neca

Education & Careers

national electrical and communications association

Trainee Handbook

Your go-to traineeship guide

quality group training gt

necaeducation.com.au

Congratulations and Welcome to NECA Education & Careers!

Now that you're part of the family, we're here to help you, whether it's training needs, workplace performance or to have a general chat about work or life.

Everyone at NECA Education & Careers is here to help you out along the journey but your Industry Careers Consultant is the best place to start.

My ICC is: _____

Contact Number: _____

Email: _____

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Our Why

Meet Rebecca Hope, one of many successfully completed trainees with NECA Education & Careers. Rebecca was unable to attend school full time until she was 13, and only then with one-on-one support, due to Generalised Anxiety and Autism Spectrum Disorders, but she had the drive to forge her own career path.

A traineeship felt like the right choice for Rebecca because she felt ready to enter the workforce while also wanting to complete a qualification.

After undertaking an unpaid placement at the Royal Melbourne Hospital in 2020 and thriving in the structured workplace environment, Rebecca decided to pursue a career in the human resources sector.

Prior to commencing with NECA Education & Careers, Rebecca completed a Certificate III in Business as part of a traineeship but due to COVID lockdowns her placement in a private organisation had to be undertaken from home.

With NECA Education & Careers Rebecca completed a Certificate IV in Business with a placement in the Employment Programs team in the People and Culture (Human Resources) branch of the Victorian Government Department of Jobs, Skills, Industry and Regions, where she relished the opportunity to work in an office.

Through her traineeship, Rebecca was involved in overseeing employment initiatives for trainees, student interns, and university graduates.

Rebecca developed strategies to manage the challenges posed by her autism and anxiety that she was able to apply to both completing her assessments and navigating face-to-face work with limited experience in the office setting due to COVID-19.

Rebecca was also able to increase disability awareness in her workplace during the placement, highlighting potential employment obstacles by providing a disability perspective, and prompting changes such as a disability support services directory and conversations around inclusion.

Her disability advocacy also extended to involvement in two Victorian Public Service staff networks, the Enablers Network and the Autism Success Network. Rebecca also contributed to the Youth Employment Connect newsletter, gave presentations to young adults with disabilities, spoke on a panel at the Jobs Victoria conference, and appeared in a Jobs Victoria video campaign.

After completing her traineeship, Rebecca was employed by Amaze, the peak body for autism in Victoria. Her role as Program Coordinator involves assisting with planning and delivering initiatives to enhance the lives of autistic people.

Rebecca's dedication and work ethic were also recognised when she was awarded Trainee of the Year at the Victorian Training Awards, and the AEN (Apprenticeship Employment Network) Inspiration Award – Disability Achievement. She then went on to join the judging panel for the following year's AEN awards.

What we Do & What to Expect From Us

NECA Education & Careers is not your run-of-the-mill Registered Training Organisation or Group Training Organisation. It is a business which thrives on delivering great customer service to everyone we meet in person, over the phone or by email.

We educate students to be the best they can be. In work, their personal life, and the wider community. We are a family, we all connect to our purpose and we are dedicated to making you part of our family too.

We love what we do because we can share our experiences with you. We get to have great conversations, learn from each other and connect with like-minded people. But most of all we get to create opportunities and support you to achieve your goals!

What to expect from us

Safe

Our team believe that any person who walks through our doors has the right to feel safe, know they are supported and be provided with skills to walk out competent, confident and ready for the challenges ahead.

Whether it be physical or mental, safety is always our number one priority.

We understand safety isn't just keeping yourself out of trouble and that it's important for our students to understand good work practices, what the implications can be if the work practices are not followed and have the confidence to speak up when they know something isn't safe.

We see mental safety in the same light, as young adults it is vital our apprentices understand the benefits of good mental health, the steps they can take to access help and the importance of removing the stigma of mental health issues in the industry. That's why our apprentices have mentors they can go to.

Skilled

We pride ourselves in providing our trainees and apprentices with every opportunity to be the best they can be.

Our team ensure every student has access to a quality education delivered by qualified teachers with extensive industry experience and a passion for sharing knowledge and skills. We do not settle in the 'here and now' but look to improve and expand with the industry and its ever growing technologies.

Supported

As leaders in the mentoring and education of young people we all have a responsibility to support our trainees to navigate life whether it be with their schooling, personal life or employment.

You will have an Industry Careers Consultant to mentor you throughout your traineeship. Our staff know they have the fortunate position of being able to mentor and guide many in the workplace and wider community; in particular trainees, who can shape the future and help build a healthy workplace.

By having a supportive environment where there is open communication means our trainees feel confident in asking for extra assistance when it is needed.

What makes us different

We understand the importance of standing out from the crowd and love doing things a little differently. Wondering what all that means to you?

- Our Industry Careers Consultants are industry specific… which means they get you
- We see our trainees as part of the family so we're always looking out for them whether that's at school, on site or whatever is going on in their personal life.

"The best advice I would give a new trainee is immerse yourself in anything and everything your workplace has to offer – whether that be a new task, assisting another team, joining a network or even speaking about your experiences to others. By doing so you will further expand skills, knowledge and experience which will be highly regarded by future employers. Even if you've never done something before, don't be hesitant to try it – you may just find something else you enjoy."

– Rebecca Hope (Certificate IV in Business – Department of Jobs, Skills, Industry and Regions)

Our Commitment to OHS, Diversity, Equity, Inclusion & Trainee Safety

OHS

Our people are our greatest asset and their Health & Safety is our greatest responsibility. At NECA Education & Careers we have made a commitment to being a Health & Safety leader in the industry.

Our commitment is to:

- Provide a safe and healthy environment for all our employees, students and visitors
- Achieve an injury free workplace
- Engage our employees in our Health and Safety process through regular communication, consultation and training
- Provide our staff, students and visitors with sufficient supervision, instruction, information and training as necessary to ensure a system of work that is safe and without risk to health
- Only work with employers who share our passion for safety

Diversity, Equity & Inclusion

We believe that drawing on the strengths provided by diversity helps us meet the needs of our customers, build strong relationships across the communities we serve, and engage the many talents of our team.

At NECA Education & Careers we have made a commitment to increase generational and cultural diversity, increase Aboriginal and Torres Strait Islanders' employment, provide opportunities to people with disabilities, and improve gender balance.

Our commitment is to:

- Attract, engage and retain employees with different backgrounds, experience and perspectives
- Create a safe and inclusive environment
- Create an environment where people are treated equally and are free of all forms of discrimination
- Have a positive social impact
- Value the individuality, needs, different perspectives and ambitions of our people that are informed by their gender, age, cultural identity, sexual orientation and/or disability of our students and employees

Trainee Safety

Any person who walks through our doors has the right to feel safe, know they are supported and be treated with respect.

At NECA Education & Careers we have made a commitment to ensure all staff operate in accordance with the Child Safety Standards regardless of the age of the trainee.

Our commitment is to:

- Remember we are in a position of power and we will not take advantage of that position
- Provide a safe and healthy environment for all our employees, students and visitors
- Lead by example
- Think of the risks before we act
- Utilise all referral services we have access to when our apprentices or trainees need extra support.

Injury free workplace + **Inclusion** + **Lead by example** + **Mentoring & Supervision**

Our Shared Values

Safety
Safety is always our top priority.

Delivering WOW through service
At NECA Education & Careers, anything worth doing is worth doing with WOW.

Being passionate and determined
We value passion, determination, perseverance and the sense of urgency.

Embracing and driving change
Part of being in a growing organisation is that change is constant.

Building open and honest relationships with communication
Be a good listener as well as a good communicator.

Never settling
There is always room for improvement in everything we do.

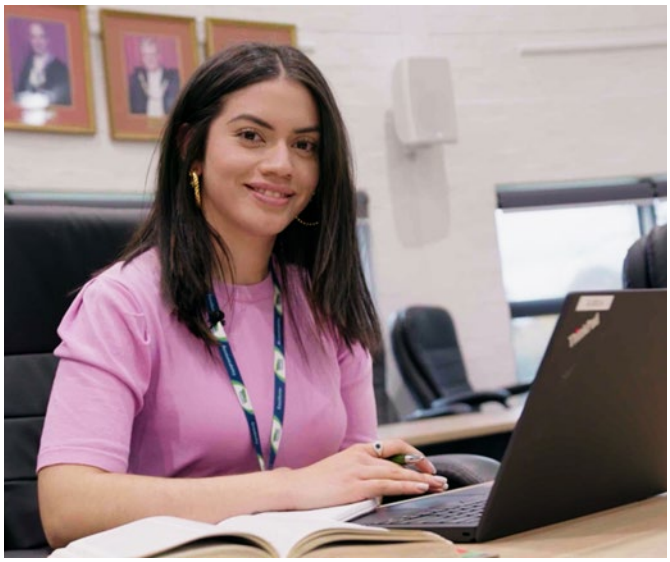
Building a positive team
We achieve more when we're working together.

Creating fun and being a little bit different
At NECA Education & Careers we encourage fun to be had and to play a little outside of the lines. We won't take ourselves too seriously.

Pursuing growth and learning
We constantly challenge and stretch ourselves.

Having confidence without attitude
We are confident and have self-belief but we are always respectful of others.

Being adventurous, creative and open minded
We are bold and daring. Safety is never compromised.



