

MASTER PLUMBERS AND MECHANICAL SERVICES ASSOCIATION OF AUSTRALIA

EMPLOYEE HANDBOOK

Name Signed..... Date / / 23



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2. Master Plumbers and Mechanical Services Association of Australia

The Master Plumbers Association was established in 1891. Our vision is a strong, respected and sustainable plumbing industry. Our mission is to provide representation and services to support the success of our members, the future of the plumbing industry and the health of the community. We 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 Apprenticeships Victoria (PAV)

3.1. History

The Master Plumbers is an employer association representing and assisting the plumbing industry. We operate a Group Training Organisation (GTO) – Plumbing Apprenticeships Victoria (PAV). Our GTO commenced in 1981, PAV employs up to 180 apprentices at any one time. In 2009, we established a nation leading training centre - Plumbing Industry Climate Action Centre (PICAC). PICAC has expanded its operations and now has three state of the art training centres located in Brunswick, Narre Warren and Geelong. Master Plumbers is also a Registered Training Organisation (RTO) delivering training to the industry including the formal off-job training component for plumbing apprentices. Most PAV apprentices are formally trained at PICAC through Master Plumbers RTO. 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.

An apprenticeship with PAV enables you to participate in diverse fields of work as we can place you with a variety of Host Employers to complete the on the job training. There are many classes of plumbing that make up the breadth of the skills required to complete your apprenticeship.

These include:

- Gas Fitting
- Roofing
- Drainage

- Sanitary
- Water Supply
- Mechanical Services

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

All of the information about the pathways available to you once you complete your qualification, the standard training plan we use, our policies, procedures and conditions of employment are available on our website at this address: <https://plumber.com.au/training-development/become-an-apprentice-with-pav>

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.

PAV is a specialist GTO and part of the Master Plumbers, an industry association, dedicated to servicing the plumbing industry. We will provide you with the support you need so that you can gain your qualification as outlined in your Training Contract.

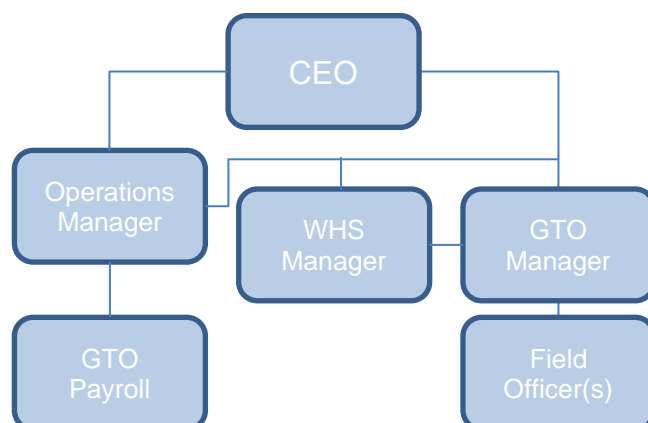
The aim of the Plumbing Apprenticeships Victoria is to:

- 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 order to progress your future career. See our training pathways chart located on our website at: <https://plumber.com.au/wp-content/uploads/2019/11/EE025-Plumbing-Pathways-Flowchart.pdf>
- 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 PAV at Master Plumbers. There are clear escalation points for any issues you may have during your apprenticeship and we have established grievance and

complaints 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 to review on our website:
<https://plumber.com.au/wp-content/uploads/2019/03/Apprenticeships-step-sample-training-plan.pdf>
- Support you with any Language, Literacy or Numeracy issues during your apprenticeship, with additional support to be provided where needed by PAV;
- Provide you with tuition and instruction and ensure you are technically competent in all of the elements of the Training Plan;
- Work with PAV to monitor your progression with the Training Plan, implementing any additional support required to enable you to complete your apprenticeship;
- Work with PAV 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 PAV.

The Training Contract provides that you have the following obligations that are monitored by the State Training Authority and the Federal Government's representative (known as the Australian Apprenticeship Support Network Provider) who together ensure 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 PAV, 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 cancellation of your Training Contract that are provided for in this handbook, your Employment Contract and the PAV Enterprise Bargaining Agreement (PAV EBA).

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 positive way that shows you are diligent, attentive, listening and hard-working;
- Attend any arranged placement with a Host Employer as directed by PAV 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 PAV 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 PAV Field Officer immediately. If you are unsure how to work safely, ask your Host Employer before you conduct any work. If you are injured advise both your PAV 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 RTO nominated by PAV.
- Carry out workplace duties within the requirements of the [National Code of Good Practice for Australian Apprenticeships](#), and all PAV employment policies including the Code of Practice.
- 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 PAV 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 PAV 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 and harassment and injury and is otherwise compliant with the law.

4.4. Role of the Field Officer

As an employee of PAV, 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 Victorian Building Authority 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 suitably 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; and
- Comply with all relevant Master Plumbers policies.

4.5. State Training Authority

The Training Contract is regulated by relevant state-based legislation. In Victoria the State Training Authority is the Victorian Registration and Qualifications Authority (“VRQA”). VRQA contact details are below:

*Victorian Registration and Qualifications Authority
GPO Box 2317
Melbourne VIC 3001
Ph: 1300 722 603.
Web: www.vrqa.vic.gov.au
Email: vrqa.apprenticeships@edumail.vic.gov.au*

4.6. Apprenticeship Network Providers

Australian Apprenticeship Support Network Providers (“AASN”) 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, the PAV EBA and the powers contained in the Education and Training Reform Act Vic 2006. The AASN are not empowered to provide advice in this area. In the event of a dispute, employment arrangements subject of an apprenticeship Training Contract are first referred to the State Training Authority to assist in resolution.

5. The Training Contract

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 PAV within 28 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.

APPENDIX 1 shows a flowchart of the **Plumbing Careers Pathway**.

Please note that the Journeyman's Exam is a Victorian Building Authority (VBA) requirement for plumbing registration and not part of your apprenticeship qualification. Therefore, if you sit the exam during your period of apprenticeship, you must use annual leave or RDOs for this time. If you have any queries in relation to the Journeyman's Exam please contact your PAV Field Officer or your RTO.

6. Registration as a Plumber & Personal Conduct During Apprenticeship

In general, all plumbing work may only be performed by a Licensed or Registered Plumber or by an apprentice supervised and working under a Training Contract.

	Victoria
Regulator	Victorian Building Authority
Licenses	Victorian Building Authority
Legislation	<i>Building Act 1993</i> <i>Plumbing Regulations 2018</i>

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

The detailed requirements are contained on the Victorian Building Authority website. <https://www.vba.vic.gov.au/plumbing/registrations-licences>

In addition, PAV will be placing you with a variety of Host Employers, many of whom have special requirements. You must at all times 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 apprenticeship, you are required to inform your Field Officer without delay. We may be able to support you and limit the impact to your future career if issues 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 hold a Working with Children Check at all times, and we also require our Field Officers to do the same. Our commitment and procedures are located in our Child Safety Policy located on our website <https://plumber.com.au/wp-content/uploads/2019/03/Apprenticeships-step-child-safety-policy.pdf>

If you suspect child abuse or are the victim of inappropriate conduct at any time, you must report it immediately to your Field Officer, or if the perpetrator is your Field Officer, to the General Manager – Business Development and Operations at PAV. These personnel will assist you to follow the procedures and ensure child safety.

6.2. Probation Period

The PAV EBA and your Training Contract provides for a probationary period. During this period your Training Contract may be terminated by either party with one week's 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 or is considered unsatisfactory; or
- By mutual agreement between yourself and PAV.

