



S M Y L
Community Services

SMYL Group Training

Host Handbook

*“making a positive difference
to the lives of others”*



ABOUT SMYL

SMYL Community Services is a not-for-profit community based charity with over 30 years experience in delivering community education and training programs to young people. SMYL is a Group Training Organisation as well as a Training Provider.

SMYL started working with trainees in 1997 and since then, we have had thousands of school students finish a traineeship as part of their year 11 and 12 studies. Currently we employ over 500 school based trainees a year across the whole of Western Australia.

CONTACT US

Head Office: 56 Marine Terrace
Fremantle WA 6160
Phone: 9430 4921
Fax: 9335 9386
Website: www.smyl.com.au

Trainee Timesheets are to be faxed or emailed on the details below:

Fax: 9335 9386
Email: timesheets@smyl.com.au



IMPORTANT NOTE TO HOST EMPLOYERS

All mail should be sent to the above address so it is directed to the appropriate staff member.

You may also leave a message for your SMYL Field Officer with the receptionist at the head office and your call will be returned within 24 hrs.

WHAT IS GROUP TRAINING?

Group Training is an employment and training arrangement where a Group Training Organisation (GTO) employs trainees and/or apprentices by entering a Training Contract. The employer then places the trainee or apprentice with a "host employer". The trainee or apprentice will complete a nationally recognised qualification in the industry of their host placement, whilst working on the job.

As a GTO, SMYL is the direct employer to trainees who may still be undertaking their school studies, or trainees who are in a full or part time employment arrangement.

SMYL is responsible for payroll, superannuation, Workers Compensation, monitoring and mentoring of trainees, organising training and any administration associated with the traineeship.

WHAT IS A TRAINEESHIP?

A Traineeship is a structured training program that offers a valuable alternative for any person that wishes to gain a qualification through employment or for employers looking to employ someone to learn on the job in a formal way.

It provides individuals with an opportunity to gain practical experience at work while receiving on and off-the-job training. This basically means that trainees (i.e. individuals engaged in a Traineeship) are paid to work while they learn.

Traineeships are great way to kick-start a career or bring someone into your business and have them trained up while learning how your business operates

RESPONSIBILITIES

SMYL Group Training

- Employs Trainees directly
- Signatory to the Traineeship Contract
- Pay Trainee wages
- Responsible for Workers Compensation
- Sources Host Employers
- Ensures Training Providers are managing training appropriately
- Manage the Traineeship arrangement
- Monitor trainees in the workplace
- Provide trainees and Host Employers with support, tips and ideas to assist in the Traineeship arrangement
- Provide mentoring and cultural support
- Regularly update all parties in relation to the traineeship
- Troubleshoot any issues that may arise



Host Employer

- Provide day to day supervision of trainees on the job
- Provide a safe and healthy workplace environment as per the *Occupation Safety and Health Act 1984*
- Provide on the job training that meets the Units of Competency outlined in the Training Plan
- Assist the training provider by "signing off" on any assessments as required as a Third Party
- Assist Field Officers in regular monitoring of trainee performance
- Sign trainee timesheets each week
- Provide feedback to SMYL on the progress of the trainee



Registered Training Organisation (Training Provider)

Training Providers deliver the training component of the traineeship. Their role is to:

- Provide trainees with a Training Plan outlining the Units of Competency being delivered and assessed
- Deliver training and assess trainees against the Units of Competency
- Provide any training materials and resources as required
- Issue trainees with a Certificate or a Statement of Attainment upon completion of any Units of Competency



Trainee

- Arriving at work on scheduled working days
- Presenting for work in a presentable and suitable manner
- Attending any formal training as required
- Adhering to all Occupational Safety and Health policies and procedures. This includes wearing Personal Protective Equipment where required.
- Submit timesheets by due dates
- Notify SMYL and Host Employer of any absences in a timely manner
- Obey all lawful and reasonable directions of SMYL and the Host Employer



BENEFITS OF BECOMING A HOST EMPLOYER

- The opportunity to invest in the youth of today and better prepare them for the industry
- Playing a key part in your industry's future by assisting in industry training, while at the same time, shaping what could be a future employee for your own organisation
- Ability to liaise with training providers and take part in industry consultation, should the opportunity arise to assist in the development of future training and assessment material
- Have official recognition from SMYL upon a trainee completing their traineeship with you

HOW DOES IT WORK?

