the workplace; and
- Cooperate with any action taken by us to investigate and resolve grievances relating to unlawful discrimination and harassment in the workplace.

13.8. Grievances

Grievances relating to unlawful discrimination and/or harassment will be managed in accordance with the Master Plumbers Unlawful Discrimination and Harassment Policy.

14. General Grievances

The following grievance resolution procedure will be followed for all grievances, except for grievances arising from alleged unlawful discrimination and/or harassment.

Grievances relating to unlawful discrimination and/or harassment will be managed in accordance with the Master Plumbers Unlawful Discrimination and Harassment Policy.

Party refers to the person making the complaint (complainant) and/or the person responding to the complaint (respondent), and could include an employee, employer, Host or Trainer.

See APPENDIX 2 - Grievance Management Flowchart on page 48 for a diagram showing how grievances are handled and resolved.

14.1. Protection of the Parties

During the grievance procedure no party shall engage in any behaviour that may be regarded as “retaliatory” or “adverse” including victimisation. Such action is unlawful and may be regarded as misconduct.

14.2. Confidentiality

The investigation and/or resolution of grievances will be handled in a discreet and confidential manner at all times. All information relating to the grievance shall be restricted to the employee(s) raising the grievance, the supervisor/manager and any representatives in the first instance. Any decision or requirement to disclose information to other persons shall be discussed with the relevant parties as needed.

As the employer, we have a responsibility to take reasonable action to resolve grievances. The Master Plumbers may determine that effective resolution may require disclosure of information to other persons in order to ensure fairness.

14.3. Representation

Any party may nominate a representative or support person in relation to the grievance resolution process.

14.4. Direct Resolution

Where possible, employees are encouraged to discuss the matter with the person(s) concerned. By taking this action, the employee will provide the person(s) with an opportunity to correct the concerns in an informal and amicable manner.

The employee should:

- Take steps to resolve the concern(s) at the earliest possible time;
- Identify the issue causing concern(s) (providing examples of what/when this has occurred);
- Explain the impact of the concern(s) on the employee and/or the work environment; and
- Propose how the concern could be resolved.

Employees are also encouraged to discuss their concern(s) with other persons who may be able to provide guidance or assistance on how he/she could best approach the person(s) concerned.

14.5. Approaching a Host or Field Officer

Where:

- The employee has attempted to resolve the concern directly with the person has been unsuccessful; or
- The employee is unable to approach the person(s) directly;

The employee should raise their concern(s) (verbally or in writing) with the Field Officer or Host supervisor.

The employee should:

- Notify the Field Officer as soon as practical;
- Identify the issue causing concern(s) (providing examples of what has occurred);
- Specify dates and or times of incidents;
- Explain the impact of the concern(s) on the employee and/or the work environment; and
- Propose options for resolution.

Where a Host Employer is contacted by an employee, the Field Officer/Host Employer is required to report the matter to management. Management will provide guidance on how the grievance should be managed.

The Field Officer/Host Employer will discuss options for grievance resolution with the employee.

14.6. Approaching Management

Where:

- The employee has tried to resolve the concern(s) with assistance of the Field Officer/Host Employer has been unsuccessful; or
- The employee is unable to approach the Field Officer/Host Employer;

The employee should raise their grievance (verbally or in writing) with a member of senior management.

The complainant should:

- Take steps to notify the manager of the concern(s) at the earliest possible time;
- Identify the issue causing concern(s) (providing examples of what has occurred);
- Specify dates/times of incidents;
- Explain the impact of the concern(s) on the employee and/or the work environment; and
- Propose options for resolution.

The manager will discuss options for grievance resolution with the complainant.

14.7. Grievance Resolution

Where an employee notifies a Host Employer, Field Officer, or manager of a grievance, Master Plumbers will have discretion relating to the resolution of the grievance.

The Field Officer/Host Employer/manager may undertake an investigation as part of the grievance resolution process. The investigation process may include:

- Interviewing the employee and/or any relevant persons; and
- Reviewing documentation relevant to the grievance.

The investigation shall be undertaken by an authorised person without bias and in accordance with the principles of procedural fairness. The employee will be notified of the resolution and reasons why.

For more information on investigation and procedural fairness, employees may refer to the Master Plumbers Unlawful Discrimination and Harassment Policy.

If a grievance is found to have been fabricated or made frivolously or vexatiously, appropriate disciplinary action will be taken.