If none of the above occur, your employment will finish at the end of the Training Contract. In managing your employment with PAV, we will

comply with the Code of Practice, Performance Management & Conduct Policy, PAV EBA and 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 outline details of your employment. Together with the Training Contract and all other policies and procedures of PAV, these spell out the obligations of all parties during the period of your Apprenticeship.

7.2. PAV EBA

PAV has entered into agreement with the Plumbing Union (CEPU) to create its own Enterprise Agreement. The [Plumbing Apprenticeships Victoria and CEPU - Plumbing Division \(Vic\) Group Training Enterprise Agreement 2019](#) (PAV EBA) applies to all PAV apprentices, all wages and conditions are contained within this Agreement.

At your induction, you will be provided with an abridged wage rate information sheet that documents the wages and conditions applicable under the PAV EBA at the commencement of your employment. A copy of this sheet can be found on our website <https://plumber.com.au/wp-content/uploads/2019/11/EE011-Apprentice-Wage-Rates-and-Conditions.pdf>. As 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. PAV EBA Pay Rates

In accordance with the PAV EBA there are 5 different pay rates that are applicable and relate to the conditions observed by the Host Employer where the apprentice is actually placed. Apprentices are paid where they work, when they work there

1. Minimum rate – applicable when placed at Host Employers who are not PPTEU Agreement Host Employers and at other times.

This is the base or foundation of employment conditions of apprentices and is paid for time when the apprentice is not placed or working on site with a Host Employer.

- Award + 10c per hour for ordinary time
 - All apprentices are paid as if they have finished year 12
2. Full PPTEU Agreement Host Employer Rate – wages and conditions align with the pattern EBA when placed with and working at the PPTEU Agreement Host Employer.
 3. Partial PPTEU Agreement rates – when placed with a PPTEU Agreement Host Employer that has these in their own agreement – This is when an apprentice is placed on sites that are:
 - commercial/industrial factory warehouse work or commercial residential unit industry work, as defined;
 - or service and maintenance work as defined

It is expected that the partial category is used infrequently

7.4. Hours of Work

Your normal work week will consist of 40 hours (RDO 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 PAV EBA.

7.5. 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 PAV EBA to see if you are entitled to any other allowances.

7.6. Host Employer Site Rates

Sometimes a Host Employer wishes to pay apprentice rates that are above the PAV 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.

You must never rely on higher rates of pay continuing and always refer to the PAV EBA minimum pay rate (as contained in the wages information sheet), as 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. If you are placed with a Host that attracts a pay rate higher than the PAV EBA minimum pay rate think of it as a 'bonus' and an ability for you to save money or buy some additional tools. PAV strongly advises you not to enter into loan or other commitments that rely upon these higher than minimum rates of pay continuing.

7.7. National Employment Standards

The National Employment Standards (NES) together with PAV EBA 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 PAV EBA.
Request for Flexible Working Arrangements	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. Flexible working arrangements will be considered on a case-by-case basis.
NES	Entitlements

<u>Public Holidays</u>	<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</p>
<u>Notice of Termination</u>	<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 week's notice • More than 1 year and up to 3 years service – 2 weeks' notice • More than 3 years and up to 5 years service – 3 weeks' notice • More than 5 years service – 4 weeks' notice <p>(For cases of serious misconduct termination will be without notice)</p>
<u>Personal (Sick/ Carers) Leave</u>	<p>10 days each year (unused leave accrues) 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><u>Annual Leave</u></p>	<p>You will accrue 4 weeks of annual leave each year (unused leave accrues). Can be taken:</p> <ul style="list-style-type: none"> • At a mutually agreed time • By direction of PAV in the case of a shutdown 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. <p>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.</p>
<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 your household.
<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>

NES	Entitlements
Parental Leave	<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 additional 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>Note: you must have been employed by PAV for at least 12 months before the date/expected date of birth, or date of adoption, or when the leave starts (if leave is taken after another person cares for the child or takes parental leave) and you must have responsibility for the care of the child.</p>
Community Service Leave	<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>
Long Service Leave	<p>As an employer in the construction industry, PAV is registered with the relevant state-based portable long service leave funds.</p> <ul style="list-style-type: none"> Victoria – ColInvest <p>PAV 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 7 years (full-time) employment in the construction industry.</p>

7.8. 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, e.g. copy of Jury duty letter, copy certification from volunteer organisation, copy death notice, together with any leave application forms.

Approval will be subject to the operational requirements of the business.

Personal/Carers Leave – Notice & Evidence Requirements

We will pay personal (sick) or carers leave in accordance with the PAV EBA & National Employment Standards. As such you will only be paid personal/carers leave when you have provided notice to PAV and your Host and have provided evidence to support that leave.

All absences will require a medical certificate for the duration of the absence.

Evidence other than an official medical certificate will not be accepted (e.g. statutory declaration, pharmacy certificate).

Failure to comply with the above requirements may prevent us from being able to pay you paid leave and may 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 PAV. If the duration of absence is extended, it 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 your Field Officer.

7.9. Timesheets

PAV now uses the 'AnyTime' online timesheet system to record hours worked and determine weekly pay entitlements. AnyTime is a web-based system enabling you to complete your timesheet on any device with internet access. You will be provided your login details and initial password by PAV Payroll when you commence work.

A users guide to using AnyTime can be found in [Appendix 4](#) of this Handbook.

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

It is your responsibility to ensure that you submit your timesheets accurately and on time. Your completed and approved timesheet must be received by the PAV by **10.00 am each Tuesday** This allows PAV enough time to process your wages and entitlements accurately.

Timesheets are a legal document. Any misleading information provided in timesheets will be regarded as fraud / theft and the apprentice will be subject to disciplinary action, which could include the termination of their employment.

Accurately complete your timesheets by:

- Recording the correct hours worked on a daily and weekly basis (including totals);
- Ensure you enter the correct work type (Hrs Worked/ RDO/ Trade School/Annual Leave, etc) and Site (if applicable)
- Attach any supporting documentation to your timesheet (eg. Medical Certificates/Leave Form Requests)
- Ensuring you submit your timesheet to your Host for approval and
- Following up with your Host should your timesheet still be pending approval after a period of time.

If you have any queries in connection with the completion of your timesheet, you can contact PAV Payroll at gts@plumber.com.au.

Should you not to submit your timesheet on time, PAV 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 submit your timesheet on time and therefore get paid on time.

7.10. Sample timesheet

Insert AnyTime Example

7.11. Payment of Wages and Payslips

You will be paid by electronic funds transfer into your nominated bank account on Thursday 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. We encourage you to check your pay slips to ensure you are paid for the time you have worked.

If you have any concerns with regard to your payment, please contact PAV Payroll on gts@plumber.com.au or 9321 0743.

7.12. Personal Details

It is a condition of your employment that you notify us of any changes to your personal contact information. Changes to your personal contact details may be included in the notes section of your online timesheet or by completing an *Employee Details Form available from your Field Officer*.

8. Your Apprenticeship

8.1. Site Visits

As part of our monitoring and mentoring practices, and depending on your individual needs, your Field Officer will visit you at least every 2 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 site 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; and
- 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:

[Incolink](#) – Provides confidential 24/7 wellbeing and support service counselling to the construction sector

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

[Headspace](#) – Tailored and holistic mental health support to 12-25 year olds.