SMYL FIELD OFFICERS

- Your SMYL Field Officer will contact you in order to organise a time to meet and discuss the Traineeship details and answer any questions you may have.
- Your Field Officer will work through an Employer Resource Assessment (ERA) with you.
 - *An ERA requires necessary details to be completed to ensure that the hosting workplace meets Occupational Safety and Health requirements and certain requirements set out by the WA Government Department of Training and Workforce Development*
- At this stage an appointment can be made to enable you to meet with the Trainee.
 - *The Field Officer will accompany the Trainee on this "Meet and Greet"*
- When you have decided that you would like to be appointed as the Trainee's Host Employer your Field Officer will provide you with:
 - a) a Commencement Letter confirming the following details:
 - *Trainee and Field Officer details*
 - *Trainee start date*
 - *Trainee hours of work*
 - b) a SMYL Workplace Safety Induction Checklist
 - *You will be required to complete the SMYL Workplace Safety Induction Checklist on the Trainee's first working day in your workplace and return this to your Field Officer*
- The Trainee will then commence their first day in your workplace
- Host Employers and/or the Trainee's Supervisor are required to provide the Trainee with a Workplace Induction.
 - *This Workplace Induction must also include the above mentioned Safety Induction Checklist to be conducted within your workplace*
- Your Field Officer will contact you on each day that the Trainee is required to be in the workplace to ensure Trainee's have arrived safely and to offer any support if it is required
- Your Field Officer will visit your workplace and the Trainee every 4-6 weeks to ensure the Traineeship is travelling well and to offer any assistance to you and the Trainee

TRAINING PROVIDERS

- The Training Provider (Trainer) will contact you in order to organise a time to meet and discuss any relevant training and assessment requirements on the job
- The Trainer will provide you with a copy of the Traineeship 'Training Plan'
 - *Training Plans list all Units of Competency required to successfully complete the qualification*Some aspects of training and assessment may be delivered on the job. This will require the Trainer to visit your workplace and the Trainee from time to time

HOW TO BE A GREAT HOST

- Ensure your Trainee feels welcome in the workplace (understanding that for many, this is the first time in a work environment and that they may be feeling quite out of place)
- Create a work space for your Trainee so they can feel as though they are part of the team and have a place to 'be'
- Devise work tasks for your Trainee that are meaningful and can help them demonstrate an understanding of their Units of Competency
- Keep your Trainee busy so they don't have time to 'get off track'
- Encourage the behaviour that you want to see in your workplace by using praise and noticing your Trainee's successes
- Introduce your Trainee to other staff members and buddy them up with someone you think they will get along with
- Be approachable so they feel they can talk to you
- Be clear about workplace expectations (for example, what to do if they are feeling unwell and aren't able to attend the workplace)
- Give your Trainee responsibilities so they feel worthy and valued in the workplace
Include your Trainee in the social life of the workplace so they enjoy their time working within your organisation

SMYL POLICIES AND PROCEDURES

ACCESS AND EQUITY

The following excerpts have been taken from the SMYL Access and Equity Policy.

SMYL is committed to the principle of promoting equal opportunities in employment, learning and in the decision-making structures of the organisation. Under this policy SMYL accepts responsibility as an employer, service provider and as a training provider to take active steps to eliminate discrimination in all aspects of SMYL's work. SMYL will ensure services offered are provided in a fair and equitable manner to all candidates and clients free from bias.

More details of SMYL's Access and Equity Policy can be found on our web site at www.smyl.com.au

Access and Equity Principles

- a) SMYL abides by access and equity principles.
- b) SMYL will respect individuals' right to privacy, confidentiality and be sensitive to individual needs.
- c) SMYL provides equal opportunity for all individuals and is responsive to the individual needs of candidates, clients, staff members and visitors.
- d) Upon enrolment into a service arrangement candidates and clients will be asked to identify personal needs or circumstances that may exist and for which they may require additional support.
- e) SMYL will ensure that all staff members, candidates and clients have access to the information and support needed to prevent discrimination, sexual harassment, bullying and violence, victimization, and vilification.
- f) SMYL seeks to create a learning environment where all candidates and clients are respected and can develop their full potential.
- g) All candidates and clients are given fair and reasonable access and opportunity to attend and complete training and assessment.
- h) All staff members are given fair and reasonable opportunity to participate in relevant decision making processes and the allocation of resources and services as required to fulfil their duties and responsibilities.
- i) Deficiencies will be investigated to determine whether a breach or policy deficiency exists. Should a discrepancy be proven, the impact of that breach or deficiency will be identified along with how the policy should be amended to eliminate the breach or deficiency in the future.
- j) All perceived deficiencies in the Access and Equity Policy are to be documented, assessed and reviewed by the management of SMYL.