"Ask as many questions as you can, don't ever feel embarrassed of asking a question no matter how simple you may think it is because that's how you learn and grow."
– John Dinh (Certificate III in Business – Department of Jobs, Skills, Industry and Regions)

Who's Who at NECA Education & Careers

When it comes to a traineeship there are a heap of players in the mix! There feels like there are so many sometimes we think we could probably start our own footy team so we have tried to break it down for you.

Employer: That's us ☺

Host Employer: Your host employer is the company or business where you will work on a daily basis. NECA Education & Careers has already checked out your host to make sure they can guide you along the right path and offer you exposure to skills in your industry. A traineeship is all about learning so your host might get you to do the same thing over and over until you get it perfect, or they might give you a little taste of everything every day until you get used to doing the lot.

Remember, your host will have company policies and procedures too and you will have to stick to these just like any other employee of that business. They will also make sure you have a supervisor, or two, so you will know who to turn to when you aren't quite sure of the next step to take.

Industry Careers Consultant (ICC): Is your go-to person. Your ICC will provide support to you throughout the duration of your traineeship. They will visit you in the workplace, whether that be on-site or in the office, to understand what you are doing in the workplace. Your ICC can provide advice or support in regards to your learning in the workplace, your off-the-job training, financial hardship, mental health support… in short any issue, hesitancy, or concern, your ICC will have your back. Remember, they are only a phone call away!!

OHS Co-ordinator: This is the person you will work closely with should you have an injury or near miss/incident.

Return to Work Co-ordinator: Whether you're injured at work or outside working hours you will have support to get you back to work.

This includes advice and help with WorkCover, GPs, physio and any other treatments required.

Australian Apprenticeship Support Network (AASN): You would have had contact with them during your induction. The AASN is contracted by the federal government to manage training contracts and claims.

Registered Training Organisation (RTO): This is the organisation that will deliver your Nationally Recognised Qualification – either a Certificate III, Certificate IV or Diploma.

VRQA (State Training Authority): This is our regulator, they are in place to protect the interests of employers, apprentices and trainees in ensuring quality training is delivered with nationally recognised outcome.

Awards and Recognition

We hear you are pretty good at what you do! Get to work early, do well in all your studies, surprise people with what you can achieve in a day and do it all with a laugh and a smile… and you thought you would get away with being so good and no-one would notice?

We notice! And we want to celebrate your awesomeness so look out for the NECA Education & Careers Annual Awards.

Our trainees and apprentices are an amazing bunch of people just because they are doing what they are doing, but some of them seriously blow our minds with their amazingness. We look at everyone who is employed with us within any one financial year and nominate those trainees and apprentices who have done us proud as per the following criteria:

- How the trainee/apprentice has excelled in off-the-job training (the schooling component)
- How the trainee/apprentice has made a significant contribution to the host employer
- How the trainee/apprentice has represented NECA Education & Careers in a positive light.

We get quotes from your teachers, a reference from your supervisor and a well-rounded report and feedback from your ICC. All aspects of your traineeship are taken into consideration and only those who are consistently amazing are nominated. From the nominations there is then an individual interview with a panel of professionals selected from our main industries.

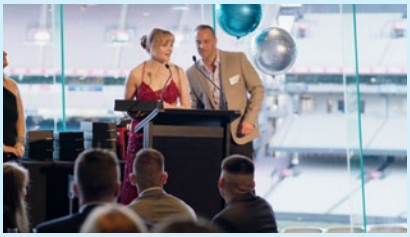
The winners are then identified from the information gained through the nomination in conjunction with the outcome of the panel interview.

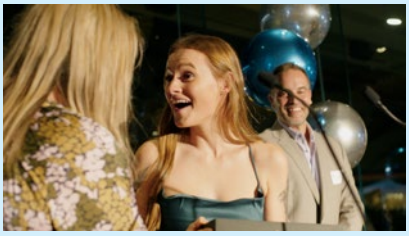
Winners, apart from the accolades, adulation and recognition of being in the upper echelons of the NECA Education & Careers community, you will also walk away with a congratulatory gift from us. Another good reason to be your best!

When you'll Hear From Us

You have many people that support you across your traineeship and they will keep in contact to ensure everything is on track including:

- **Industry Career Consultants** – Your ICC will visit you within the first month of your traineeship commencement and tailor wokplace visits as required over the duration of your placement, with not less than 4 visits within a 12-month period.
- **Australian Apprenticeship Support Network (AASN)** – Your AASN is contracted by the Australian Government to sign you up into your official training contract. They also act as a third layer of support. Your AASN will visit you every 6 months to make sure your Legal Employer (us), your host employer (host) and your training provider (RTO) are all giving you the support necessary to successfully complete your Apprenticeship… all in all that's a fair bit of support!
- **Careers Co-ordinator** – Will contact you should you get injured at work.
- **RTO** – They will contact you within 2-3 weeks of starting your employment to let you know when your Pre-Training Review and Information Session will be.





Expectations of You

Putting your best foot forward

Of course we expect you to put your best foot forward over the duration of your traineeship, but just in case you're not sure what that looks like, let's have a look at a couple of pointers below:

- Be dedicated and committed to completing your work and studies
- Be reliable, honest, and trustworthy
- Be punctual at all times (if absent/late, notify your supervisor and your ICC)
- Be courteous and respectful at all times
- Undertake work safely and in accordance with relevant Acts/Regulations
- Be mindful in your use of mobile phones and any non-work related websites
- Be prepared for work at all times
- Join us in our stand against bullying and harassment
- Operate within privacy and confidentiality parameters (know when to keep it zipped ☺)
- Make a point of never being under the influence of drugs or alcohol while at work
- Provide your host employers and their clients with quality services which enhance the reputation of their business and you professionally. This in turn will give you a great reputation.

Here's what we'll do for you

- Lead the way in building respectful relationships
- Support you with any issues you may face
- Someone to listen to your concerns and complaints
- A safe workplace
- Regular feedback on your progression in your placement
- Assistance with any issues that arise in the workplace
- Investigation of all claims of bullying and harassment and support outcomes
- A sounding board… sometimes you just need to hash out some ideas
- Assistance to find the best type of support for whatever comes your way, personally or professionally
- A moral compass in times of doubt
- Assist you to get back to work after any injury or ailment
- Provide your host employers with all the support necessary to make your placement the best it can be.

Training for You

Participating in training is a necessary requirement of your traineeship. All trainees will complete a nationally recognised qualification as a fundamental part of their learning throughout their traineeship.

Your RTO will contact you within 2-3 weeks of starting your employment to let you know when your Pre-Training Review and information session will be held.

During this process, they will complete a Language, Literacy and Numeracy (LLN) assessment of you to confirm whether they will need to provide any additional support during your learning program.

Online Delivery

You will be set up with a login and password to access all of the material necessary to complete your qualification online. You won't be alone! Zoom catch ups can be organised at any time along the way to make sure you feel confident completing the units as required or just for a catch up with your Trainer. You will still need to allow 3 hours within work time to complete your units. Your Industry Careers Consultant will receive progress reports from your Registered Training Provider on a monthly basis so that we can keep track of how you are progressing and provide additional support if required.

Progress reports will be issued to the Industry Careers Consultant from the Registered Training Provider on a monthly basis so we can keep track of how you are progressing and provide additional support if required.

Behind in modules?

Each trainee is responsible for managing their own studies. You have the support of your trainer, your workplace supervisor, your colleagues and your ICC to help you along the way. NECA Education & Careers receives a detailed report about your training progress on a monthly basis. Your ICC will ask you about your training progression at every site visit to make sure you are on track and learning at a steady pace.

Should you fall behind in your studies, your Supervisor, Trainer and ICC will come together with you to resolve the issue by creating a study structure and revised study plan with new deadlines of when modules are due.

Failure to keep up to date with your training will lead to a written warning. If you do not comply with your study plan after your first written warning without explanation, your traineeship may be terminated.

Here are some points to help you on the journey…

- Make the most of your training time by getting involved and asking questions
- Complete all modules on time
- Seek help if required
- Prepare yourself for your training sessions, including any questions you may have for your trainer
- Let your trainer and ICC know ASAP if you are unable to attend a training session.

"Don't be afraid to ask questions or give your opinion. Learn what you can from those around you."

– Thomas Wilby (Certificate III in Business – Department of Transport and Planning)

Business Administration Traineeship

Title: Business Administration Trainee

Employment type: Fixed Term. Full-time

Duties

Traineeship roles undertake a range of tasks relating to administration and office support and may include:

- Managing and maintaining office & stationary supplies
- Answering queries, taking messages, arranging meetings and agendas, photocopying and filing
- Legal, financial, HR, marketing, customer & community service duties etc.
- Assisting to follow and create processes briefs and reports
- Computer and database duties, email correspondence, and other ad hoc duties
- Simultaneously complete a Certificate III or IV qualification
- Attend to internal and external inquiries
- Project support.

Skills

- Planning and organising
- Verbal communication
- Written communication
- Relationship building
- Customer/client focus
- Teamwork.

Personal Characteristics

- Enjoy learning and growing
- Are able to interact with people easily
- Have initiative and generally get things done
- Open being put out of your comfort zone
- Have the ability to implement structure and planning to your day
- Think outside the box
- Problem solve your way around a “no”
- Not afraid to put in a little extra to get all of your tasks completed
- Have a good temperament.

Access and Equity

Academic freedom, equality of opportunity and human dignity are principles that guide our objectives. Decisions are based on individual merit and are free of all forms of discrimination.