[Centrelink](#) – Financial assistance for apprentices and low income earners

[Legal Aid](#) – Legal Advice

[Housing Vic](#) - Emergency and Crisis Accommodation

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

[AASN](#) – Trade Support Loans and Living Away from Home Allowance

8.3. Toolkit

Your ordinary wages include an allowance for the purchase and maintenance of tools. It is a requirement that during your apprenticeship you acquire and maintain a “Journeyman's Kit” of tools as prescribed in the PAV EBA. It is recommended that as you progress through your apprenticeship you continue to acquire the necessary tools to perform the duties of a tradesperson.

You may be entitled to the Trade Support Loan to help assist you with purchasing your 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 PAV EBA. Two days per return from Host Employer where that return is through no fault of the apprentice;
- Have you attend formal training if it is available, for which you will be paid;
- With agreement invoke that you will use accrued RDOs and/or Annual Leave or Leave Without Pay in the absence of any RDO and Annual Leave accrual;
- 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, PAV EBA 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 PAV EBA and 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 or are properly owed.

9. Code of Conduct

Employees are subject to the terms and conditions of [Master Plumbers Code of Conduct](https://plumber.com.au/training-development/become-an-apprentice-with-pav) which has been made available to you prior to employment on our website <https://plumber.com.au/training-development/become-an-apprentice-with-pav> and is set out below.

9.1. Purpose, Scope & Aim

The purpose of this Code is to set out your responsibilities in relation to the required standards of behaviour and conduct.

It applies to all apprentices of the Master Plumbers' and Mechanical Services Association of Australia and all related entities (Master Plumbers, PAV) in any office, site, location or vehicle at or in which you perform work or are required to present in the course of your duties.

This Code will continue to have force and effect during any periods of leave whether the leave is paid or unpaid.

The aim of this Code is to ensure delivery of efficient, consistent and professional standards of employee conduct and behaviour.

9.2 General Standard of Conduct and Behaviour

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, enhances the reputation of the Master Plumbers and the Host, and aligns with our ethos of:

“expert.committed.professional.”

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

You should ensure your relatives and friends are aware of this policy and do not contact you on your mobile while you are at work.

9.4 Motor Vehicles

If you are issued with 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, clean and roadworthy 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 via your Field Officer, and the Host Employer, without delay.

NB: Most company vehicles are fitted with GPS tracking devices – only use company vehicles as directed and authorised by your Host.

9.5 Conflicts of Interest

Any activity which improves your personal interest at the expense of the Employer's or Host Employer's interests or compromises performance is known as a Conflict of Interest. Examples include (but are not limited to):

- 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)
- Financial interests
- Personal or family relationships between employees or outside parties; or
- Interests held directly or indirectly through you or someone with whom you have a personal or family relationship or corporate or other business entity

Employees are to avoid any activity, interest or undertaking that could adversely affect Master Plumbers or its employees, members or stakeholders (including Host Employers).

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.

In determining a potential conflict of interest PAV will consider any impact of the activity on the performance of your duties, to include (but not limited to) the following factors:

- Workplace health and safety (duty of care) including but not limited to fatigue management (including hours of work, rest and recuperation during periods of approved leave) and injury management (including the potential to compromise/impact Return to Work or rehabilitation for work-related or non work-related injuries/ illnesses);
- Working for a competitor or supplier;

- Impartiality or judgment in decision-making;
- Legal obligations of the parties; and
- Capacity to manage potential conflicts of interest.

Master Plumbers recognises that there may be situations where a conflict of interest appears, but it is appropriate to allow it to continue in the circumstances, and in such case PAV will provide you with written acknowledgement. However, Master Plumbers reserves the right to review/ retract any approval should the nature or extent of the activity adversely affect your duties or Master Plumbers' activities.

9.6 Confidentiality

It is a condition of employment that you must maintain and protect the confidentiality of information about the business and affairs of Master Plumbers and its affiliated companies, employees, members, and stakeholders including Host Employers, unless required by law to disclose such information or permitted to disclose such information with the written consent of the relevant party.

You must not disclose any information which is, by its nature, confidential, is designated as confidential, or you know or ought to know is confidential, which you access or is disclosed to you in the course of your employment. Examples include information relating to Master Plumbers' practices and processes, or information relating to your Host Employer. It does not include information which is publicly known or becomes publicly known (other than by breach of a confidentiality obligation).

If you fail to comply with this clause and breach confidentiality you may be personally liable. You may also face disciplinary action up to and including dismissal.

Your duties under this clause continue to apply after the end of your employment.

9.7 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 and its affiliated companies. You are not to speak with the media or make statements on behalf of Master Plumbers under any circumstances.

9.8 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 this policy, and any relevant policies and procedures of your Host or RTO.

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

Anything you do in connection with work, whether in work hours or not, which involves:

- sending emails;
- accessing and searching the internet (including social media sites or any method of communication via the internet); or
- using Master Plumbers computer equipment

must be done in a professional and courteous manner.

You should not expect that any email or other activity conducted over Master Plumbers' computer network will be private or confidential.

In addition you must:

- not make representations on behalf of Master Plumbers without express authority;
- respect the equipment, treating it gently and with care;
- keep any passwords confidential, except as required for legitimate business activities;
- not engage in use that involves conduct or material that is inappropriate and otherwise obscene or offensive;
- not engage in use that includes conduct or material that has risk of defaming, or causing damage to Master Plumbers, its employees, Hosts, members, or other stakeholders;

- not engage in use that includes unlawful activities that are illegal or otherwise inappropriate;
- not engage in use that impacts the performance of the network(s), computers, or other equipment owned or operated by or on behalf of Master Plumbers.

If you fail to comply with this policy, it may result in disciplinary action up to and including termination of employment.

Please also see section below regarding Social Media and Electronic Communications.

9.9 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, blogs, social networking sites such as Facebook, Twitter, Instagram, SnapChat or YouTube) that may expose the Master Plumbers or any affiliated company, member, or stakeholder including your Host Employer, to any possible legal liability including any material that:

- Is insulting or damages/lowers the reputation of the Master Plumbers, the Host Employer, 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 Employer without express authority.

For more information on Social Media, you may refer to the Unlawful Discrimination and Harassment section of the [Access & Equity Policy](#) below.

9.10 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, which arises out of, or is related to your employment or Master Plumbers' operations. This includes all improvements, discoveries, developments, techniques, ideas, business systems and methods, trade secrets and inventions, patents, trademarks, designs and copyright, whether you created or developed this on your own, or in conjunction with others.

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.

Your obligations under this clause continue to apply after the end of your employment.

9.11 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 designated 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.

Persistent lateness will be dealt with under the Code of Practice and Performance Management Policy and may result in disciplinary action.

9.12 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. As a general rule, your appearance must not detract from the Master Plumbers ethos of “**Expert. Committed. Professional**”.

Where we issue a uniform or other prescribed clothing (such as PPE), you will be required to wear such uniform/clothing at all times during working hours. You will *also* be responsible for the care, upkeep, and cleanliness of the clothing provided to an acceptable standard for both the PAV and your Host. Replacement of uniforms/clothing and PPE will be on a reasonable wear and tear basis.

You must not wear or have visible anything about your person that may cause offence or pose a risk to health and safety. Tattoos that are visible when wearing your uniform/PPE are permitted as long as:

- They do not bear any words or depiction likely to cause offence (for example a swastika); and
- They are not on the head or face area.

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

9.13 No Smoking

For health reasons, smoking is prohibited:

- Within Master Plumbers property boundaries;
- Within motor vehicles;
- Within 3 metres of an entrance or exit to a building; and
- Outside of designated break 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.