OCCUPATIONAL SAFETY AND HEALTH

The following excerpts have been taken from the SMYL Occupational Safety and Health Policy.

SMYL is committed to providing an environment which is free from safety and health hazards and will ensure that all staff members, clients, candidates and visitors are fully informed of these safety and health requirements including Emergency Procedures that affect their duties or participation. The safety of all staff members, clients, candidates and visitors is of primary importance in all activities and operations of the organisation.

SMYL is committed to implementing, maintaining and continuously improving occupational safety and health in all of its facilities and operations.

To assist in achieving this policy a framework has been developed which designates the responsibilities placed upon staff members and the procedures to be followed when dealing with safety and health matters.

SMYL will:

- Provide staff, clients, candidates and visitors a safe and healthy environment;
- Provide a safe and healthy workplace to allow staff members to perform their tasks to their maximum potential, safely and efficiently; and
- Comply with relevant laws, regulations and standards.

4.1 Underpinning Principles

- a) SMYL recognises its responsibility under Occupation Safety and Health legislation and related regulations.
- b) SMYL encourages all individuals to regard accident prevention and safety as collective and individual responsibility.
- c) SMYL uses a consultative and participative approach with staff members regarding OSH and consults and co-operates with safety and health representatives and staff members.
- d) SMYL considers Risk Management a top priority in all activities on and off site. Communication within all levels of the organisation ensures a comprehensive approach.
- e) Safety inspections will be conducted and any identified actions are to be recorded in accordance with Continuous Improvement Procedures.
- f) Evaluation of OSH matters are discussed in management meetings.
- g) SMYL provides adequate facilities to protect the welfare of all staff members, candidates, clients and visitors
- h) SMYL provides information, instruction, training to, and supervision of staff members, candidates, clients and visitors as is necessary to enable them to perform their duties or participate in such a manner that they are not exposed to hazards.

4.2 Traineeships:

- a) The employment relationship between SMYL and their trainees differs from regular employer/employee relationships
- b) This difference stems from the fact that SMYL employs trainees to carry out work for the Host Employer, not themselves. SMYL does not supervise the tasks the trainee will be performing or control the workplace where they are required to perform their duties.
- c) However, this type of employment relationship does not diminish the responsibilities of SMYL to do all things reasonably practicable to ensure the trainee is not put at risk of injury or disease whilst working for the Host Employer.
- d) Business clients of SMYL become the Host Employers once they accept a trainee. Whilst it is the legal responsibility of SMYL to ensure health and safety of their contract staff members, the Host Employer has an equal responsibility to these trainees.
- e) SMYL staff members will conduct worksite visits prior to the placement of a trainee to ensure as far as possible that the workplace is free from hazards prior to any work placement. The worksite visit will also result in the completion of an 'Employer Resource Assessment (ERA)'.

- f) It is the role of the Host Employer, who controls the workplace and work practices, to conduct workplace safety inductions with trainees upon commencement in the workplace
- g) It is the role of the Host Employer to ensure all hazards associated with the trainee's duties have been identified, the risks assessed and controlled.
- h) During the course of a traineeship SMYL will conduct worksite visits to ensure that the Host Employer is meeting their obligations under the Occupational Safety and Health Act and Regulations

5. HAZARDS AND RISKS

5.1 Hazardous Chemicals

- a) SMYL/Host Employers (where relevant) will advise candidates/clients and staff members of the correct procedures for the application of any hazardous chemicals in the workplace.
- b) Staff members, candidates and clients shall:
 - i. Obtain a copy of, read and interpret the workplace's 'Safety Data Sheet'
 - ii. Consult the Safety Data Sheet and ensure that necessary precautions for the protection of themselves and others in the workplace are taken
 - iii. Ensure the use of personal protective clothing and equipment (PPE) at all times

5.2 Electrical Work

- a) Candidates, clients and staff members are not permitted or required to perform electrical work if they are not authorised to do so pursuant to Regulation 19 of the [Electricity \(Licensing\) Regulations 1991](#).
- b) These regulations state that a person who carries out any electrical work commits an offence, unless the work is being carried out by a person who is authorised by a licence or permit.