15. Performance Management and Development

Employees are required to display due care in the performance of work and perform it competently.

You will be required to actively participate in any training or development activities deemed necessary for the purpose of compliance or the effective performance of duties. It is important to display competence, and take due care when performing your duties.

Where an employee is not performing their duties in accordance with the standards required by Master Plumbers, assistance will be provided in accordance with the Master Plumbers Performance Management Policy.

16. Access to Policies and Procedures

All Master Plumbers policies and procedures are available via our website.

16.1. Workplace Health and Safety Policy

We are committed to ensuring the Work Health and Safety and welfare of our employees and any other people who may be affected by our operations. In securing workplace health and safety, we will take reasonable and practical steps to fulfil our statutory duties with regard to workplace health and safety at all times.

A Work Health and Safety Induction Manual, instructions and training will be provided to all Master Plumbers employees to promote safe working practices and as a guide to the creation of a safe and healthy working environment.

You must:

- Perform tasks safely, and identify and minimise hazards within your sphere of work;
- Follow all lawful directions, relevant legislation, workplace policies, procedures and rules of the employer/Host as amended from time to time including, but not limited to:
 - Building and plumbing laws, regulations, codes, standards etc.;
 - Equal employment opportunity, unlawful discrimination and harassment;
 - Health, safety and environment and workers compensation;
 - Transport, roads and traffic laws and regulations;
 - Criminal law; and
 - Employment law, contract of employment and industrial instruments (e.g. Award or Enterprise Agreements).
- Present to work in manner that enables performance of the inherent requirements of the position without restriction, risk to the employee's health and safety, or the health and safety of others and, notify management of any work related or non- work related injury, illness, restriction or condition that may on fitness to perform.

For more information see our Occupational Health and Safety policy.

16.2. Work Accidents Procedure

All work accidents are covered by workers compensation legislation initially outlined on the *If you are injured at work* poster and described in the *Work Health and Safety Induction Manual*. If there is a work accident, you are required to follow the procedure:

- Advise the Host Supervisor of any injury/accident immediately.
- Advise the Field Officer of any injury/accident immediately.
- Seek medical assistance (as required) as a matter of priority.
- Log your accident in the Workplace Incident Register.

Note: Accidents that occur while attending off-the-job training are also regarded as workplace related accidents.

