

PLUMBING APPRENTICES QUEENSLAND APPRENTICESHIP AND TRAINEESHIP SERVICES AGREEMENT

Plumbing Apprentices Queensland
10B/58 Metroplex Avenue
Murarrie Qld 4172

t: 1800 133 871
e: gts@plumber.com.au
w: plumber.com.au/paq



This agreement is made between Master Plumbers and Mechanical Services Association of Australia trading as Plumbing Apprentices Queensland (PAQ), ABN 56 296 473 997, whose registered office is at:

Unit 15/306 Albert St
Brunswick Vic 3056

PO Box 214
Brunswick Vic 3056

And

(First Name) (Surname)

(Street No.) (Street Name)

Suburb/Town (Postcode)

Being the Employee undertaking:

- Certificate III in Plumbing (General Plumbing) (CPC32420)
- Certificate III in Roof Plumbing (CPC32620)
- Certificate III in Air Conditioning & Refrigeration (UEE32220)

Apprenticeship/Traineeship Commenced: _____

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Welcome from the CEO

Beginning your apprenticeship is a big step. It is exciting and new, and it can feel like a lot all at once. You are not doing it on your own. Our team is here for you from day one to completion, and we will walk the journey with you.

Keep this Agreement close. It is your go-to guide for how we work together and what to expect over time. If you are unsure about anything, check this first, then reach out. We would rather you ask questions early than worry in silence.

What you can expect from us

- A safe, healthy workplace and proper inductions at PAQ and every Host Employer.
- A single point of contact in your Field Officer who checks in, answers questions and helps with your Training Plan, off-the-job release and any rotations you need to build your skills.
- Pay and entitlements in line with the right industrial instrument, plus access to training and support services to help you succeed.
- PPE where it is required for you to do the job safely, and clear processes if something goes wrong, including complaints and appeals.

What we ask of you

- Turn up on time, be curious and give it your best.
- Keep your training records up to date and bring them to check-ins.
- Wear your PPE, follow safe work practices and speak up straight away if something is unsafe or does not feel right.
- Talk to your Field Officer if you hit a snag at work, at TAFE, or at home that might affect your apprenticeship. We are here to support you.

Need a hand?

The Office Locations and Contacts page lists who to call. Save your Field Officer's details in your phone and reach out any time. There are no silly questions. We want you to learn, grow and enjoy your trade in an environment that is safe and supportive. Welcome to PAQ – we are looking forward to seeing what you achieve.



Ashleigh Dalmau

Chief Executive Officer

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Office Locations and Contacts

Office: 10B / 58 Metroplex Ave.
Murarrie Queensland 4172

Website: www.plumber.com.au/paq

State Manager:

Dale Scott
Mobile: 0437 590 915
Email: dale.scott@plumber.com.au

Field Officers:

Adrian Nicolosi
Mobile: 0422 758 661
Email: adrian.nicolosi@plumber.com.au

Mick Nielsen
Mobile: 0413 055 338
Email: mick.nielsen@plumber.com.au

Payroll:

Thamina Kanize
Tel: 03 9321 0743 / 1800 133 871
Email: gts@plumber.com.au

GTO Commitment and Responsibilities

While you are legally an employee of PAQ, we also acknowledge you as a client of our business.

We take responsibility for your development and are committed to ensuring that you are provided with a safe and healthy workplace, that you receive all entitlements that are due to you and that you are provided access to the required training and support services to ensure you have the best training and employment opportunities through to completion.

For our business, your experience is a direct reflection of the services we provide and we aim to provide the best Apprenticeship experience possible.

Specifically, as your legal employer in a group training apprenticeship arrangement, PAQ holds the following responsibilities to support you throughout your training period:

We agree to:

- Ensuring your apprenticeship is provided consistent with the legislative requirements set out in the *Further Education and Training Act 2014* (the Act).
- Providing employment between PAQ and you, either through a Modern Award or other registered industrial agreement
- Providing you with a single point of contact and support through our Field Officer for all matters relating to your apprenticeship.
- Comply with all legal obligations to ensure you are provided with relevant workplace inductions, including Work Health and Safety, into our organisation and each Host Employer organisation, including access to policy and procedural documentation.
- Comply with all legal obligations to ensure your pay and entitlements are consistent with the selected Modern Award or industrial instrument.
- Comply with all legal obligations in providing and maintaining a safe system and environment of work.
- Developing the Training Plan in consultation with you and the Supervising Registered Training Organisation (SRTO) and ensuring training supports the Training Plan.
- Ensuring Host Employers are able to provide the facilities and range of work required by the Training Plan and the occupation.
- Providing continuity of work and development through rotations through alternate Host Employers, due to lack of work, Training Plan requirements or the range of work available.
- Where possible, facilitate the transfer of your Training Contract to another legal employer to enable continuity of your training and apprenticeship.