9.14 Master Plumbers and Host Assets

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 the company 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 that company in your possession or control, including, but not limited to, all written material, motor vehicles, software, computers, tablets, mobile phones, including all applicable passwords/codes, keys, cards, documents, records and papers.

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

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

9.15 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 with this handbook 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.

9.16 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) PAV will address this accordingly.

10 Fitness for Work

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 2 on page 57 for more information about being fit for work.

10.1 Drugs and Alcohol

You 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 PAV/Host.

**Illicit substance* means 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 are not used as intended/prescribed.

You must 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.

Any breach of this clause may result in disciplinary action up to and including dismissal.

We will support you if you are experiencing an alcohol or drug dependency/addiction, where it is reasonable and appropriate for us to do so.

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.

10.2 Work Related Injury and Illness

Work related injuries and illness (including return to work) will be managed in accordance with the Performance Management Policy.

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

10.3 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 by PAV 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 PAV/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.

10.4 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:

- Displaying physical symptoms of illness, such as, but not limited to: excessive sweating, coughing/sneezing, high temperature, incoherent/vagueness & nausea.
- 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 the Host supervisor and your Field Officer immediately.

Where we consider that:

- You are not fit to be present at work or undertake duties; or
- There is insufficient information available to enable the PAV to assess your fitness for duties and its capacity to provide a duty of care;

You may be directed to take personal leave until there is sufficient information to assess your capacity and ensure a duty of care. You may be required to provide sufficient medical evidence of your fitness to resume the full duties of your role prior to returning to work. This decision will be made by PAV.

11 Access & Equity Policy

We are an Equal Opportunity Employer, which means that we comply with the following legislation:

1. [Charter of Human Rights and Responsibilities Act 2006 \(Victoria\)](#)
2. [Equal Opportunity Act 2010 \(Victoria\)](#)
3. [Crimes Amendment \(Bullying\) Bill 2011\(Victoria\)](#)

Any unlawful discrimination or harassment incidents will be managed in accordance with this policy. Unlawful means not permitted under the law – illegal.

11.1 Unlawful Discrimination

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

- Age
- Pregnancy & Breastfeeding
- Employment activity
- Gender identity
- Disability
- Industrial activity
- Lawful sexual activity
- Marital status
- Parent or carer status
- Physical features
- Political belief or activity
- Race (including colour, nationality, descent, ethnic origin)
- Religious belief or activity
- Sex;
- Sexual orientation
- Personal association with a person identified by reference to any of the above attributes

It is not unlawful to discriminate against a person due to the attribute in circumstances where the person would be unable to perform the genuine occupational requirements of the position safely and effectively due to the protected attribute.

11.2 Direct Discrimination

Direct Discrimination occurs when a person is treated unfavourably because of their attribute, or because of an assumption about the person on the basis of their attribute.

11.3 Indirect Discrimination

Indirect discrimination occurs where a person with a protected attribute is required to meet an unreasonable requirement or condition which that person has difficulty meeting, and which persons not with the protected attribute would find easier to meet.

11.4 Harassment and Sexual Harassment

Harassment means:

- A person is subjected to unwelcome conduct based on a ground of discrimination; and
- The person is offended, intimidated or humiliated; and
- A reasonable person, having regard to all the circumstances, would have anticipated this possibility.

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

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.

Sexual harassment is:

- unwelcome conduct of a sexual nature;
- which makes a person feel offended, intimidated or humiliated; and
- a reasonable person, having regard to all the circumstances, would have anticipated this possibility.
- even if it was not the intention to offend, intimidate or humiliate the other person.

Sexual harassment does not have to be directed at an individual person to be unlawful; any behaviour which creates a hostile working environment for others in the workplace can also be unlawful.

Examples of sexual harassment include, but are not limited to:

- physical contact such as pinching, touching, grabbing, kissing and hugging;
- staring or leering at a person or parts of their body;
- sexual jokes or comments;
- requests for sexual favours;
- persistent requests to go out, where they are refused;
- sexually explicit conversations;
- displays of offensive material such as posters, screen savers, internet material etc;
- accessing or downloading sexually explicit material;
- suggestive comments about a person's body or appearance;
- sending rude or offensive emails, attachments, or messages.

11.5 Bullying

Workplace bullying is repeated 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.

Master Plumbers does not tolerate bullying in any form. Bullying can be physical, psychological, verbal and online (cyber-bullying). Examples of bullying behaviour include (but are not limited to):

- Abusive, insulting or offensive language or comments;
- Threatening or intimidating behaviour;
- Excluding or isolating colleagues;
- Demeaning or belittling conduct;

- Spreading malicious rumours;
- Assigning meaningless tasks unrelated to the job, or impossible assignments;
- Psychological harassment;
- Deliberately changing work rosters to inconvenience colleagues; or
- Deliberately withholding information vital for effective work performance.

Master Plumbers takes any allegation of bullying seriously. Any concern about bullying behaviour should be raised under the Master Plumbers Complaints & Grievance Policy.

11.6 Victimisation

Victimisation means subjecting a person to some form of detriment because they have:

- lodged a complaint of discrimination or sexual harassment;
- provided information or documents regarding a complaint;
- attended a conciliation conference at the Victorian Equal Opportunity and Human Rights Commission;
- attended a compulsory conciliation at the Victorian Civil and Administrative Tribunal;
- reasonably asserted their rights, or supported someone else's rights, under anti-discrimination laws; or
- refused to discriminate against another person, victimise or sexually harass them made an allegation that a person has acted unlawfully under anti-discrimination laws brought any proceeding under the *Equal Opportunity Act 2010*.

Victimisation is unlawful, and any act of victimisation will be dealt with under Master Plumbers' Performance Management Policy and will result in disciplinary action up to and including dismissal.

11.7 Racial and religious vilification

Racial and religious vilification is unlawful. It includes such things as:

- making racist comments in a publication, including on the internet and by email;

- making public statements at a meeting or at a public rally that incite hatred of people of a particular race or religion; or
- writing racist graffiti, or displaying racist posters or stickers.

Vilification does not include an act done in private (for example, a private discussion you would not expect other people to overhear). However, the workplace is a public place. PAV will not tolerate racial or religious vilification in any form.

11.8 Disability

Master Plumbers supports anyone with a disability to access its employment opportunities and training programs, as fully and independently as possible.

Master Plumbers:

- expects employees to have informed, inclusive and non-discriminatory attitudes to the needs of colleagues with a disability;
- makes reasonable adjustments in its workplace, training venue, service delivery, operations and resources in order to accommodate employees with a disability;
- consults with its employees about matters relating to their disability
- encourages employees with a disability to discuss their needs, when they apply;
- provides resources to help employees with a disability to gain maximum value from their apprenticeship.

11.9 Workplace Rights

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.

11.10 Responsibilities

As the employer, 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 any instances of unlawful discrimination and harassment in the workplace, including disciplinary action where necessary under the Performance Management and Conduct Policy.

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 complying with this policy;
- Ensure that you do not engage in any unlawful conduct towards another person in the workplace (including colleagues, Host employees, contractors, clients, customers and visitors)
- Ensure that you do not aid, abet, or encourage others to engage in unlawful conduct
- 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 any grievances or complaints relating to unlawful discrimination and harassment in the workplace.

12 General Grievances

Grievances are concerns, problems or complaints about your work, workplace, or someone you work with, that you can raise with your employer.

The following grievance resolution procedure will be followed for all grievances.

12.1 Protection of the Parties

During the grievance procedure no party (i.e. the person raising the grievance, the person responding to it, anyone involved in the investigation, or Master Plumbers or Host) 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.