- Equity for all persons through the fair allocation of resources
- Equality of opportunity
- Access for all
- Increased opportunity into meaningful, sustainable employment.

This is What you'll be Learning...

BSB30120 Certificate III in Business	
BSBOPS305	Process customer complaints
BSBOPS304	Deliver and monitor a service to customers
BSBINS302	Organise workplace information
BSBTEC201	Use business software applications
BSBTEC301	Design and produce business documents
BSBTEC302	Design and produce spreadsheets
BSBPEF301	Organise personal work priorities
BSBTWK301	Use inclusive work practices
BSBWHS311	Assist with maintaining workplace safety
BSBXCM301	Engage in workplace communication
BSBCRT311	Apply critical thinking skills in a team environment
BSBPEF201	Support personal wellbeing in the workplace
BSBSUS211	Participate in sustainable work practices

or

BSB40120 Certificate IV in Business	
BSBCMM411	Make presentations
BSBOPS404	Implement customer service strategies
BSBTEC401	Design and produce complex text documents
BSBPMG430	Undertake project work
BSBTWK401	Build and maintain business relationships
BSBWHS411	Implement and monitor WHS policies, procedures and programs
BSBCRT411	Apply critical thinking to work practices
BSBXCM401	Apply communication strategies in the workplace
BSBTEC404	Use digital technologies to collaborate in a work environment
BSBWRT411	Write complex documents
BSBPEF402	Develop personal work priorities
BSBPEF403	Lead personal development

Career Pathways

Business Administration Trainee

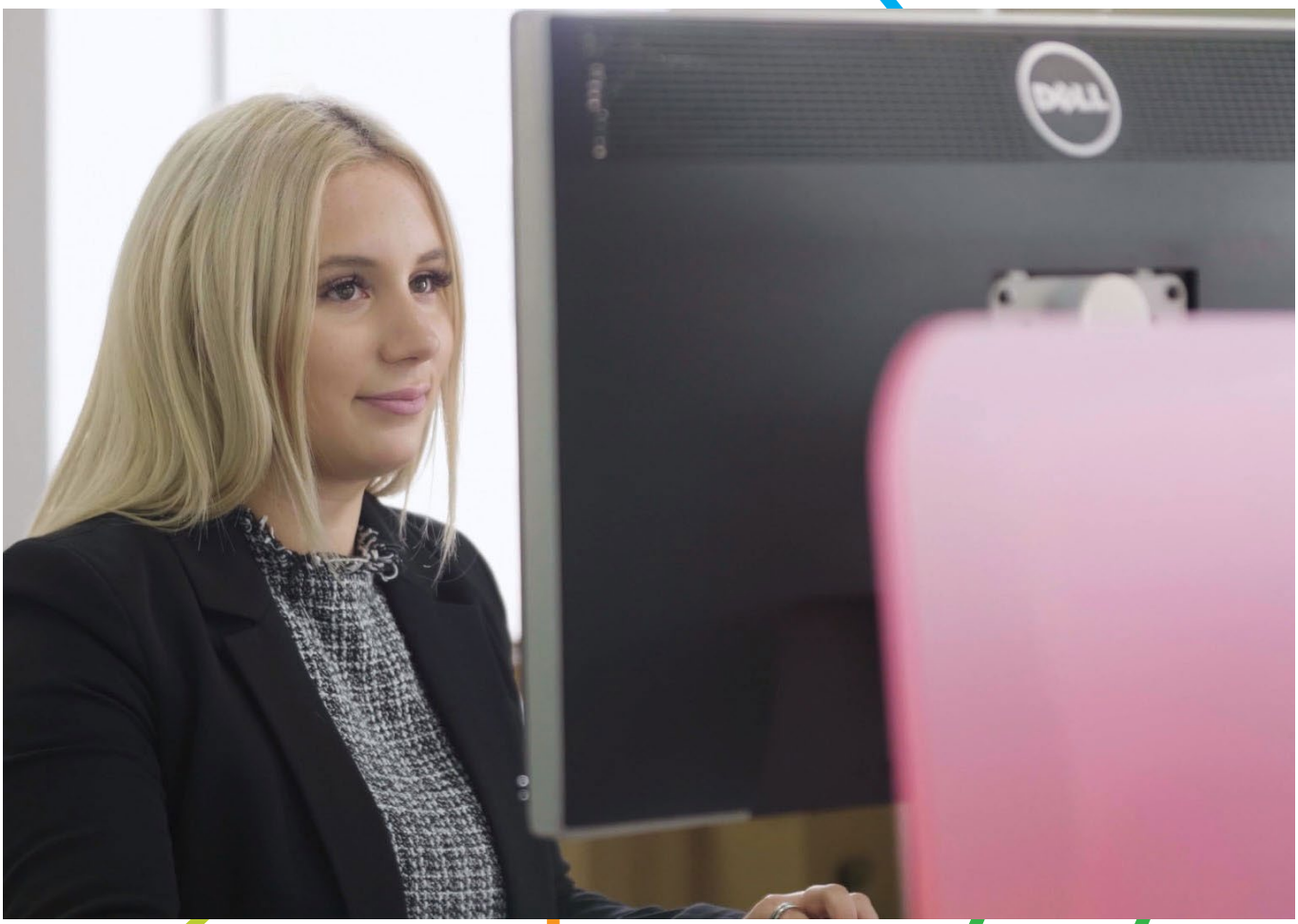
You're employed as a Business Administration trainee with NECA Education & Careers or another employer and complete a Certificate III in Business (BSB30120).

Further training

After completing your traineeship you could enrol in a Certificate IV in Business, Certificate IV in Governance, Certificate IV in Leadership & Management, Diploma, Bachelors Degree or complete a specific certification:

- Project Management Professional (PMP) Certification
- Accounts Receivable Specialist (ARS)
- HR Certification

The world is your oyster!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IT Traineeship

Title: Information Technology Trainee

Employment type: Fixed Term. Full-time

Duties

Traineeship roles undertake a range of tasks relating to providing advice and technical support to users of the Information Technology and Telecommunications systems, including but not limited to:

- Devices (Laptops, Desktops, Tablets, Printers, etc.)
- SOE (Common Desktop Environment, etc.)
- Business Applications
- Network (Wi-Fi, hardwire, 3g, 4g, ADSL, NAS, Active Directory, Administrative/management systems, etc.)
- Telecommunications & Mobility (landline, smart devices, mobile, fax, mobility solution, video conferencing, etc.)

Skills

- Well-developed self-taught IT skills
- Previous study in IT
- Planning and organising
- Verbal communication
- Written communication
- Relationship building
- Customer/client focus
- Drive and commitment
- Teamwork.

Personal Characteristics

- Enjoy learning and growing
- Are able to interact with people easily
- Have initiative and generally get things done
- Open being put out of your comfort zone
- Have the ability to implement structure and planning to your day
- Think outside the box
- Problem solve your way around a “no”
- Not afraid to put in a little extra to get all of your tasks completed
- Have a good temperament.

Access and Equity

Academic freedom, equality of opportunity and human dignity are principles that guide our objectives. Decisions are based on individual merit and are free of all forms of discrimination.

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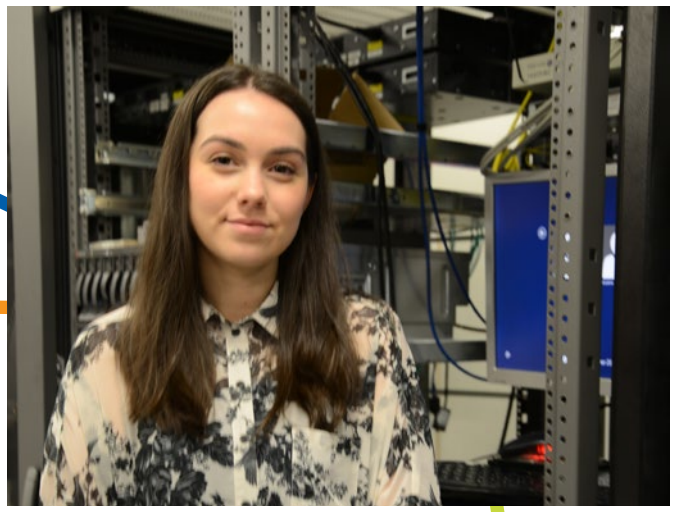
- Access for all
- Increased opportunity into meaningful, sustainable employment.



This is What you'll be Learning...

ICT30120 Certificate III in Information Technology	
Core Units	
BSBCRT301	Develop and extend critical and creative thinking skills
BSBXCS303	Securely manage personally identifiable information and workplace information
BSBXTW301	Work in a team
ICTICT313	Identify IP, ethics and privacy policies in ICT environments
ICTPRG302	Apply introductory programming techniques
ICTSAS305	Provide ICT advice to clients
Elective Units	
ICTCLD301	Evaluate characteristics of cloud computing solutions and services
ICTSAS304	Provide basic system administration
ICTICT309	Create ICT user documentation
ICTSAS308	Run standard diagnostic tests
ICTSAS303	Care for computer hardware
BSBPEF301	Organise personal work priorities

or

ICT40120 Certificate IV in Information Technology	
Core Units	
BSBXCS404	Contribute to cyber security risk management
ICTICT426	Identify and evaluate emerging technologies and practices
ICTICT443	Work collaboratively in the ICT industry
ICTICT451	Comply with IP, ethics and privacy policies in ICT environments
ICTPRG302	Apply introductory programming techniques
ICTSAS432	Identify and resolve client ICT problems
BSBCRT404	Apply advanced critical thinking to work processes
Elective Units	
ICTNWK429	Install hardware to networks
ICTNWK430	Deploy software to networked computers
ICTSAS445	Configure and troubleshoot operating system software
ICTCLD301	Evaluate characteristics of cloud computing solutions and services
ICTSAS443	Support operating system users and troubleshoot applications
ICTNWK427	Configure desktop environments
ICTSAS518	Install and upgrade operating systems

Career Pathways

Information Technology Trainee

You're employed as an Information Technology trainee with NECA Education & Careers and another employer and will complete a Certificate III in Information, Digital Media and Technology (ICT30120).