5.3 Occupational Overuse Syndrome (OOS)

- a) Also known as repetition strain injury (RSI) and a term used to name a number of conditions that can be associated with repetitive tasks, OOS can cause symptoms such as pain, tingling, numbness and muscle fatigue. Candidates, clients and staff members are to:
 - i. Ensure they correct awkward work postures/movements
 - ii. Ensure they understand information and instructions provided to them
 - iii. Correctly use any equipment provided
 - iv. Follow proper working techniques
 - v. Co-operate in the early identification and reporting of hazards and/or injury symptoms and incidents to assist in avoiding fatigue, discomfort and symptoms associated with OOS

5.4 Hazard prevention

- a) Staff members, candidates and clients are to adhere to the following:
 - i. Observe all warning signs, hazard signs and danger tags
 - ii. Ensure all safety rails, chains and guards are maintained in the correct position and are serviceable
 - iii. Workplace housekeeping must be maintained at a high level of cleanliness and tidiness
 - iv. Ensure the use of personal protective clothing and equipment (PPE) is observed at all times
 - v. Ensure there is no use of defective PPE
 - vi. Do not engage in 'horseplay', unwelcomed joking and/or offensive behaviour
 - vii. Do not lift items that are too heavy and seek assistance in these cases

6. HARASSMENT AND DISCRIMINATION

SMYL endeavours to provide an environment that is free of all forms of harassment and discrimination (including victimisation and bullying) so individuals feel valued, respected and are treated fairly. Harassment may result from behaviour which is not intended to offend or harm such as jokes or unwanted attention however, this does not mean that it is lawful.

6.1 Specific Principles:

- a) All individuals have a right to work and learn in an environment free of harassment and discrimination.
- b) Reports of harassment and discrimination will be treated seriously, impartially and sensitively.

- c) SMYL retains the right to remove disruptive candidates or clients from the learning/work environment in the event of harassment, discrimination, bullying or victimisation.
- d) Managers, supervisors and/or Host Employers informed of any harassment or discrimination have a responsibility to take immediate and appropriate action to address it.
- e) In dealing with complaints, the rights of all individuals should be respected and their confidentiality maintained.
- f) Wherever possible, complaints should be resolved by a process of discussion, cooperation and conciliation. The aim is to achieve an acceptable outcome while minimising any potential damage to on-going relationships.
- g) Both the person making the complaint and the respondent will receive information, support and assistance in resolving the issue.
- h) Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, shall be victimised.
- i) Harassment or discrimination should not be confused with legitimate comment or advice (including performance feedback) given appropriately by managers and supervisors.
- j) Individuals shall not make frivolous or malicious complaints. All individuals are expected to participate in the complaint resolution process in good faith.

8. SMYL Responsibilities

8.1 Primary Duty of Care – SMYL

- a) SMYL is responsible for:
 - i. the monitoring and effective implementation and regular review of this policy and its OSH Procedures
 - ii. observing, implementing and fulfilling responsibilities under legislation that applies to OSH and endeavours to comply with relevant standards and codes of practice
 - iii. ensuring that the agreed procedures for regular consultation between management and staff are followed
 - iv. ensuring that outcomes of OSH monitoring are used to help maintain appropriate risk controls
 - v. providing and maintaining safe work areas and systems of work, adequate facilities and amenities
 - vi. monitoring the work and learning environment to maintain safe and healthy conditions
 - vii. providing adequate information and training to staff members, candidates, clients and visitors regarding workplace health and safety (including ways of reporting health and safety issues)
 - viii. keeping information and records relating to OSH
 - ix. ensuring that an appropriate person is nominated by SMYL staff members to be the employee OSH representative

8.2 Primary Duty of Care – SMYL Staff Members (including Trainees)

An employee shall take reasonable care:

- a) To ensure their own safety and health at work; and
- b) To avoid adversely affecting the safety or health of any other person through any act or omission at work.
- c) Without limiting the generality of Section 20 (1) of the OS&H Act, an employee contravenes that subsection if they:
 - i. Fail to comply, so far as they are reasonably able, with instructions given by SMYL and/or Host Employer for their own safety or health or for the safety or health of other persons;
 - ii. Misuse or damage any equipment provided in the interests of safety or health; or
 - iii. Fail to immediately report to SMYL and/or Host Employer:
 - 1. any situation at the workplace that they have reason to believe could constitute a hazard to any person and they cannot themselves correct; or
 - 2. any injury of harm to health of which they are aware that arises in the course of, or in the connection with, their work
- d) To know and comply with any Host Employer OSH policies or procedures when at a Host Employer premises
- e) Staff members (including Trainees) shall co-operate with SMYL when carrying out the obligations imposed on them under the *Occupational Safety and Health Act 1984*.

8.3 Primary Duty of Care – Candidates, Clients and Visitors (including Trainees)

- a) All candidates, clients and visitors of SMYL have a duty of care to:
- i. take reasonable care for their own health and safety and for the health and safety of others
 - ii. co-operate with SMYL management with respect to any action taken to comply with any requirements imposed by or under the *Occupational Safety and Health Act 1984*
 - iii. not wilfully put at risk the health and safety of others
 - iv. not wilfully or recklessly interfere with or misuse safety equipment that is provided
 - v. immediately report any hazard, incident or accident in accordance with the Occupational Health and Safety Procedures
 - vi. comply with SMYL relevant OSH Policy and OSH Procedures at all times
 - vii. wear the correct Personal Protective Equipment (PPE) as required

COMPLAINTS

The following excerpts have been taken from the SMYL Complaints Policy.

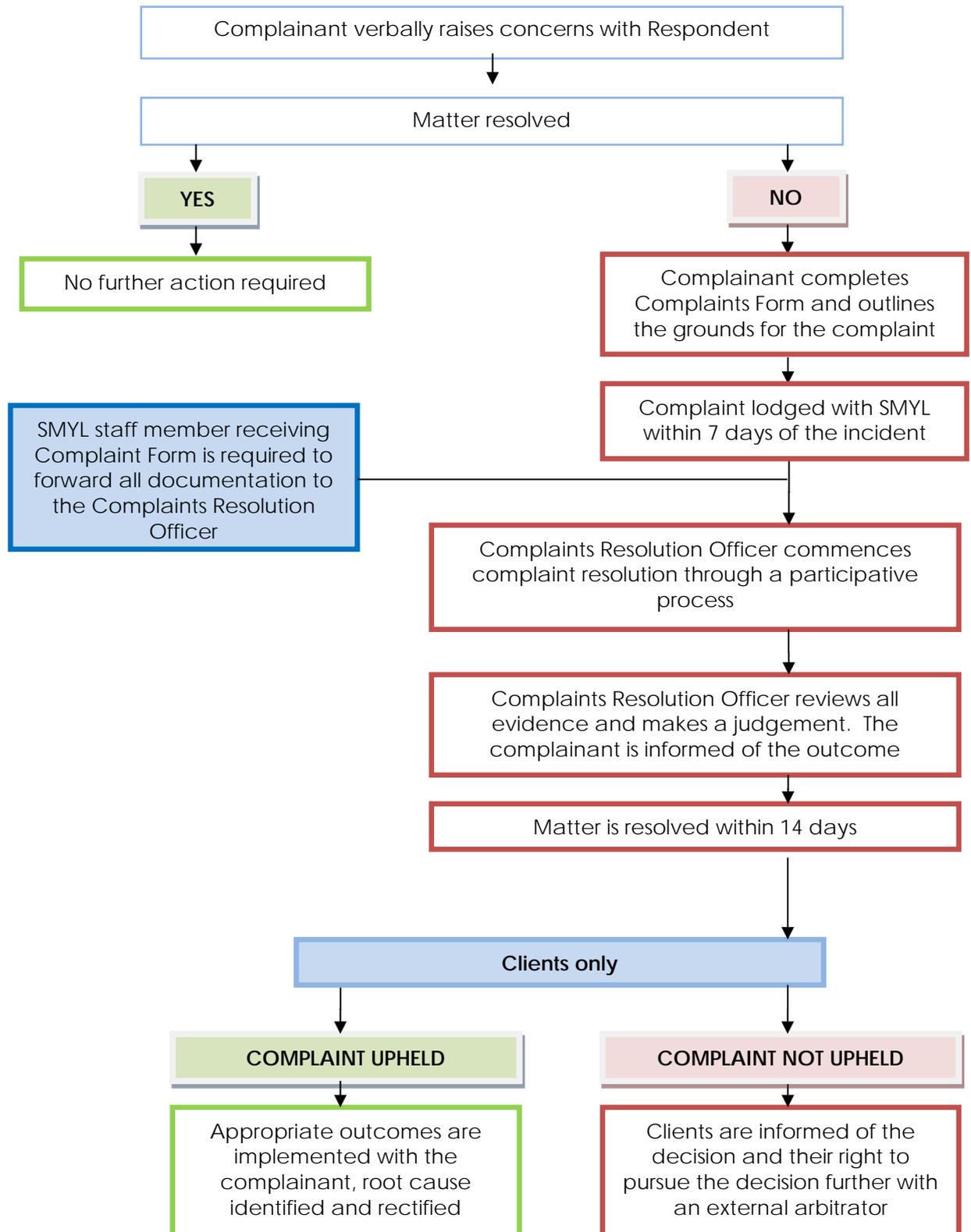
SMYL embraces a philosophy based upon a commitment to openness, honesty and strong communication. All SMYL staff are encouraged to discuss and listen to the concerns of clients and to address these concerns where possible within a reasonable time. If a client has a concern that is not being satisfactorily resolved within a reasonable time SMYL provides a formal grievance and dispute settlement process.