12.2 Confidentiality

The grievance process will be handled in a discreet and confidential manner at all times. All information relating to the grievance shall be restricted to the people necessary for the fair investigation and/or resolution of the grievance.

12.3 Representation

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

12.4 Raising a grievance

When raising your grievance or concern (verbally or in writing) you should:

- Identify the issue causing concern(s) (providing examples of what has occurred);
- Specify dates, times, and locations of incidents, and anyone else present;
- Explain the impact of the concern(s) on you and/or the work environment; and
- Set out your proposed resolution.

12.5 Direct Resolution

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

12.6 Approaching a Host or Field Officer

Where you have attempted to resolve the concern directly with the person(s) and been unsuccessful, or you are unable to approach the person(s) directly, you should raise your concern(s) with your Field Officer or Host supervisor. The Field Officer/Host supervisor will inform management.

12.7 Approaching Management

Where you have attempted to resolve the concern(s) with assistance of the Field Officer/Host Supervisor and been unsuccessful; or if your concern is about or involves the Field Officer/Host Supervisor; or if you are otherwise unable to approach the Field Officer/Host Employer you should raise your concern with a member of senior management (for example the General Manager Business Development and Operations or Master Plumbers CEO).

12.8 Grievance regarding PAV

If you have a concern or complaint about PAV you can raise it with the Victorian Registration & Qualifications Authority (VRQA) using this link:

<https://www.vrqa.vic.gov.au/complaints/Pages/complaints.aspx>

12.9 Grievance Resolution

Once the concern(s) / grievance has been raised as above, it will be acknowledged in writing. Master Plumbers will have discretion relating to the resolution process, but may choose to take any of the following steps:

- Interviewing you and/or any relevant persons; and
- Reviewing documentation or other evidence relevant to the grievance.

Any investigation shall be undertaken by an authorised person without bias and in accordance with the principles of procedural fairness. Grievances will be dealt with and finalised as soon as practicable. The employee will be notified in writing of the resolution and reasons why.

If a grievance is found to have been fabricated or made frivolously or vexatiously, PAV reserves the right to take appropriate disciplinary action.

See APPENDIX 3 - Grievance Management Flowchart on page 59 for a diagram showing how grievances are handled and resolved.

13 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.

If you are not performing your duties in accordance with the standards required by Master Plumbers, assistance will be provided in accordance with the [Performance Management Policy](#) as set out below.

14 Performance Management Policy

14.1 Purpose, Scope & Aim

This policy outlines the process for identifying and managing performance and conduct in the workplace. It applies to all employees of the Master Plumbers' and Mechanical Services Association of Australia and all related entities. Its aim is to support proactive and fair management of performance and conduct through:

- Effective communication of Master Plumbers' standards of performance and behaviour/conduct;
- Identification of areas for employee development and improvement;
- Provision of appropriate training and development opportunities;
- Following principles of natural justice; and
- Ensuring that corrective action is focussed on a positive outcome.

14.2 Definitions and Terminology

Disciplinary action - this includes any substantial consequence for an employee whose performance or behaviour does not meet the desired standard. This may include: formal (written) warnings; final warnings; demotion; suspension without pay; loss of benefits; or termination of employment.

Formal performance management – this will take place where informal performance management has been unsuccessful or the employee's behaviour or conduct is inappropriate or unacceptable. Formal performance management may result in disciplinary action.

Relevant legislation - unless otherwise specified in this policy, relevant legislation will be the Fair Work Act 2009.

Informal performance management - this includes counselling, training, development, coaching or guidance intended to assist an employee to achieve the standard of performance or behaviour required.

Termination with notice – this means that the reasons for termination of employment ensures that the employee will be entitled to notice (or payment in lieu) of termination in accordance with relevant legislation.

Termination without notice (summary dismissal) - this means that the reasons for termination of employment are consistent with serious misconduct and the employee is not entitled to notice of termination.

Unsatisfactory behaviour - this is where the employee has engaged in inappropriate or unacceptable conduct, action, inaction or behaviour that has impacted on or, has potential to impact on the workplace. Instances of unsatisfactory behaviour are set out in the Master Plumbers Code of Conduct.

Unsatisfactory performance - this is where an employee is not fully effective in all job requirements and, improvement is required to enable the employee to perform in a safe and effective manner.

PAV will be responsible for:

- establishing and maintaining standards of performance/behaviour;
- identifying below standard levels of performance/behaviour;

- taking reasonable action to resolve these concerns;
- ensuring that employees are aware of performance/behavioural concerns;
- identifying appropriate corrective action for underperformance/poor behaviour; and
- supporting employees to meet the required standards.

When considering the appropriate performance management or conduct action, each case shall be considered on its own merits.

PAV will conduct appropriate investigation of performance and conduct matters. In determining whether action should be taken, PAV will act reasonably and take all relevant circumstances into account.

NB: Nothing in this policy will prevent PAV from proceeding with termination without notice (summary dismissal) in cases of serious misconduct.

14.3 Informal Performance Management

Informal performance management may be appropriate in situations where you are not achieving or maintaining the desired standard of performance or behaviour. It includes ad hoc or day-to-day coaching and development (e.g. training/guiding a new employee or reminding an established employee to follow a procedure).

It may also be utilised in situations of unsatisfactory behaviour insufficient to warrant formal action (e.g. a one-off incident such as lateness).

It will consist of your Field Officer speaking to you in relation to your performance / conduct, and taking reasonable steps to identify clearly:

- your current standard of performance/behaviour (giving examples);
- the required standard of performance/behaviour; and
- actions/plan for improvement.

PAV may keep written records of any such discussions with you, and will monitor your progress and undertake further performance management as required.

14.4 Formal Performance Management

Formal performance management (also known as disciplinary action) will be undertaken where:

- informal performance management has been unsuccessful; or
- your behaviour/conduct is inappropriate or unacceptable (including circumstances in which you have been returned by your Host Employer).

Where Master Plumbers has decided that the performance/behaviour requires formal performance management, we will take reasonable steps to ensure that:

- You are notified of the performance/conduct issue, date of meeting, and your right to have someone present at the meeting;
- You are notified of the seriousness of the meeting (i.e. may result in disciplinary action which could include termination);
- We are prepared for discussions with you including collation of available information relevant to the performance/ conduct issue(s) including previous history of performance/conduct;
- Your current standard of performance/conduct is identified;
- You are provided with full details of the performance/conduct issues and why these are of concern to PAV (e.g. breach of policy, failure to follow reasonable and lawful directions, continued failure to perform duties effectively etc);
- You are provided with an opportunity to respond to the concerns;
- The appropriate consequence of your unsatisfactory performance/conduct is determined;
- Actions/plan for improvement (including timeframe for improvement) is clearly identified; and
- You are advised of any potential consequences of failure to achieve/maintain the desired standards (i.e. may result in disciplinary action which could include further disciplinary action which could include termination of your employment).

14.5 Records & Monitoring

PAV may keep records of the performance management process on your employment file, which may include:

- Performance Management Interview Guide;
- Interview records and dates of any discussions;
- Supplementary documentation relevant to the performance management;
- Copy correspondence sent to you, including any outcomes

PAV will continue to monitor your progress and undertake further performance management as required.

14.6 Warnings

Before any decision to issue a warning, PAV will:

- Notify you of the performance/conduct issue and explain why it is of concern (e.g. breach of policy, failure to follow reasonable and lawful directions, continued failure to perform duties effectively etc.);
- Invite you to attend a meeting to discuss the issue, and inform you of the right to a support person at the meeting;
- Notify you of the potential outcomes of the meeting (for example, disciplinary action up to and including dismissal);
- Provide any information relevant to the performance/conduct issue including any relevant previous history;
- Identify your current standard of performance/conduct; and
- Consider your response to the concerns.