Further training

After completing your traineeship you could enrol in a Certificate IV, Diploma, Bachelors Degree, or Masters Degree course, or complete specific certifications such as:

- CompTIA A+ Certification
- Microsoft Certification (MCP, MCSA, MCSE)
- Apple Certification (ACMT, ACiT, ACTC)
- Project Management Professional Certification (PMP)
- Cisco Certified Network Associate Certification (CCNA)
- Cisco Certified Network Professional Certification (CCNP)

The world is your oyster!

IT Helpdesk Support

Systems Administration

Software Support Technician

Network Engineer

ICT Technician

Cybersecurity

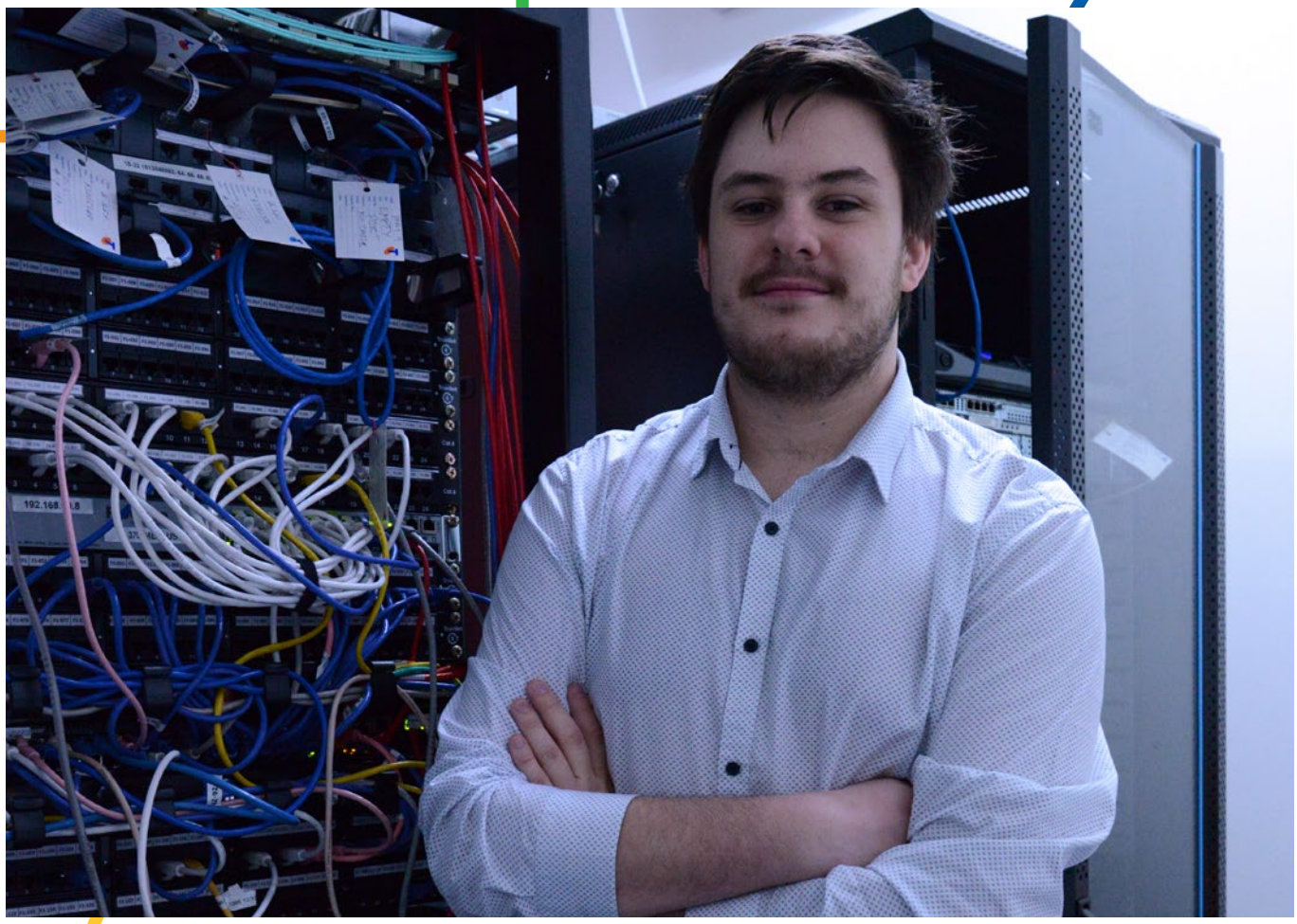
Apple Specialist

Cloud Management

Microsoft Specialist

Database Administration

IT Project Management



Need to Know

Mobile Phone Policy – Trainees

While an important part of our lives for communication and safety, mobile phones can sometimes cause a rift in the flow of work and be the cause of more distraction than use.

Trainees in the workplace may not have access to their own landlines and are encouraged to communicate via their mobile phone with NECA Education & Careers and their host during work hours.

Remember that you are on site to do a job and if you are seen to be on your phone often, and for non-work related reasons, this will be seen as a distraction and a lack of work ethic. The last thing we want to have are our trainees sent back for excessive mobile phone use!

Unwarranted use of mobile phones in the workplace include but are not limited to:

- Texting
- Calling and engaging in conversation not work related
- Social media
- Navigating internet sites
- Using apps for non-work related exercises.

An acceptable use of your mobile phone in the workplace could be:

- Calendar function
- Calculator function
- Adding your host's contact details to your phone
- Communicating with NECA Education & Careers.

If you need to clarification on what is accepted use of your mobile phone, please ask your site supervisor or you ICC.

Social Media Policy

Social media has created more opportunities for people to connect and share information. However, even apparently innocent interactions have the potential to impact negatively on NECA Education & Careers' brand, reputation and people.

Social media covers a broad range of platforms, including social networking, video and photo sharing, micro-blogging and activity stream sites, blogging platforms, forums and discussion boards, online encyclopedias and search engines, podcasting and online multiplayer gaming platforms. This policy applies to all forms of social media, whether in existence at the time this policy was created or not.

Personal use of Social Media

While respecting the right of individuals to express their personal views, individuals should be aware that communications made through social media have the potential to impact on NECA Education & Careers, its employees, customers and related entities.

Individuals must therefore not use social media in a way which may cause harm to the business, brand, reputation or rights of NECA Education & Careers, its employees, related entities or customers.

Individuals should be aware that where their social media profile (or similar) names NECA Education & Careers (e.g. as their employer), any comments they make from that profile or similar may be perceived as comments made by or on behalf of NECA Education & Careers.

Comments and posts must not bring NECA Education & Careers' reputation into disrepute, or otherwise contravene NECA Education & Careers policies, including the Code of Conduct and Workplace Behaviour Policy.

Ongoing Responsibilities

- Being honest and transparent at all times;
- Being considerate towards customers, workmates and online communities;
- Maintaining NECA Education & Careers' reputation;
- Protecting NECA Education & Careers' confidential information and intellectual property;
- Respecting and protecting customer privacy and confidentiality;
- Ensuring posted content is not defamatory, threatening, harassing, or discriminatory towards another person, entity or organisation; and
- Considering all applicable laws when posting content on social media.

You might be doing well and kicking goals, you might be doing your best and keeping the pace, you might be struggling a bit or not hitting the mark.

OK, let's talk about it.

We know that life can get a bit too much sometimes… it gets like that for us too, but don't worry because we are here to help and support you through your traineeship in many different ways.

If there is something that's going on in your life that makes it hard for you to keep up at work or with trade school we need to know about it so we can help you.

We have had a heap of different trainees with different reasons as to why they find it difficult to keep up in the work environment. We never said it would be easy… just that we'd help you along the way. So make sure you let us know what is happening in your life. That is exactly what your ICC is there for!

Counselling

During your induction you would have learnt about Protect and the counselling services they have to offer but there are a few other useful contacts below.

Headspace – 9027 0100

Beyond Blue – 1300 224 636

Lifeline – 13 11 14

Carfi Employee Assistance Program – 1300 737 403

Employer Assistance Program CLS – 1300 132 098

Bullying and harassment

Here at NECA Education & Careers we take a pretty strong stand against bullying and harassment. If you experience any form of bullying, harassment, vilification, or victimisation at work, please contact your ICC immediately. We will always treat your complaint seriously and in a confidential manner.

Injury/Illness

Whether you're injured at work or outside working hours you will have support to get you back to work.

This includes advice and help with WorkCover, GPs, physio and any other treatments required.

Workplace

If the workplace is a bit overwhelming for you you'll have your very own Industry Careers Consultant (ICC) who will do regular site visits to come and see you but they are also available via phone and email to support you.

In case your ICC is not around and you need some help, feel free to contact another ICC. Their contact details are listed below.