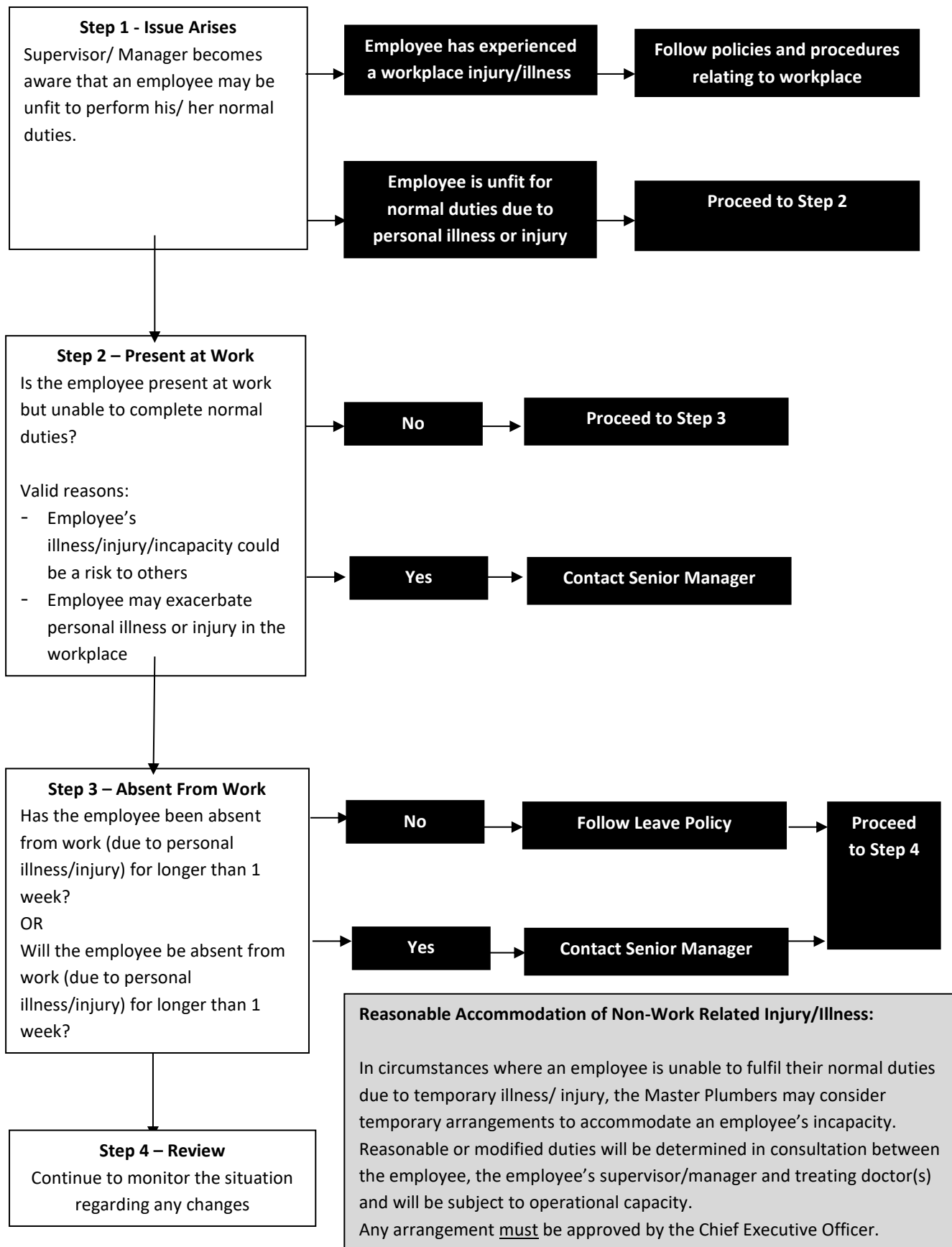
16.3. Privacy

We comply with the principles of the Information Privacy Act 2009 (Queensland), including:

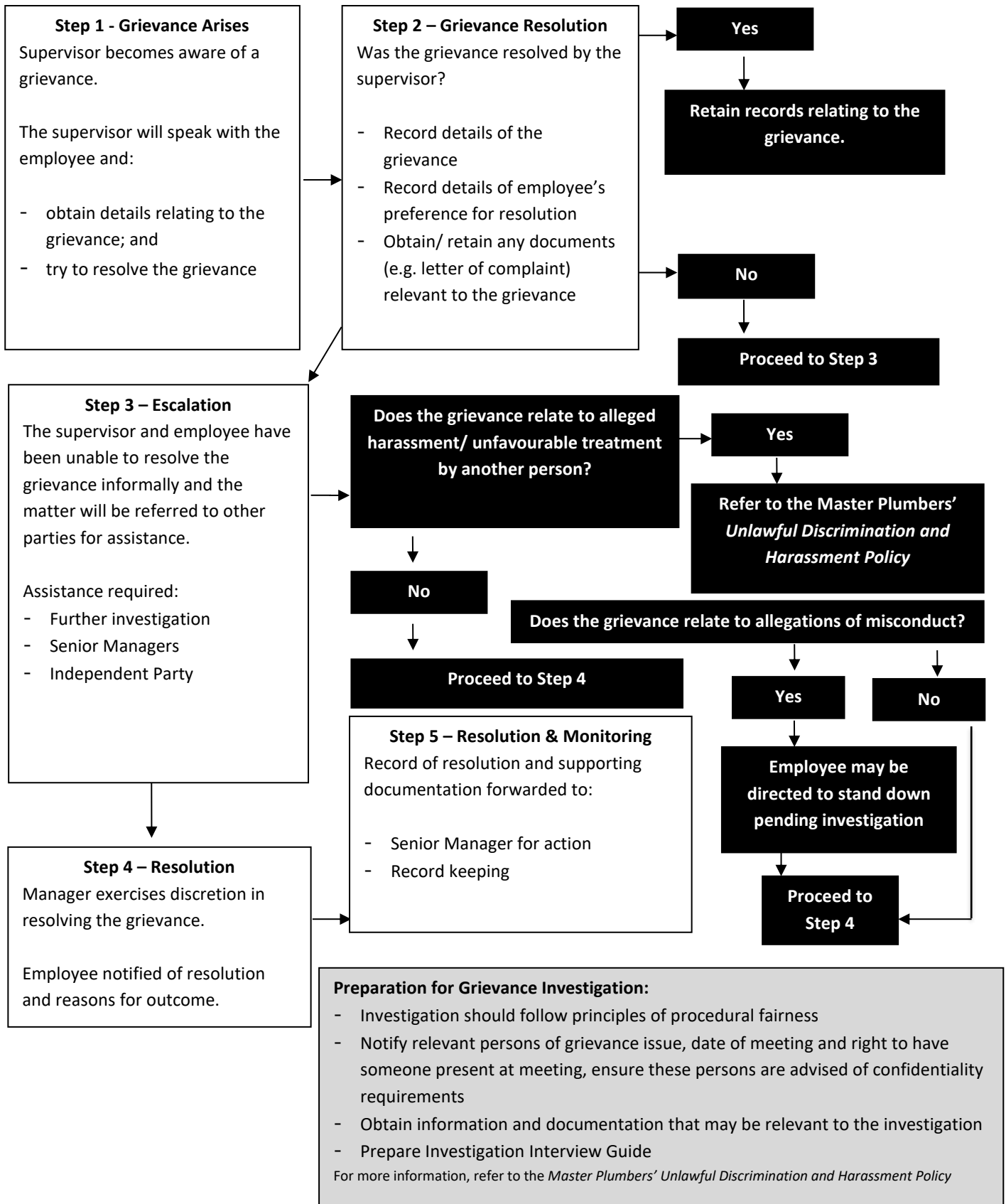
- only collecting information with the knowledge and consent of the person
- only using personal information for the purposes for which it was collected
- not disclosing, reselling, distributing to or sharing personal information with, a third party without the prior written consent of the person
- not disclosing personal information to state institutions or authorities except as required by law or regulation
- ensuring that demographic and other statistical information is not linked to any personal information that can disclose the identity of a person
- using, from time to time, a person's contact details to provide them with information about its programs or activities.