Any warnings issued will be noted on your employment file.

14.7 Formal (written) warning

This may be issued to you following an informal or formal performance management process, or for instances of unacceptable behaviour/conduct.

The letter will explain any potential consequences of future poor performance/behaviour.

14.8 Final Warning

This may be issued to you in circumstances where:

- A previous warning has been issued but there has been insufficient improvement in performance / behaviour or there has been further instance of poor performance or behaviour; or
- Your behaviour/conduct is inappropriate or unacceptable and of a serious nature such that a formal (written) warning would be insufficient.

14.9 Termination

If, following this final warning, there is insufficient improvement in your performance / behaviour or further instance of poor performance / behaviour, it may result in the termination of your employment. For further information see the Termination section of the handbook.

15 Workplace Health and Safety

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 PAV 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 your 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 impact on your fitness to perform your duties.

For more information see our [Occupational Health and Safety Statement](#)

15.1 Workplace Injury / Illness Procedure

All work injury/illness are covered by workers compensation legislation initially outlined on the *If you are injured at work* poster and described in the *Occupational Health and Safety Handbook*. If there is a workplace incident, you are required to follow the procedure:

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

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

16 Privacy Policy

We take the privacy of our employees' data seriously and will:

- only collect personal information with your knowledge and consent;
- only use your personal information for the purposes for which it was collected, i.e. in connection with your employment;
- take reasonable steps to ensure the personal information we collect and use is accurate, complete and up-to-date;
- take reasonable steps to protect the personal information we hold about you from misuse and loss, as well as from unauthorised access, modification or disclosure;

- not disclose, sell, distribute or share your personal information with, a third party without your prior written consent;
- not disclose your personal information to state institutions or authorities except as required by law or regulation;
- ensure that demographic and other statistical information is not linked to any personal information that can disclose your identity.; and
- take reasonable steps to destroy personal information if we are not required by law to retain it.

16.1 Information Access Request

Should you wish to access the personal information Master Plumbers holds about you, you should make a request by completing a [MPF04 Request for student information](#) form from Master Plumbers website (www.plumber.com.au), and bringing it to the Master Plumbers office together with proof of identity.

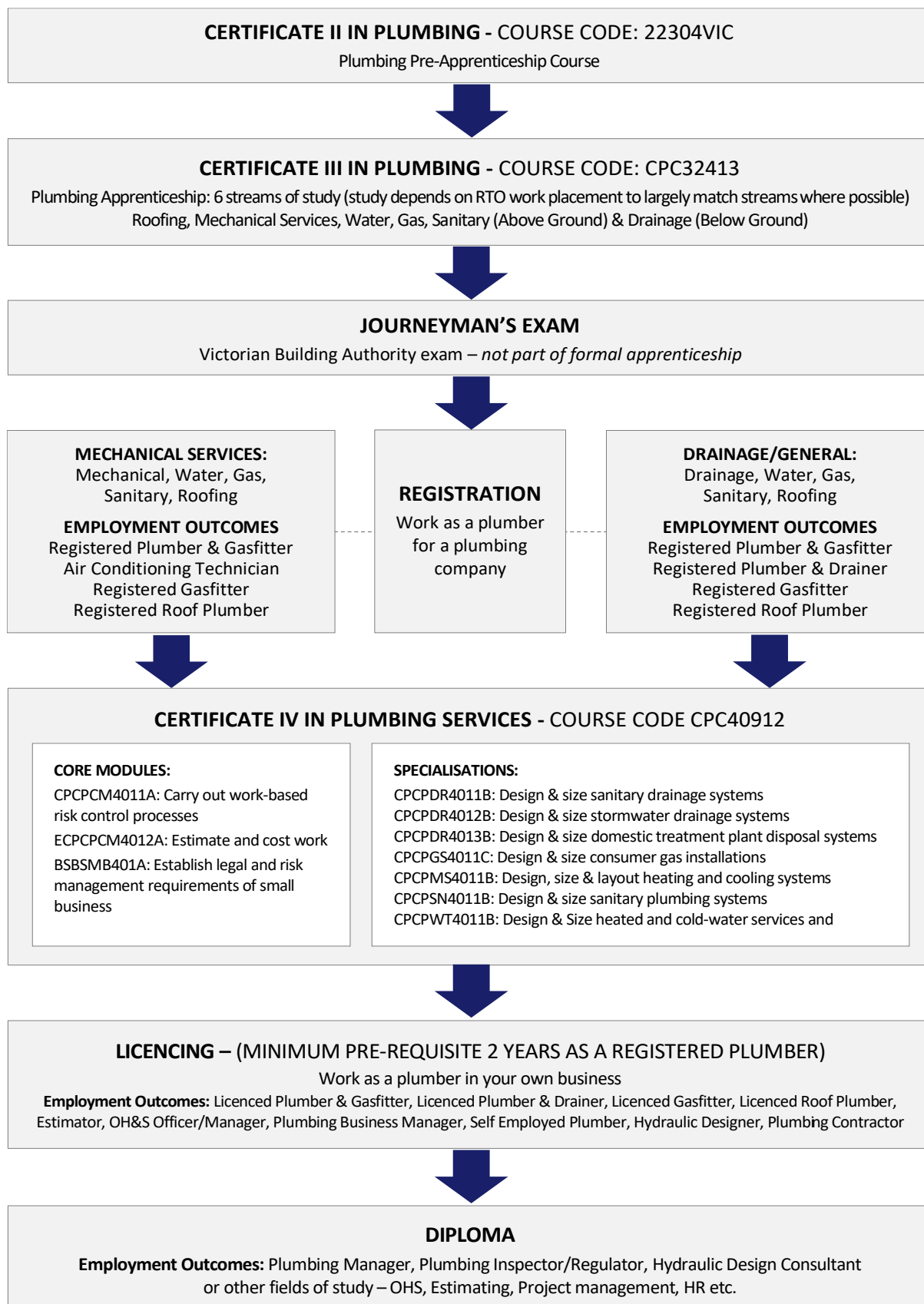
After accessing the information, should you wish to make any correction to any personal information you consider is not accurate, complete or up-to-date, you should submit such request in writing. We will take reasonable steps to correct the information, or if there is any disagreement about whether it is accurate, complete or up-to-date, we will attach to your personal information a statement noting your submission.