Recruitment Officer and Industry Careers Consultant **Adisa Husanovic** Ph: 9389 9979 M: 0400 512 041 E: adisa.husanovic@necaeducation.com.au	GTO Coordinator/Return to Work Coordinator **Roxie Di Pastena** Ph: 9389 9925 M: 0429 223 436 E: roxie.dipastena@necaeducation.com.au
Industry Careers Consultant **Nick Feretis** Ph: 9381 1922 M: 0448 346 188 E: nick.feretis@necaeducation.com.au	Senior Progams Advisor **Suzie Smith** Ph: 9389 9962 M: 0418 513 572 E: suzie.smith@necaeducation.com.au

Progress, Feedback & Performance

Probation

Your first 3 months is for you to get to know your role, learn all of the host's systems and policies and processes, and get to know your colleagues and supervisors, and them you. Your Host will want to see that you are settling into your role, and you will want to feel the same. During this 3 month period your RTO must commence your training. If you have not commenced training in this time please let your ICC know.

Site Visits

We want to make sure you get the best possible experience and have all the support you need and the best way for us to do that is to see you in your natural work environment.

Site visits allow you to discuss any concerns or issues with your ICC, as well as looking at how you're performing. The first of which will always take place in your first month of placement.

A site visit provides you with guidance, support and mentoring.

Site visits are scheduled quarterly, however can be more often or as needed.

Always:

- Let your ICC know of any issues you are experiencing at work and with your training
- Raise any OHS concerns with your ICC if they have not been addressed with your site OHS safety officer or the reporting of hazards
- Ask your ICC if you have any queries with your pay or working conditions
- You must advise your ICC if you will not be attending work for the day, or on the day of a scheduled visit
- Keep your ICC updated of any issues which have yet to be resolved.

Your workplace visit will incorporate time for your ICC to catch up on what you have been doing in the workplace, but also to get some necessary feedback from your supervisor. We will get all the feedback from your supervisor

and make sure you are aware of areas in which you can improve in the workplace... or where you are doing exceptionally well!

If you have any questions about any aspects of your work or training, you can talk to your Industry Careers Consultant. Don't be shy or embarrassed. There is no question we haven't heard before. You're probably not the first and won't be the last to ask!

Performance Management

As a trainee, you are expected, like everyone else, to meet and uphold the expectations set by both NECA Education & Careers and your host employer.

You will always be made aware if your performance falls below the expected level. Should this occur, you will be provided with an action plan to rectify your performance as well as guidance and support. If your performance remains below the expected standards this may result in termination of your traineeship.

Behaviour that may lead to the disciplinary process includes, but is not limited to:

- Repeated absenteeism and/or lack of punctuality to on and off the job training
- Lack of application towards your tasks and responsibilities in the workplace
- Being under the influence of drugs and/or alcohol
- Breaching workplace confidentiality
- Lack of application towards your training
- Failure to notify both host and NECA Education & Careers of absence from work
- Inability to make sufficient progress in terms of work performance
- Rejecting a placement that is suitable for you
- Failure to notify NECA Education & Careers about OHS accidents, injuries, illnesses, and near misses
- Repeatedly failing to follow instructions.

Summary Dismissal

- NECA Education & Careers has the right to dismiss any apprentice or trainee, without notice if serious misconduct has occurred.

Serious misconduct is when an apprentice or trainee:

- Causes serious and imminent risk to the health and safety of another person or to the reputation or profit of their employers business or
- Deliberately behaves in a way that's inconsistent with continuing their employment.

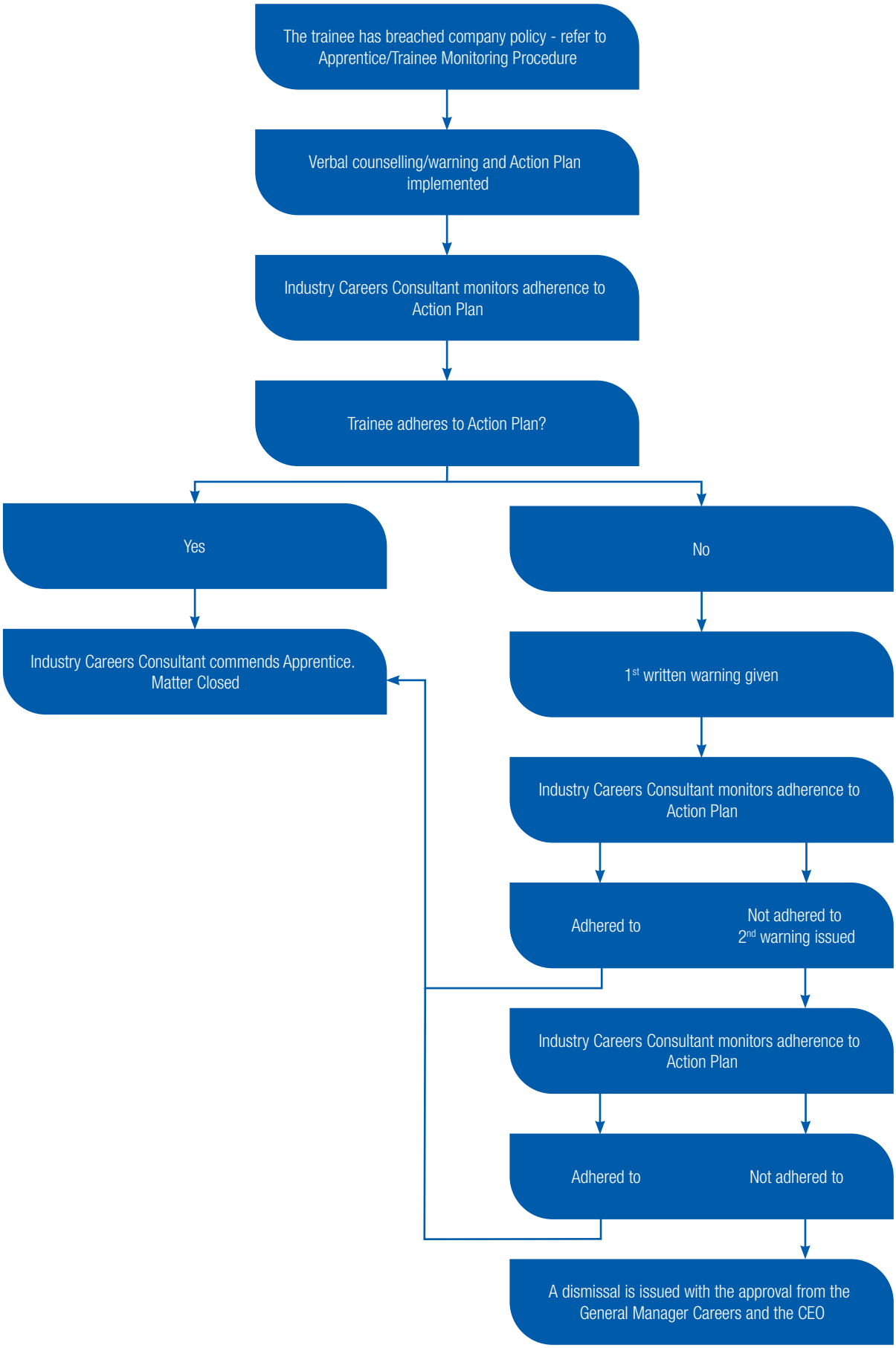
This could include, but is not limited to:

- Criminal actions – e.g. theft, physical violence, malicious destruction of property
- Falsifying your timesheets.

With all serious misconduct allegations, a formal and confidential investigation will be carried out, where you will have the opportunity to offer a full explanation.

If you are required to participate in a summary dismissal meeting and/or investigation you are entitled to have a representative attend the meeting with you.

Performance Management Process



Health & Safety

Are you Safe?

Do you work to live, or live to work? Do you like to fish, play football, go dancing on the weekends, go on a charity run, or just hang out with your family and friends? To do this you need to stay safe.

We want you to enjoy your life and get home safely. We all have a role to play to ensure everyone is safe. We need to think about our actions or lack of and the consequences they can have on ourselves and our co-workers.

OHS Statement

NECA Education & Careers is committed to ensure so far as practicable that all apprentice/trainees are safe from injury and risk to health while at work.

Our objective is to have in place an OHS/WHS system that enables us to:

- Provide a safe and healthy working environment for our employees through careful monitoring of the workplace
- Develop safe systems of work in consultation with users
- Recruit host employers who will provide the on-the-job instruction and work placement in an environment that meets high standards of OHS/WHS
- Form alliances with our host employers and training organisations to assist us in providing supervision, instruction, information and training as necessary to ensure our apprentices/trainees and staff are safe and without risk to health whilst at work

As an employee of NECA Education & Careers you are required to:

- Follow safe and healthy work practices
- Comply with any reasonable instruction from the company (or host employer) in regard to health and safety at work
- Actively support the consultative process

Ensure that reasonable care is taken with their work practices to avoid injury to themselves or other workers

Our Obligations

NECA Education & Careers:

- Will monitor your workplace with the assistance of your host employer to identify any risk or hazards
- Will provide instruction on safety and safe work practices through:
  - Overviewing the trainee training course
  - The delivery of training on the use of special equipment (including personal protective equipment)
  - Facilitate the training provided by your host employer.

If you feel that the task you are about to perform is unsafe, discuss the issue with your host employer. If you are unsure contact your ICC or our OHS Co-ordinator.