For more information, see our Privacy Policy.

APPENDIX 1 - Fitness for Work Flowchart



APPENDIX 2 - Grievance Management Flowchart



Record of Induction Participation Checklist

Inductee's Name: _____

Date of Induction: / /

Facilitator's Name: _____

This Induction Checklist serves as a record of each element in the Induction Process being completed. References to sections denote the relevant clause to be discussed in this handbook (EH) and/or the employment contract (EC), or as otherwise indicated. Please have the apprentice initial the appropriate box as each step is finalised to indicate their understanding of the requirements.

1. Contents

2. Plumbing Industry

Topic	References	App Initial
Industry Information, training pathway, future career prospects	Training Pathways Chart	
License Obligations – Fit & Proper Person, Police Check, WWC, requirement to notify MPA if circumstances change	Application form EA 7.1 e; EH 6 & 6.1 Child Safety Policy	

3. Master Plumbers and Plumbing Apprentices Queensland, PAQ and the GTO

Topic	References	App Initial
About the employer MPA.	EH 2, 3	
About the GTO, how the scheme works & our obligations <ul style="list-style-type: none"> - Code of practice - Access & Equity - Obligations - Role of field officer 	EH 3.2; EH 9 & website policy; EH 11.1; EH 4.4	

4. Roles and Responsibilities

Topic	References	Initial
Indentured employment linked to training contract for duration of apprenticeship	EA 18	
Apprentice rights & responsibilities governed by: <ul style="list-style-type: none"> - Training Contract - Employment Contract - Policies & Procedures - Host Requirements/Policies & Procedures - Law 	EH 4.2 – simple explanation Refer to binding nature of provisions & requirements to be explained. Policies on website	
Host Employer Arrangements <ul style="list-style-type: none"> - Placement - Rotation - Return from Host Employer 	EA 12; 13; 14; 16 EH 4.3 EH 8.4 EH 11.3	

<ul style="list-style-type: none"> - Lawful directions, presentation & appearance - Time and Attendance 		
-------------------------------------------------------------------------------------------------------------------------------------	--	--