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- Ensuring you are supervised by adequately qualified people.
- Not terminate your employment if the Host Employer ceases to have sufficient work available unless approval from the Department of Employment, Small Business and Training has been provided in accordance with the Act.
- Ensuring you are released from work to attend off the job training.
- Providing clear conditions of employment, including thorough workplace onboarding.
- Providing support through personal and professional development opportunities that assist with keeping skills needs up to date.
- Adhering to the *Complaints and Appeals Policy* as required by the National Standards for GTOs to provide a framework to resolve disputes.
- Providing a fair and impartial environment for hearings related to complaints and disciplinary matters.
- Comply with all legal obligations in allowing you a flexible workplace that accommodates personal and family needs when possible.
- Comply with all legal obligations in the provision of personal protective equipment (PPE) or clothing required for you to perform your role in a safe and effective manner.
- In the event of a workplace accident or injury providing rehabilitation and return to work support to you.

Apprentice Commitment and Responsibilities

As an apprentice employed under a group training arrangement, I commit to ensuring that I complete my apprenticeship to the best of my abilities and acknowledge that I have a range of responsibilities to PAQ, the Host Employers that I will be placed with and the SRTO that will provide my qualification.

As an apprentice I agree that these responsibilities include:

- Agreeing to sign the Training Contract and enter into this Services Contract with PAQ as an employee under a Group Training arrangement.
- Complying with any instructions or requests by PAQ to ensure my apprenticeship is provided consistently with the legislative requirements set out in the *Further Education and Training Act 2014* (the Act).
- Understanding and agreeing that under the Group Training arrangement, I am employed as an apprentice with PAQ and then will be placed into work with other organisations called Host Employers.
- Engaging my Field Officer as my first point of contact for support and assistance for matters relating to my apprenticeship.
- Working with PAQ to select an SRTO and have input into developing the Training Plan.
- Attending work at the times directed by PAQ and / or as specified by the Host Employer and following all lawful instructions provided.
- Working diligently and making all reasonable efforts to acquire the competencies set out in the Training Plan and achieving the qualification.
- Keeping records of my training or achievement of competency (e.g., through a Record Book, Log Book, Profiling etc.), acknowledging that these records must be kept up to date, kept in a safe place, in good order and presented for inspection on a regular basis or upon request.
- Taking reasonable care for my own health and safety and of the health and safety of anyone else who may be affected by my actions.
- Cooperating with PAQ staff and / or the Host Employer on health and safety issues and following health and safety rules within the workplace.
- Maintaining a high standard of personal hygiene and presenting for work in a clean and neat appearance, wearing clothes that are appropriate for the industry including any personal protective equipment (PPE).
- Completing the PAQ Workplace Health and Safety (WHS) induction and any further inductions required by the Host Employer or PAQ and reading and understanding the policies and procedures provided that relate to and include Drug and Alcohol use.

- Accurately completing timesheets within the required timeframe and ensuring they are authorised by the Host Employer prior to being submitted.
- Directing all concerns or issues immediately to my Field Officer if I experience harassment, unsafe work practices or difficulties, including workplace injuries.
- Authorising PAQ to deduct any over payments, or the cost of any retained equipment purchased by PAQ or a Host Employer from my termination pay or undertake other recovery action.
- Completing an exit interview on completion or cancellation of the Training Contract and this Services Contract.
- Always Wearing any provided PPE and clothing when performing relevant duties in the workplace or training environment and not interfering with or misusing safety equipment.
- Not willfully putting at risk the health and safety of others and reporting hazards or potential hazards to the Host Employer immediately.
- In the event of a workplace accident or injury, participating in any rehabilitation or return to work support program provided.

Employment Agreement

I acknowledge that I have read and understand this Services Contract including Apprentice Wages and Conditions information and Positions Descriptions located at:

<https://plumber.com.au/paq>

Marketing and Advertising

I give consent for PAQ to reproduce and use my:

image, still photograph, video footage.

statements/testimonial, verbal.

statement/testimonial, written.

name.

other (please specify) _____

YES

NO

Employee Name: _____

Date of Birth: _____

Employee Signature: _____

Date: _____

Parent / Guardian Requirements

If you are under 18 years of age, your parent/s or guardian/s must do everything reasonably necessary to ensure you meet your obligations under the Training Contract and this Services Contract.

When you turn 18, your parent/s or guardian/s will no longer be party to this Services Contract or the Training Contract.

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If the Apprentice is under the age of 18 when signing this Agreement

Parent / Guardian Name: _____

Parent / Guardian Signature: _____ Date: _____

GTO Responsibilities

Plumbing Apprentices Queensland accept our commitments and responsibilities and will comply with all requirements and conditions for the term of your employment.

PAQ Representative Name: _____

PAQ Representative Signature: _____ Date: _____

Plumbing Apprentices Queensland	Document Control Register: EE040Q Apprentice Trainee Service Agreement
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