

Roles and Responsibilities in an Apprenticeship

Sourced from: QLD DETE, Apprenticeships and Traineeships – Information for Employers (July 2014).

Roles and Responsibilities

FOR APPRENTICE OR TRAINEE

At work your apprentice or trainee must:

- observe the conditions of the relevant employment agreement or award;
- attend and perform work as directed by you;
- behave in a courteous and professional manner;
- obey all lawful instructions;
- not waste, damage or injure the property, goods or business of the employer.

As part of their training your apprentice or trainee must:

- work toward achieving the competencies of the training plan;
- undertake training and assessment as required under the training plan;
- keep the training record and produce this when required.

Specific requirements may apply to certain apprenticeships and traineeships. You should ask your SRTO if there are any specific requirements which affect you.

FOR EMPLOYER

What you as the employer must do:

- ensure a training contract is signed by the parties within 14 days of commencement and given to the AAC within 28 days of commencement;
- negotiate a training plan;
- deliver training and provide the facilities, range of work and supervision;
- provide entitlements as specified in the relevant industrial relations instrument;
- discharge all lawful obligations of an employer, including those relating to workplace health and safety;
- check the training record has been updated at least every three months.

Training Tips for Employers

Below are a few tips to help you and your apprentice or trainee get the most out of the apprenticeship or traineeship.

- Assign a workplace coach or mentor to your apprentice or trainee. A good workplace coach will:
 - communicate well;
 - provide feedback;
 - write progress reports;
 - be a good role model.
- Make it clear to your apprentice or trainee what they need to learn. You can give clear instructions by:

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- assuming no prior knowledge;
- explaining why the job or the task is done a certain way;
- using clear and simple language (write the instructions down if necessary);
- including safe work practices in your instructions;
- asking questions to check for understanding;
- ensuring there are no distractions.
- Take the time to show your apprentice or trainee how to do things the correct way.
- Give your apprentice or trainee time to practice the skills they learn.
- Provide your apprentice or trainee with regular feedback, both positive and negative.
- Make sure your apprentice or trainee is aware of the usefulness and importance of the skills learnt.
- Ask your apprentice or trainee for feedback about the training they are receiving.
- Identify and resolve problems before they affect work performance and working relationships. Seek assistance if you can't resolve the problems on your own.
- Make sure that you and the SRTO follow the training plan and fill in the training record.
- Review the training plan at regular intervals to make sure it is relevant.
- Review the training record at regular intervals.
- Where possible, provide a variety of work tasks relevant to the apprenticeship or traineeship.
- Give your apprentice or trainee recognition for their achievements. This might include giving your apprentice or trainee a special mention for his or her achievements at a staff meeting, an article in the company newsletter or nominating them for an award.

Safety at work

As an employer, you are responsible for the health and safety of your apprentice or trainee whilst in the workplace in the same way as your other employees. You are obliged to provide your apprentice or trainee with:

- an introduction to the workplace which covers hazard identification and risk prevention;
- training in safe work procedures;
- initial and ongoing supervision;
- personal and protective equipment including instructions on how to properly use and wear equipment.

You must also:

- guard hazardous plant and machinery;
- prevent or minimise the risk of exposure to hazardous substances and manual handling injuries.

Under workplace health and safety legislation, your apprentice or trainee also has responsibilities, including:

- complying with your health and safety instructions;
- using the personal protective equipment you provide;
- not wilfully or recklessly interfere with or misuse health and safety provisions;
- not wilfully place at risk the health and safety of others;
- not wilfully injure himself or herself.

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Fair Treatment

Apprentices and trainees should be treated the same as any other employee. Just like other employees, apprentices and trainees can take action if they feel they have been bullied, harassed, discriminated against or their safety has been jeopardised.

WHAT IS BULLYING?

Workplace bullying is 'the repeated less favourable treatment of a person by another or others in the workplace, which may be considered unreasonable and inappropriate workplace practice'. In other words bullying is behaviour that intimidates, offends, degrades or humiliates a worker, possibly in front of co-workers, clients or customers. Bullying behaviour including initiation ceremonies is not appropriate if the behaviour offends, upsets or harms an employee.

WHAT IS HARASSMENT?

Harassment can include workplace bullying, sexual, racial or religious harassment; ridicule (for example, name calling, racist jokes), physical and emotional intimidation (for example, physical threats or abuse, display of threatening or offensive slogans) or restricted access to services and facilities. All types of harassment are unacceptable in the workplace

As an employer you are responsible for ensuring a safe workplace free from harassment. You can even be liable for the actions of your staff. Employers who fail to take preventative action leave themselves open to a range of investigations, fines or even legal proceedings.