5. Employment Conditions & Training Contract

Topic	References	Initial
Position Description	Document	
Employment Arrangement <ul style="list-style-type: none"> - Sign and return 	EA; EH7.1	
Probationary Period	Training Contract; EH 6.2	
Role of AASN Provider <ul style="list-style-type: none"> - Sign and explain Training Contract 	EH 4.6; 5.1	
Role of State Training Authority	EA 30; EH 4.5	
Award/PAQ EBA (as applicable) base rate of pay <ul style="list-style-type: none"> - Allowances - More generous entitlements at MPA than Award in some circumstances (as if all finished year 12) 	PAQ Cheat Sheet; EH 7.2; 7.3; 7.5	
National Employment Standards	Fair Work Information Sheet; EH 7.7	
Host Employer Site Rates <ul style="list-style-type: none"> - Must not rely on payment above base rate of pay - Must not refuse a placement if wage rates change 	EH 7.6 EC 13.1; 12	
Tools	EH 8.3	
Hours of work	EA 10; EH 7.4	
Leave Policy and Procedure <ul style="list-style-type: none"> - Requirement to take leave during shut down periods - Personal/Sick/Carers leave medical certification requirements 	EH 7.8; Form EA 23	
Timesheets <ul style="list-style-type: none"> - Complete example 	EH 7.9; EH 7.10	
Payment of Wages and Payslips	EH 7.11	
Personal Details	EH 7.12 & Form	

6. Your Apprenticeship

Topic	References	Initial
Training plan & specialisation ability		
Attendance at RTO and Payment of fees <ul style="list-style-type: none"> - Procedure to obtain reimbursement 	EA 11; 15.11 Award	
Monitoring training progress <ul style="list-style-type: none"> - Competence at RTO vs proficiency as trade qualified to work unsupervised - Host to assist in assessing workplace proficiency 	EH 8.1; Training Plan; EC 5(a)	
Site Visits	EH 8.1	
Additional support available to facilitate completion	EH 8.2	
Management of Impact of stand down due to lack of work & downtime (hierarchy of actions) <ul style="list-style-type: none"> - Assistance with placement activities & payment of downtime – maximum duration - Attendance at Formal Training - Use RDO's and Annual Leave 	EA 22; EH 8.5	

- Reduce time and rates of employment		
---------------------------------------	--	--

7. Standard of Conduct & Behaviour/Code of Conduct

Topic	References	Initial
Standard of Conduct & Behaviour	EH 11; Code of Conduct; EH 11.2	
Time and Attention	EA 9	
Mobile Phones	EH 9.1	
Motor Vehicles	EH 9.2	
IT Policy	EH 9.3	
Conflict of Interest	EH 9.4	
Confidentiality	EH 9.5	
Public Statements	EH 9.6	
Social Media and Electronic Communications	EH 9.7	
Intellectual Property	EH 9.8	
Attendance and Punctuality	EH 9.9	
Presentation and Grooming	EH 9.10	
No Smoking	EH 9.11	
External Relationships	EH 11.4	
Host Employer's Assets	EH 10	

8. Fitness for Work

Topic	References	Initial
Drugs and Alcohol	EH 12.1	
Work Related Injury and Illness	EH 12.2; 16.2	
Non-Work Related Injury / Illness	EH 12.3	
Managing Injury / Illness	EH 12.4	
Temporary Absence due to Illness or injury	EH 12.5	
Appendix 1 - Fitness for Work Flowchart		

9. Access to Policies & Procedures

Topic	References	Initial
USB – location of policies & procedures	Show website	
Unlawful Discrimination & Harassment	EH 13; policy	
Grievance policy and procedure	EH 14; policy	
Privacy Policy	EH 16.3; policy	
Performance Management Policy & suspension of training contract	EH 15; policy EA 24	
Work Health and Safety Policy	EH 16.1; policy	

10. Work Health and Safety Handbook

Topic	Comment	Initial
Work Health and Safety Handbook	Issued & Discussed	
If you are injured at work poster	Issued & Discussed	

11. Safety Hub Training

Topic	Comment	Initial
Pre Induction Training	Fully Completed	
Ongoing Safety Hub Training	Discussed	

This signed Form is an accurate record of my participation in the MPMSAA Group Training Scheme Induction Programme.

INDUCTEE

NAME: **SIGNATURE:** **DATE:**

MPMSAA INDUCTORS:

GTS Manager - NAME: **SIGNATURE:**

GTS Field Officer - NAME: **SIGNATURE:**

GTS Payroll - NAME: **SIGNATURE:**

OHS Officer - NAME: **SIGNATURE:**

Completed Form to be returned to the MPMSAA Group Training Scheme Manager immediately after the Induction for record keeping filing & updating in Workforce1.

Plumbing Apprentices Queensland	Document Control Register EE022Q Employee Handbook
Issue Date : 2 December 2022	Scheduled Review Date : 2 December 2024
Version : 1.2	Document Owner : General Manager