Reporting

You must notify your ICC of all accidents, injuries, illnesses and near misses immediately to enable the necessary actions (e.g. lodgement of WorkCover claims and accident investigations) to occur.

To report an injury or incident, please contact either your ICC or NECA Education & Careers OHS Co-ordinator on 9389 9977 or 0438 947 002.

An injury report form will be completed and kept on file. Once you have reported your injury or incident, it is your decision to lodge a WorkCover Claim. However, for payment of any medical expenses incurred and to claim payment of wages for lost time, you will need to lodge a claim.

Please note the following if you are off work and on WorkCover:

- If you have an accident at work and wish to lodge a claim, please speak to the Occupational Health and Safety Co-ordinator for assistance in obtaining and completing the necessary paperwork
- Ensure that you obtain a WorkCover Certificate of Capacity from your doctor that covers the time you are off the job due to the injury
- Ensure that medical accounts/invoices related to the injury are forwarded to NECA Education & Careers immediately
- Continue to lodge timesheets each week and select WorkCover.

For more information please contact your Industry Careers Consultant or NECA Education & Careers RTW Co-ordinator, Roxie Di Pastena on 9389 9925 or 0429 223 436.

Return to Work Co-ordinator

NECA Education & Careers has a Return to Work Co-ordinator to help you get back to work.

Following any workplace injury our Return to Work Co-ordinator will:

- Contact you, if required, to implement the commitments outlined in the risk management program and our return to work policy
- Determine the need for any occupational rehabilitation assistance in consultation with you and your treating practitioner, and when appropriate refer to our nominated approved occupational rehabilitation provider
- Depending on the severity of the injury or illness a return to work plan will be developed in a consultation with your medical team.

Join our Stance Against Bullying & Harassment

No one ever wants to feel bullied, harassed or discriminated against. At NECA Education & Careers we have zero tolerance for any type of bullying and/or harassment and all claims or complaints will be investigated, including cyberbullying.

Everyone plays a part in making a work environment safe, make sure you do too!

If you experience bullying, harassment (including sexual harassment), vilification or victimisation at work, please contact your ICC immediately. A complaint of inappropriate behaviour will be investigated promptly and treated in a confidential manner.

Some definitions to help you along the way:

Workplace Bullying

A worker is bullied at work if:

- A person or group of people act unreasonably towards them or a group of workers
- The behaviour creates a risk to health and safety

Unreasonable behaviour includes victimisation, humiliation, intimidation, or threats. Whether a behaviour is unreasonable can depend on whether a reasonable person might see the behaviour as unreasonable in the circumstances.

Harassment

Anti-discrimination law defines harassment as any form of behaviour that:

- You do not want
- Offends, humiliates or intimidates you
- Creates a hostile environment.

It is against the law for you to be harassed. For example, you could be harassed because you come from another country or your partner comes from another country, or because you have a friend who is homosexual.

In general, harassment is only against the law if it is done by someone aged 16 or over.

Discrimination

Discrimination is treating, or proposing to treat, someone unfavourably because of a personal characteristic protected by law. The Equal Opportunity Act 2010 sets out 18 personal characteristics that make discrimination in employment against the law.

Federal anti-discrimination laws also apply to Victorian employers, and protect people against sexual harassment and discrimination on the basis of age, disability, race, sex, marital status, pregnancy, breastfeeding, family responsibilities, sexual preference, medical record, criminal record, trade union activity, political opinion, social origin, religion, and nationality or ethnic origin.

Wages & Conditions

Your Wages

We all want to be rewarded for our hard work each week. Trainees are paid as per the National Training Wage outlined in the Miscellaneous Award 2010 which is supplied to you at induction.

The NECA Education & Careers pay week commences on Saturday and finishes on Friday of each week. You will be paid on a weekly basis.

To be paid, you will need to submit an online timesheet at the end of each week. This timesheet needs to be approved by your workplace Supervisor. After your Supervisor has approved your timesheet no alterations can be made.

Wages are processed on Monday and Tuesday only and lodged with your bank by electronic transfer, to be available in your nominated bank account on the Wednesday of each week.

Timesheet Deadlines

Online timesheets need to be completed by 6pm Friday evening.
Your supervisor needs to authorise your timesheet by 11am Monday morning.
If you submit your timesheet late, you will be paid late!

If your timesheet is authorised late, you will be paid late.

To assist the pay office with processing your timesheet, you must ensure that it has all of the relevant information and has been submitted for authorisation. If your supervisor is unhappy with the content of your timesheet they will decline it and you will need to fix the discrepancies before resubmitting for authorisation. Because of this we strongly encourage all timesheets to be submitted for authorisation on Friday or Saturday. That way your supervisor can either authorise first thing Monday morning, or, if they have access to email over the weekend, even over the weekend!!

Falsification of timesheets is considered an act of fraud.

If your timesheet is not completed and submitted by you and approved by your Supervisor, you will not be paid.

Feel free to call payroll on 03 9389 9966 to confirm that your timesheet has been received.

Public Holidays

You are entitled to the following public holidays*:

- 1 Jan – New Year's Day
- 26 Jan – Australia Day
- Labour Day
- Good Friday
- Easter Saturday
- Easter Sunday
- Easter Monday
- 25 Apr – ANZAC Day
- King's Birthday
- Friday before AFL Grand Final
- Melbourne Cup
- 25 Dec – Christmas Day
- 26 Dec – Boxing Day

*Or any other day substituted by an Act of Parliament or Proclamation for any of the above mentioned holidays. Please check the Business Victoria website www.business.vic.gov.au for further dates.

Annual Leave

Each trainee progressively accrues paid annual leave on a weekly basis up to 20 days per year.

Before organising your leave/holiday/time off, have a conversation with your ICC and host employer. Together we will need to establish mutually agreeable dates. Once you have the OK, submit your online annual leave application form, make sure you allow at least two weeks prior to the leave date.

NECA Education & Careers reserves the right to compel trainees to utilise any excess annual leave over and above the four weeks accrual. This will be discussed with you, your workplace Supervisor/Manager and your ICC prior to this leave being scheduled and taken.

Missing school due to annual leave is only allowed under exceptional circumstances.

Christmas/New Year Shut Down

Over the Christmas/New Year period your host employer may decide to shut down in addition to the public holidays.

NECA Education & Careers reserves the right to direct affected apprentices/trainees to take annual leave during this period. In the event that there is no or insufficient accruals on annual leave you will be required to take unpaid leave for the balance of the shut-down period.

Personal Leave Entitlements

Otherwise known as Sick Leave or Carers' Leave, each apprentice/trainee is entitled to 10 days of personal leave every 12 months.

To claim personal leave, it is advisable to provide a medical certificate along with your completed timesheet. Please note that a certificate must be provided for personal leave taken on a Friday, Monday or before or after a public holiday, and when taking two or more consecutive personal leave days.

Trainees are entitled to only two single personal leave days without a medical certificate per year otherwise a medical certificate must be provided with your weekly timesheet. You must do this by emailing both copies of these to the payroll team via payroll@necaeducation.com.au

It is imperative that you contact your host employer and ICC as soon as you are aware you are going to be absent.

Family and Domestic Violence

All Employees are entitled to 5 days unpaid 'Family and Domestic violence' leave each year. This leave does not have to be accrued and doesn't have to be used on consecutive days. NECA Education and Careers may ask for evidence relating to this leave.

For anyone impacted by domestic and family violence free counselling and information is available 24 hours a day via 1800RESPECT.

Speak to your ICC if you feel your circumstances warrant leave without pay.

Other Types of Leave

Other leave is provided in accordance with the National Employment Standards. For any other types of leave requirements such as compassionate leave, please contact payroll or your ICC.

Leave without pay

Leave without pay will only be considered by NECA Education & Careers when a trainee finds themselves in exceptional circumstances.

Speak to your ICC if you feel your circumstances warrant leave without pay.

Superannuation

In addition to your base wage, NECA Education & Careers will contribute an amount equal to the minimum statutory requirement to the superannuation scheme of your choice.

It is very important that you nominate your benefactors on the application form.

