

# Group Training Association of Victoria

## Self-Assessment tool to support Industry Standards for Group Training

February 2016

### Industry support

GTAV to support Victorian GTOs to establish “best practices” in meeting industry standards

GTAV to keep an online registration database of organisations that meet the industry standards and promote the standards as “best practice” for employers/GTOs when employing apprentices.

Online - Self assessment /audit undertaken annually

This information would include “benchmarking data / collective results”, which would assist with continuous improvement

GTAV to maintain an online list of organisations that meet the standards (members and non members) could be used by various government departments

Victorian State Revenue Office (SRO - payroll tax exemption)

DET – GTO funding

State/ commonwealth departments that administer employment incentive programs



### Government regulation

VRQA / State Training Authority

VRQA Regulator for Apprenticeships within Victoria

GTAV to work with VRQA to establish an evidence guide and “best practices” that would meet the industry standards.



Victorian Government departments

Can undertake an audit against the standards when organisations have a government contract

DET, VRQA , *Department of Economic Development, Jobs, Transport and Resources (DEDJTR)*

Independent auditors with recommendations/ improvements shared with GTAV to continually improve standards / self-assessment tool



VRQA would undertake formal audits for

New entrants

Re-registration (5 years)

Audits based on a self-assessment results

Heavier weighting for section 3 of the standards – 3.4 financial viability, with overlay of “corporate scorecard

## The GTO Standards

### 1. Recruitment, Employment and Induction

1.1 Before **apprentices/trainees** enter into an **Employment Contract**, the GTO informs them about their employment conditions, the **host employer** arrangement, the training, support services to be provided and the rights and obligations of the parties.

1.2 The GTO inducts apprentices and trainees to the apprenticeship/traineeship system, including explaining:

- their responsibilities under the **National Training Contract**, to the **host employer**, the GTO, the **Registered Training Organisation** (RTO) and the school (if under School-based arrangements); as well as
- the processes involved in accessing support and dealing with employment or training issues that may arise.

1.3 The GTO provides clear and accurate advice to **host employers** to:

- take reasonable steps to ensure they understand the apprenticeship/traineeship system; and
- obtain their agreement, by means of a **Host Employer Agreement**, to their role and responsibilities in training and supporting the apprentice or trainee while in their workplace, and in working cooperatively with the GTO and RTO.

1.4 The GTO actively participates in the RTO's development of the **Training Plan**, which is based on competency - based progression and completion principles and relevant to the qualification, the occupation, the host employer's workplace and the needs of the **apprentice/trainee**, in conjunction with the **apprentice/trainee**.

## **2. Monitoring and Supporting Apprentices and Trainees to Completion**

2.1 The GTO provides services that meet the individual needs of apprentices and trainees to facilitate the continuity of the **National Training Contract** to completion and the quality and breadth of the training experience, including:

- support and mentoring throughout the National Training Contract;
- provision of any special equipment, resources or advice in the workplace in order to meet access and equity and Work Health and Safety requirements.

2.2 The GTO monitors each apprentice or trainee's progress against the **Training Plan** and:

- facilitates the integration of the training and employment experiences, including offering workplace **rotations** if required;
- requests that the RTO review the **Training Plan** when changes occur with the **apprentice/trainee** employment arrangements, including any workplace **rotations**, competency-based progressions or other changes.

2.3 The GTO has appropriate systems in place, based on the scale and scope of its operations, to manage and support apprentices and trainees in times of economic downturn or 'stand down' to facilitate the retention of the apprentice or trainee.

2.4 The GTO provides assistance, coordination and accurate advice to **host employers** for the duration of the **Host Employer Agreement**, and works with the **host employer** to provide appropriate on-the-job training, supervision, support and mentoring to the hosted **apprentice/trainee**.

2.5 Where there are any performance issues with an **apprentice/trainee**, the GTO manages these issues fairly<sup>1</sup>, and records the outcome and the feedback provided to the apprentice or trainee.

2.6 The GTO complies with Commonwealth, State and Territory requirements for competency-based progression and completion and supports genuine efforts to achieve the qualification in an appropriate timeframe regardless of the nominal duration of the **Training Contract**.

### **3. GTO Governance and Administration**

- 3.1 The GTO complies with Commonwealth, State and Territory legislative and regulatory requirements and policies as they relate to the employment and training of apprentices and trainees in each State and Territory in which they operate.
- 3.2 The GTO is incorporated in Australia, a government entity, a registered company, or regulated by the Australian Charities and Not-for-profits Commission.
- 3.3 The GTO develops, monitors and **continually improves** its performance and strategic directions using performance data, the results of audits, assessments and surveys plus any other relevant information.
- 3.4 The GTO can demonstrate that it is financially viable and inform the registering body where early signs indicate issues associated with viability.  
(Heavier weighting from a risk / audit approach)
- 3.5 The GTO holds appropriate insurances according to the size and scope of its operations.
- 3.6 The GTO adheres to the principles of access and equity in all operations including marketing, recruitment, monitoring, support, governance and administration.
- 3.7 Clear and accurate marketing, advertising materials and other information is provided by the GTO regarding GTO services, the role and responsibilities of the **host employer** and the requirements of the apprenticeship/traineeship.
- 3.8 Complaints and appeals are dealt with by the GTO transparently in accordance with a documented complaints and appeals process, or referred to State/Territory dispute resolution mechanisms, where the completion of the **National Training Contract** is at risk.

## **Definitions**

**Access and equity** means the policies and approaches that ensure that group training services and employment practices are responsive to the diverse needs of all host employers, apprentices and trainees, including those who experience disadvantage<sup>2</sup>.

**Apprentice/Trainee** means a person employed by a GTO under an approved National Training Contract that leads to a nationally recognised qualification.

**Continuous improvement** means a planned and ongoing process that enables a GTO to systematically review and improve its policies, procedures, products and services in order to generate better outcomes for clients and to meet changing needs.

**Employment Contract** is the contract between the apprentice/trainee and the GTO which clarifies their employment conditions, including 'stand down' support and processes to be followed by the GTO.

### **Group Training Organisations**

Group Training Organisations (GTOs) employ apprentices and trainees under a National Training Contract and place them with host employers. They undertake the employer responsibilities for the quality and continuity of the apprentices' and trainees' employment and training. They also manage the additional care and support necessary to facilitate the successful completion of the Training Contract.

**Host employer** means an organisation that hosts, under a written host employer agreement, an apprentice or trainee employed at that time by a GTO, provides supervision and on-the-job training and pays the GTO for the apprentice/trainee services.

**Host Employer Agreement** means a written agreement between the GTO and the host employer that specifies the responsibilities of each party in relation to the training of the apprentice/trainee and the charge out rate payable.

**National Training Contract** means a contract for an apprenticeship/traineeship, made between an employer and an apprentice/trainee, which is registered with the appropriate state/territory government department or agency.

**Registered Training Organisation (RTO)** means an organisation that is registered to deliver and issue nationally recognised qualifications.

**Rotation** means an apprentice or trainee moving from one host employer to another as part of his/her apprenticeship or traineeship with the GTO.

**Training Plan** means a program of training and assessment that is developed by the RTO in accordance with the National Training Plan Principles and agreed to by the GTO as the employer and the apprentice or trainee.