17 Access to Policies and Procedures

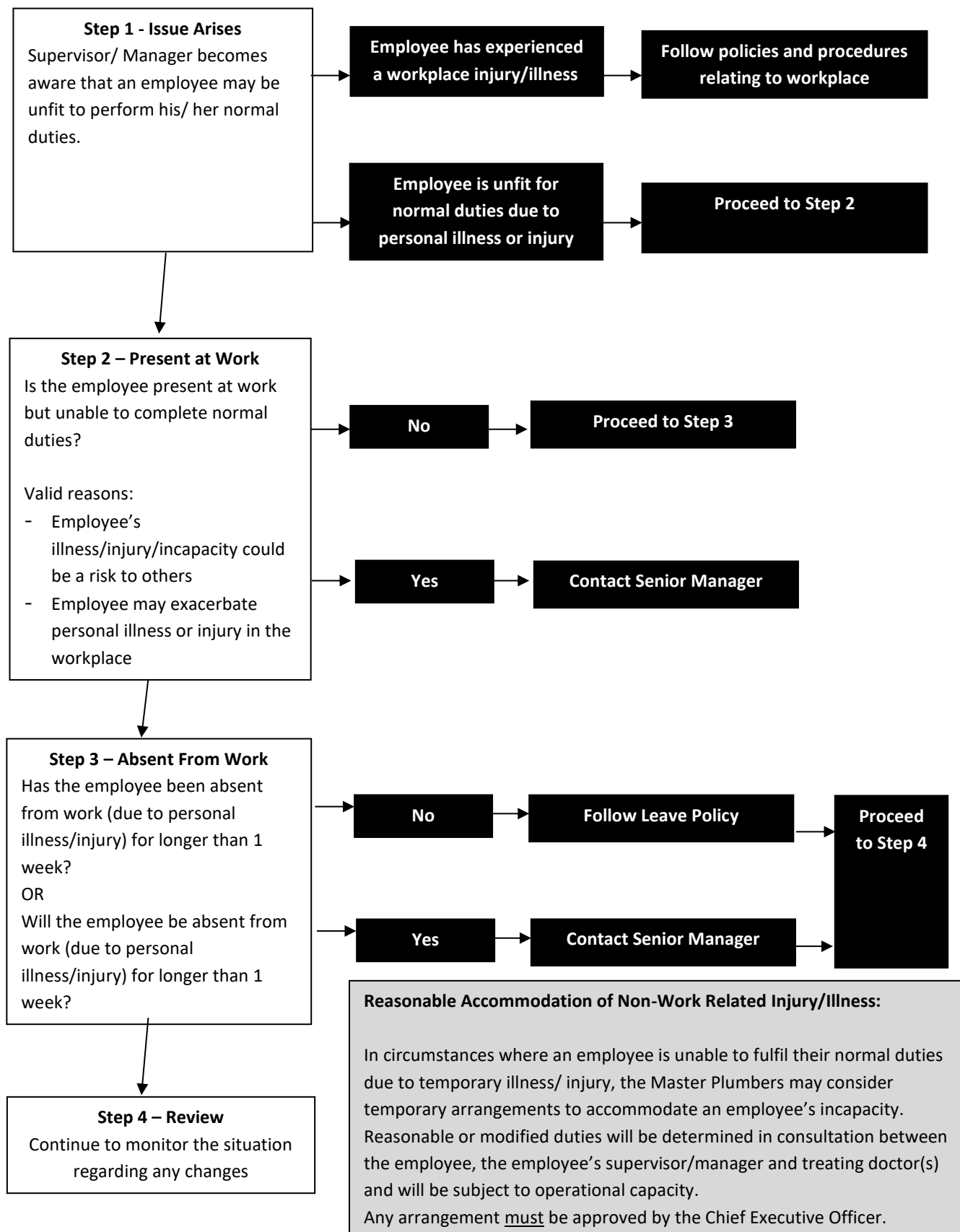
All Master Plumbers policies and procedures are either included in this handbook or available via our website: www.plumber.com.au

**WELCOME TO THE MASTER PLUMBERS AND MECHANICAL
SERVICES ASSOCIATION OF AUSTRALIA GROUP TRAINING
SCHEME.**

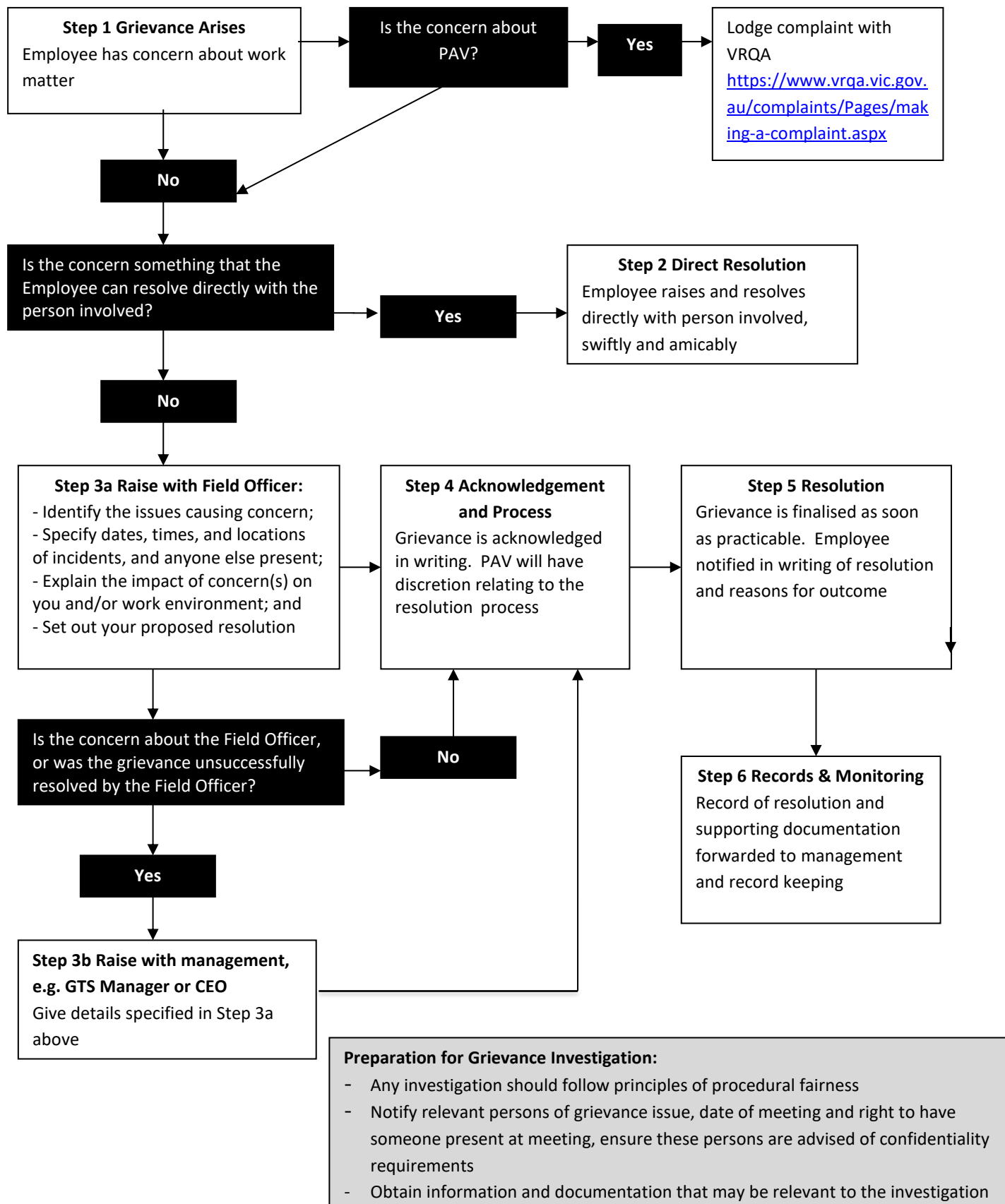
APPENDIX 1 – Pathways to Plumbing Flowchart



APPENDIX 2 - Fitness for Work Flowchart



APPENDIX 3 - Grievance Management Flowchart



APPENDIX 4 – AnyTime Timesheet User Guide



EMPLOYEE QUICK GUIDE

LOG IN

To access the system click on the link in your Welcome Email

Check the User Type is '**Employee**'

Enter your Username and password as received in the Welcome Email and click **LOGIN**



Note: A shortcut to the web page can be added to the home screen on your smartphone or tablet so that you can directly access the system

To create a shortcut, open the web page by clicking on the link in your welcome email

Tap the menu button (android devices) or share button (iPad or iPhone) and select Add to Home Screen.