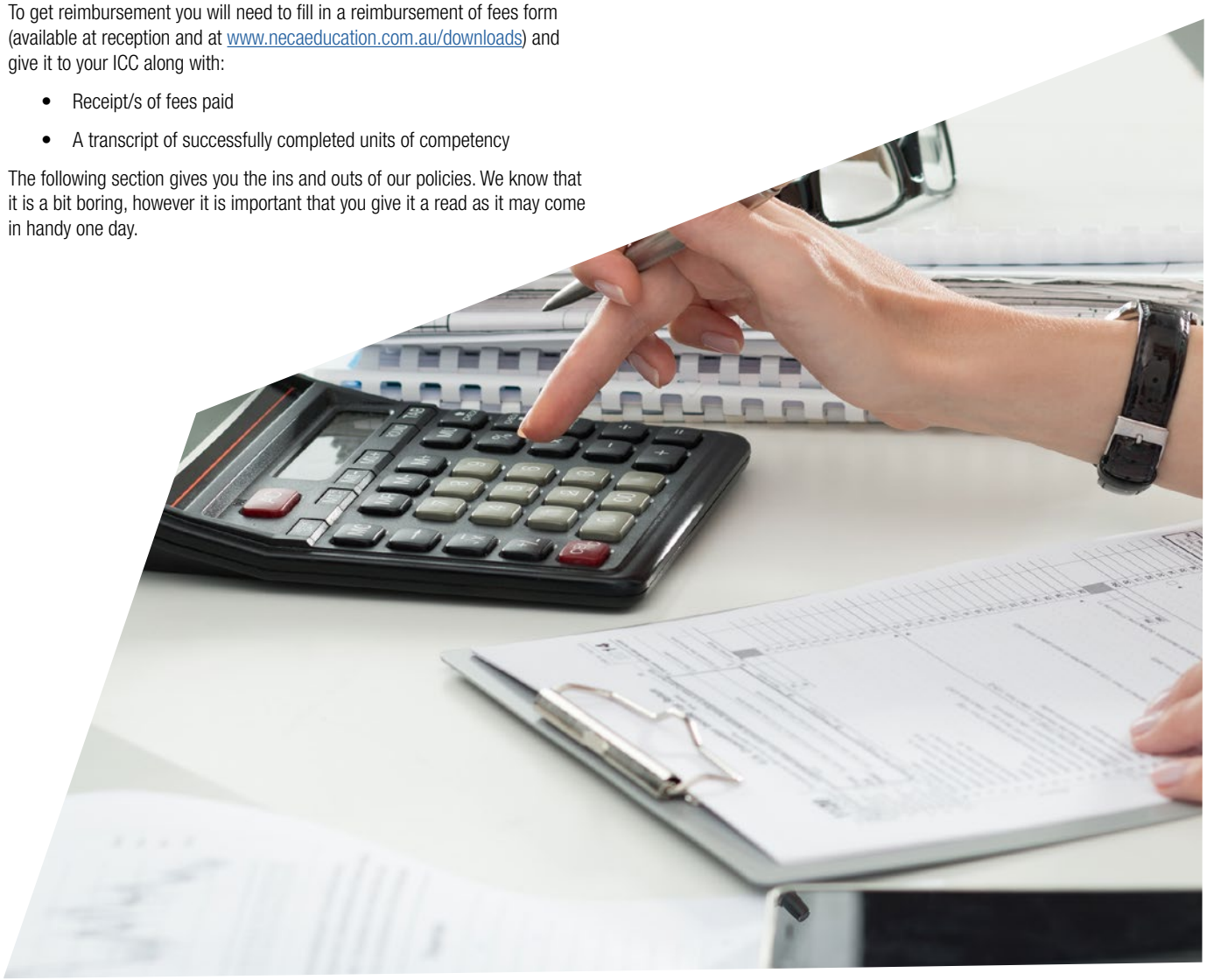
Course Fees

You may be responsible for the costs of tuition, study, materials and any other study-related costs arising from the qualification you undertake whilst completing your traineeship. You may be entitled to reimbursement of course fees. Please speak to your Industry Careers Consultant for further information.

To get reimbursement you will need to fill in a reimbursement of fees form (available at reception and at www.necaeducation.com.au/downloads) and give it to your ICC along with:

- Receipt/s of fees paid
- A transcript of successfully completed units of competency

The following section gives you the ins and outs of our policies. We know that it is a bit boring, however it is important that you give it a read as it may come in handy one day.



Policies & Procedures

Access and Equity Policy

Principles

Academic freedom, equality of opportunity and human dignity are principles that guide our objectives. Decisions are based on individual merit and are free of all forms of discrimination.

- Equity for all persons through the fair allocation of resources
- Equality of opportunity
- Access for all
- Increased opportunity into meaningful, sustainable employment.

Objectives

With these principles providing the base, the objectives of The Access and Equity statement for NECA Education & Careers are;

- Ensure that there is no discrimination against any individual or group, with NECA Education & Careers not condoning acts of any kind that are of a discriminatory or harassing nature;
- To demonstrate NECA Education & Careers commitment to all by setting out guiding principles that promotes equity and access to the organization;
- Ensure that all NECA Education & Careers policies, procedures, and publications accord with equal opportunity principles;
- Ensure and maintain internal mechanism to deal with complaints concerning discrimination, harassment and sexual harassment;
- Ensure that procedures relating to the complaints process are understood by all;
- Provide ongoing, up to date training and information on the goals, and philosophy of equal opportunity, together with the rationale for policies and practices which are adopted; and
- To develop quality support mechanisms which enhance and maximize the outcomes for all.

Child Safety Policy

NECA Education & Careers is committed to creating a culture that supports all apprentices and trainees through the duration of their apprenticeship/ traineeship and provides them with a safe and inclusive environment.

All of our staff must agree to abide by our behavioural expectations outlined in the 'our journey so far' book, our values and our behaviours. Our behavioural expectations and this policy have been developed in accordance with the Child Safety Standards. All staff are given the opportunity to contribute to the development of the document.

Our organisation takes our legal responsibilities seriously, including:

- Failure to disclose: Reporting child sexual abuse is a community-wide responsibility. All adults in Victoria who have a reasonable belief that an adult has committed a sexual offence against a child under 16 have an obligation to report that information to the police
- Failure to protect: People of authority in our organisation will commit an offence if they know of a substantial risk of child sexual abuse and have the power or responsibility to reduce or remove the risk, but negligently fail to do so
- Any personnel who are mandatory reporters must comply with their duties.

Our organisation takes all allegations seriously and has practices in place to investigate the allegations thoroughly and quickly. Our staff are trained to deal appropriately with allegations.

We work to ensure all staff know what to do and who to tell if they observe abuse or are a victim, and if they notice inappropriate behaviour.

Privacy Policy

During our function and activities as a Group Training Organisation (GTO) and Registered Training Organisation (RTO), NECA Education & Careers collects personal information from apprentices, trainees, host employers, students, employers, job seekers, customers and staff to provide you with the best possible service.

NECA Education & Careers will only use information that we hold about you for the primary purposes of delivering services as a GTO and RTO. Including but not limited to:

- Employing apprentices/trainees
- Hosting apprentices/trainees to host employers
- Enrolment and delivery of training courses

We may also use your personal information to provide you with information about NECA Education & Careers products, services, events and industry updates which we consider may be of interest to you via direct marketing and online advertising.

Please view our full Privacy Policy at
necaeducation.com.au/privacy-policy

Bullying and Harassment Policy

NECA Education & Careers believes everyone has the right to feel safe in all aspects of their life.

Bullying is when someone repeatedly and intentionally use words or actions against someone or a group of people to cause distress and risk to their well-being.

Types of bullying may include but are not limited to: verbal or written abuse, violence, sexual harassment, homophobia, discrimination including racial discrimination and cyberbullying.

We do not tolerate bullying in any form.

Harassment is inappropriate behaviour that results in offence, humiliation or intimidation. Harassment creates an uncomfortable, if not hostile work environment which is both unsafe and unproductive.

Types of harassment include but are not limited to: offensive jokes and innuendos, derogatory comments, unwelcome physical contact, verbal

intimidation, unsubstantiated allegations, inappropriate messages and phone calls.

We do not tolerate harassment in any form.

There are some behaviours that although unpleasant are not bullying or harassment. These include: mutual conflict, single episode acts, social rejection or dislike, performance management, disciplinary action and allocation of work in compliance systems.

You have the right to feel safe and to be treated fairly and respectfully. Bullying and harassment are serious issues that can have serious mental and physical impacts. Don't face these problems alone.

Drug and Alcohol Policy

As a part of our OHS Standards we have implemented a Drug and Alcohol Policy across the business.

NECA Education and Careers is committed to the provision of a safe work environment that is free from hazards associated with the use of alcohol and drugs. Persons must present themselves at work in a condition in which they are able to carry out their duties without risk to themselves or others. This includes ensuring that they are not in a potentially unfit state for any reason including adverse effects due to consumption or use of alcohol or other drugs likely to impair a person's fitness for work, or having alcohol or other drugs in their system which may be detected by alcohol or drug testing under NECA Education & Careers alcohol and other drugs policy and testing procedures.

Where a Leader has grounds to suspect that a person may be impaired by alcohol and other drugs likely to cause impairment to a person's fitness for work, then that person will be required to submit to an alcohol and other drugs test.

The person being tested must be informed of the reason for the decision and shall be stood down from employment on sick leave pending the results of the testing and subsequent investigation.

Conflict of Interest Policy

The purpose for this policy is to establish where conflicts of interest are identified in relation to any transaction where an independent observer would consider that there may be a lack of independence or objectivity.

Apprentices/Trainees must disclose their conflict of interest to their ICC prior to the event of any of the following occurring:

- Hiring or recommending the hiring of an employee that is a family member, friend or personally known person; and
- Engaging or recommending the engagement of a contractor/ consultant/temporary employee that is a family member, friend or personally known person; and
- Contracting or recommending the use of a supplier that is owned/ managed by a family member, friend or personally known person; and
- Contracting or recommending the use of a supplier that offers you a 'deal' as an incentive; and
- Contracting or recommending the use of a supplier that you have an ownership or other interest in; and
- Providing services under the NECA Education & Careers brand for no cost or a reduced charge to a family member, friend or personally known person
- Undertaking work with a business that is a direct or indirect competitor of NECA Education & Careers.

Stand Down Policy

What does it all mean?

Stand down – When a trainee is not able to be placed with any host employer due to economic downturn resulting in the stand down of the trainee without pay.

Suspension of training contract – Formal suspension of the apprentice's/ trainee's contract of training with NECA Education & Careers by VRQA or other relevant regulator.

Downtime – Any time a trainee is not placed with a host employer.