For further information or to make a formal complaint please visit the SMYL website at www.smyl.com.au

See Annex A for Complaints Process flowchart. The steps taken for complaints and grievances are:

- Speak with your SMYL representative about your concerns
- If the matter is resolved no further action will be taken
- If the matter is not resolved to your satisfaction, you may lodge a formal complaint using the SMYL Complaints Form within 7 days of the incident
- Where possible, the matter will be resolved within 14 days and you will be advised of the outcome in writing
- If not resolved, you can arrange to meet with the Complaints Resolution Officer or the CEO
- You will be provided with regular updates on the progress of your complaint
- If you are not satisfied with the outcome of your complaint, you may request for SMYL to seek the involvement of an external arbitrator, who has no links to SMYL, to review the matter. You will be notified of any costs associated with this.

ANNEX A: COMPLAINTS PROCESS



USEFUL CONTACT DETAILS

NAME	WHAT THEY DO	CONTACT
Apprenticeship Office	Apprenticeship Office regulates the Traineeship and Apprenticeship system in WA	Phone: 13 19 54 Website: www.dtwd.wa.gov.au/employeesandstudents/apprenticeshipoffice Email: apprenticeshipoffice@dtwd.wa.gov.au
Apprenticeship Support Australia	Establishes and lodges traineeship Training Contracts on SMYL's behalf with the Apprenticeship Office	Phone: 1300 422 492 Website: www.cciwa.com
CCI VTEC	Assist Indigenous people in finding employment or further training	Website: http://cciwa.com/vtec/home Email: vtec@cciwa.com
Fair Work Ombudsman	Provide information on Australian workplace laws including: <ul style="list-style-type: none"> • Pay/Leave • Awards/Conditions • Employee Entitlements 	Phone: 13 13 94 Website: www.fairwork.gov.au
Department of Industry – Unique Student Identifier	This department issues individuals with a "Unique Student Identifier" or "USI". A USI number is required for an individual who is undertaking nationally recognised training in Australia.	Phone: 13 38 73 Website: www.usi.gov.au Email: usi@industry.gov.au
Aboriginal Workforce Development Centres (AWDCs)	AWDCs assist Aboriginal people in WA to get involved in training, employment or further their career	Phone: 1800 441 043 Website: www.dtwd.wa.gov.au/AWDC Email: awdc@dtwd.wa.gov.au
Career Centre	The Career Centre assist with information about education and training courses, career direction, learning options and career planning.	Phone: 13 23 98 Website: www.careercentre.dtwd.wa.gov.au Email: Career.centre@dtwd.wa.gov.au