ENTER TIMESHEET

Click on the pay period you are entering the timesheet for and then the day of the week

Enter the Start Time, Start Break, End Break, and End Time hours for the day using 24 hour format i.e. 7.30am – 4.00pm would be 07:30 to 16:00

If you have an RDO, attend training or take leave select the appropriate Work Type from the drop down menu.

Then click **BACK**

Note: To enter hours against other work types or job sites for the same day click to open additional lines in the weekly timesheet view screen

To copy hours entered in the first day of the pay period to every day (except weekends) click on the **COPY DOWN** button

Once you have finished in the timesheet screen you have 4 options

Save

Timesheet will be saved and can be amended before submitting

Close

Screen will be closed and no changes saved

Save & Submit

Timesheet will be submitted to host for approval

Submit & Approve

Enables the Host to approve your timesheet 'on the spot'

LOG IN

To access the system click on the link in your welcome email

Check the User Type is '**Employee**' and enter your Username and password as received in the email and click **LOGIN**

ENTER TIMESHEET

To enter your timesheet go to **Timesheets - Create Timesheets Tab**


Click **CREATE TIMESHEET** to enter a timesheet the Placement you need to enter a timesheet for

Check the Pay Period Dates are correct

Enter the Start Time, Start Break, End Break, and End Time hours for each day using 24 hour format *i.e. 9am – 5pm would be 09:00 to 17:00*

Select the Work Type for the hours from the drop down menu if not hours worked

Note: To enter hours against other work types click on the  to open additional lines

To copy hours entered in the first day of the pay period to every day (except weekends) click on the Copy Down feature 

Enter Allowances, Notes, Upload Documents and answer the WHS questions as required.

Once you have finished in the timesheet screen you have 4 options

Save	Timesheet will be saved and can be amended before submitting
Close	Screen will be closed and no changes saved
Save & Submit	Timesheet will be submitted to host for approval
Submit & Approve	Enables the Host to approve your timesheet 'on the spot'

If you did not work for the pay period you are still required to submit a timesheet. To submit a timesheet for no hours worked, leave the timesheet hours blank and tick the '**I did NOT work this period**' check box and click **Save and Submit**

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), PAV EBA 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, EH Appendix 1	
License Obligations – Fit & Proper Person, Police Check, WWC, requirement to notify MPA if circumstances change	Application Form EC 7.1(f); EH 6 & 6.1 Child Safety Policy	

3. Master Plumbers and Plumbing Apprenticeships Victoria (PAV) and the GTO Model

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 & MPA website; EH 11; EH 4 EH 4.4	

4. Roles and Responsibilities

Topic	References	Initial
Indentured employment linked to training contract for duration of apprenticeship	EC 16	
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, 4.3 5 & 7– simple explanation. Refer to binding nature of provisions & requirements to be explained. Policies on MPA website & EH	
Host Employer Arrangements <ul style="list-style-type: none"> - Placement 	EC 12; 13; 14; 16 EH 4.3	

<ul style="list-style-type: none"> - Rotation - Return from Host Employer - Lawful directions, presentation & appearance - Time and Attendance 	EH 8.4 & EC13 PAV EBA, EC 14 EH 11.3, 9.12 & 9.15 EH 9.11	
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5. Employment Conditions & Training Contract

Topic	References	Initial
Position Description	PD Document	
Letter of Offer & Employment Contract <ul style="list-style-type: none"> - Sign and return 	EC; EH 7.1	
Probationary Period	Training Contract; EH 6.2 EC4 & PAV EBA 15	
Role of AASN Provider <ul style="list-style-type: none"> - Sign and explain Training Contract 	EH 4.6 & 5	
Role of State Training Authority	EC 16 & EH 4.5	
Award/PAV 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) 	Wage rate infosheet; EH 7.2, 7.3 & 7.5 PAV EBA	
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	EC 10; EH 7.4 & PAV EBA 34	
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; Leave Form EC 18 PAV EBA 35 & 40	
Timesheets <ul style="list-style-type: none"> - Complete example 	EH 7.9 & 7.10; PAV EBA 31	
Payment of Wages and Payslips	EH 7.11, PAV EBA 30	
Personal Details	EH 7.12 & Form	

6. Your Apprenticeship

Topic	References	Initial
Training plan & specialisation ability	EH 4.1	
Attendance at RTO and Payment of fees <ul style="list-style-type: none"> - Procedure to obtain reimbursement 	EC 11 & PAV EBA 19	
Monitoring training progress <ul style="list-style-type: none"> - Competence at RTO vs proficiency as Registered Plumber to work unsupervised - Host to assist in assessing workplace proficiency 	EH 4.3, 4.4 & 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)	EC 13.2; EH 8.5 PAV EBA 35	
<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 - Reduce time and rates of employment 		

7. Standard of Conduct & Behaviour/Code of Conduct

Topic	References	Initial
Standard of Conduct & Behaviour	EH 9 & 11 Code of Conduct	
Time and Attention	EC 9	
Mobile Phones	EH 9.3	
Motor Vehicles	EH 9.4	
Conflict of Interest	EH 9.5	
Confidentiality	EH 9.6	
Public Statements	EH 9.7	
IT Policy	EH 9.8	
Social Media and Electronic Communications	EH 9.9	
Intellectual Property	EH 9.10	
Attendance and Punctuality	EH 9.11	
Presentation and Grooming	EH 9.12	
No Smoking	EH 9.13	
Master Plumbers & Host Employer Assets	EH 9.14	
External Relationships	EH 9.16	

8. Fitness for Work

Topic	References	Initial
Drugs and Alcohol	EH 10.1	
Work Related Injury and Illness	EH 10.2; 15.1	
Non-Work Related Injury / Illness	EH 10.3	
Managing Injury / Illness	EH 10.4	
Temporary Absence due to Illness or injury	EH 10 & 10.4	
Fitness for Work Flowchart	EH Appendix 2	

9. Access to Policies & Procedures

Topic	References	Initial
Website & EH – location of policies & procedures	Show website & EH	
Unlawful Discrimination & Harassment	EH 11; Access & Equity policy	
Grievance policy and procedure	EH 12; policy	
Privacy Policy	EH 16; policy	
Performance Management Policy & suspension of training contract	EH 14; policy PAV EBA	
Work Health and Safety Policy	EH 15; 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	
PACT Book Issued	Issued & Discussed	
Incolink Safety Handbook	Issued & Discussed	

11. Hearing Testing

Topic	Comment	Initial
Pre-Induction Testing - Baseline	Discussed	
Ongoing Hearing Testing	Discussed	

12. 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 Master Plumbers Group Training Scheme Induction Programme.

INDUCTEE

INDUCTEE SIGNATURE: _____

INDUCTEE NAME: _____

DATE: _____ / _____ / _____

MASTER PLUMBERS INDUCTORS:

PAV Manager - NAME: _____ **SIGNATURE:** _____

PAV Field Officer - NAME: _____ **SIGNATURE:** _____

PAV Payroll - NAME: _____ **SIGNATURE:** _____

PAV OHS Officer - NAME: _____ **SIGNATURE:** _____

Completed Form to be returned to the Master Plumbers Group Training Scheme Manager immediately after the Induction for record keeping, filing & updating in CHIP.

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Version : 1.1	Document Owner : PAV Manager