Redundancy – When the position held by the trainee is no longer available due to economic downturn resulting in termination of the contract of training.

Once NECA Education & Careers is notified or becomes aware that a trainee's position with the host employer is in jeopardy due to economic circumstances preventing the host employer from continuing with the placement, NECA Education & Careers will:

- Immediately attempt to source another host employer with whom the apprentice/trainee could successfully be placed with minimal or no downtime
- Check the eligibility of the apprentice or trainee to successfully early complete their qualification in line with competency based completion
- If neither of the above situations are practical, discussions with the apprentice/trainee will be held to outline potential solutions. These could include:
  - Use of annual leave or RDO entitlements to assist while NECA Education & Careers attempts to source potential host employers
  - Stand down of the apprentice/trainee
  - Suspension of the training contract
  - Redundancy in accordance with the relevant award, EBA and the Fair Work Act 2009.

Disciplinary and Termination Policy

Behaviour that may lead to the disciplinary process includes, but is not limited to:

- Repeated absenteeism and/or lack of punctuality to on and off the job training
- Lack of application towards your tasks and responsibilities in the workplace
- Being under the influence of drugs and/or alcohol
- Breaching workplace confidentiality
- Lack of application towards your off the job training
- Failure to notify both host and NECA Education & Careers of absence from work
- Inability to make sufficient progress in terms of work performance
- Rejecting a placement
- Failure to notify NECA Education & Careers about OHS accidents, injuries, illnesses and near misses
- Repeatedly failing to follow instructions.

NECA Education & Careers has the right to dismiss any employee, without notice, if serious misconduct has occurred.

With all serious misconduct allegations, a formal and confidential investigation will be carried out, where you will have the opportunity to offer a full explanation.

If you are required to participate in a summary dismissal meeting and/or investigation you are entitled to have a representative attend the meeting with you.

Grievance, Complaints and Appeals Policy

NECA Education & Careers is committed to creating a culture that views grievances and complaints as an opportunity to improve the organisation.

What does it all mean?

Grievance	A concern about a matter, perceived discrimination, a situation, a process, a person or people, a facility or support service provided by NECA Education & Careers, which an apprentice, trainee, student, or customer brings to the attention of NECA Education & Careers in an informal way.
Complaint	The formal notification of a concern about a matter, perceived discrimination, a situation, a process, a person or people, a facility or support service provided by NECA Education & Careers. Made by an apprentice, trainee, student or customer following the complain process.
Complainant	The person lodging the grievance, complaint, or appeal.
Appeal	If a complainant is dissatisfied with a decision made by NECA Education & Careers in regards to a complaint lodged or academic result received, he/she has Twenty (20) working days from the date stated in the written notification in which to lodge an appeal and have the case reviewed.

Stage 1 – Grievance Resolution Procedure

1. Complainant wherever possible is to resolve grievances directly with the person concerned.
2. If the complainant has attempted to resolve the issue directly but is not satisfied with the outcome or feels they cannot approach the person(s) concerned directly then he/she should approach the direct manager of the person/s concerned.
3. The direct manager will consider the issue and may either suggest a course of action to resolve the issue or attempt to mediate between the complainant and the person(s) concerned.
4. The direct manager involved will provide a verbal response summarising the actions taken, or which will be taken to resolve the issue.
5. If the complainant is not satisfied with the outcome, a formal complaint can be lodged under the Grievance, Complaints and Appeals Policy.
6. The manager involved will record the grievance and response on the NECA Education & Careers Grievance, Complaints, and Appeals Register.

Stage 2 – Lodging A Formal Complaint Procedure

1. To commence the formal process, the complainant must lodge a formal complaint in writing (via email) to feedback@necaeducation.com.au
2. The following information needs to be provided as part of the complaint.
    a) Details of the complaint
    b) Supporting information that the complainant wishes to be considered

c) An explanation of the steps already taken to try to resolve the complaint informally and why the responses received are not considered satisfactory

d) What the complainant thinks needs to be done to address his/her concerns.

3. The complaint will be forwarded to the appropriate member of the management team.

4. The manager will consider the issue and may either suggest a course of action to resolve the issue or attempt to mediate between the complainant and the person(s) concerned.

5. The manager involved will provide a written report summarising the actions taken, or which will be taken to resolve the issue. This written report will be provided to the complainant.

6. If the complainant is not satisfied with the outcome, a formal appeal can be lodged through the process steps outlined under Stage 4 – Lodging A Grievance Or Appeal To A Third Party.

7. The manager involved will record the complaint and response on the NECA Education & Careers Grievance, Complaints, and Appeals Register.

Stage 3 – Lodging An Appeal Procedure

1. If the complainant is dissatisfied with a decision made by NECA Education & Careers he/she has 20 working days from the date of response to lodge an appeal to have the case reviewed.

2. The following information needs to be provided as part of the appeal and made via email to feedback@necaeducation.com.au

   a) An explanation of the steps already taken to try resolve the complaint

   b) Why the complainant does not believe the outcome of the complaint was satisfactory

   c) What the complainant thinks needs to be done to address his/her concerns

3. The appeal will be considered by the CEO (or delegate) who may decide:

   a) Determine there are insufficient grounds to take further action, thus concluding the consideration of the matter under the appeals procedure.

   b) Make recommendations for actions to resolve.

   c) Arrange for any mediation actions to support resolution, and follow to conclusion.

4. The complainant will be advised of the decision in writing and the reason for it.

5. The CEO (or delegate) will record the appeal and outcome on the NECA Education & Careers Grievance, Complaints, and Appeals Register.

Stage 4 – Lodging A Grievance Or Appeal To A Third Party

If the complainant is dissatisfied with a decision made by NECA Education & Careers they have the right to escalate the grievance or complaint to any of the following parties:

- Victorian Registration & Qualification Authority via the VRQA website: www.vrqa.vic.gov.au/complaints/Pages/tovrqa.aspx
- The National Training Complaints Hotline on 1800 000 674
- A Mediation Adviser as approved by the Law Institute of Victoria
- The Fair Work Commission (GTO employees only)

“1. Get to know your manager's working style, and don't be afraid to ask them about the ins and outs of the job and their expectations of you.

2. Don't be afraid to provide an honest opinion if certain aspects of the team environment or traineeship isn't a fit. Raise these concerns earlier.

3. Be curious and connect with other team members to learn more about the work they do. Ask as many questions as possible.

4. Be yourself at the end of the day and just do your best.”

– Julia Pourino (Certificate III in Business – Department of Jobs, Skills, Industry and Regions)

Successful Completion & Exit interviews

You've done it! Congratulations!! You have made it through and have successfully completed all the requirements to have you signed off in your Traineeship. Just a last few documents to complete and you are on your way.

Once you have completed all modules set out for you in your training plan and are competent in all workplace duties, you will sign off on your training plan and NECA Education & Careers will sign it off to say it is complete! You now have a Nationally Recognised Qualification. Nice work!

Just before you run off to be amazing with your skills and expertise, you will complete an exit interview with us. This is your time to reflect on all aspects of your employment…from the RTO and their delivery, to your supervisor and their ability to deliver solid on the job training and how NECA Education & Careers have been able to support you through the journey. We need your honest feedback to be able to make the journey just as great, or even better, for the next Trainee we take through the program, so we are relying on you to comment on everything no matter how big or small.

Contacts & Resources

Here are some useful contacts:

Victorian Registration and Qualification Authority (VRQA)

03 9637 2806

vrqa@edumail.vic.gov.au

www.vrqa.com.au

Australian Apprenticeship Support Network – Australian Apprenticeships

13 38 73

www.australianapprenticeships.gov.au/australian-apprenticeship-support-network

Apprenticeship Support Australia: Powered by VECCI

1300 363 831

info@apprenticeshipsupport.com.au

http://www.apprenticeshipsupport.com.au/home

Victorian Employment Chamber of Commerce & Industry

03 8662 5333

info@victorianchamber.com.au

www.victorianchamber.com.au

Victorian WorkCover Authority

03 9641 1555

info@worksafe.vic.gov.au

www.worksafe.vic.gov.au

Centrelink

www.humanservices.gov.au

Carfi Employee Assistance Program

1300 737 403

www.carfi.net.au

Fair Work Ombudsman

13 13 94

https://www.fairwork.gov.au/

Department of Education and Training

1800 366 356

edline@edumail.vic.gov.au

https://www.education.gov.au/

Victorian Equal Opportunity and Human Rights Commission

1300 292 153

information@veohrc.vic.gov.au

www.humanrightscommission.vic.gov.au

Important Guidelines

Please keep in mind the following:

- Our online timesheet system is there to help you keep your personal details current.
  If you need to update your phone number, address, or banking details, you can do this with the timesheet system.
  Don't forget, it is your responsibility to keep your details up to date.
- Notify NECA Education & Careers and your host employer or RTO by your normal start time if you will not be in attendance due to illness or for any other reason.
- Ensure that you start and finish work at the agreed time.
- Follow all occupational health and safety guidelines set in place by us, your legal employer, and your host employer.
- Your ICC is your go-to person. If you have any concerns, big or small, reach out to them for a chat so we can assist you to resolve them in a timely manner.
- Ensure that you understand and abide by the company policies set in place by your host employer.
- Ensure that you submit a NECA Education & Careers leave request for all annual leave, personal leave and unpaid leave taken.

Strive to be extraordinary! Advance confidently and reveal your remarkable talents to the world!

All the best,

The team at NECA Education & Careers

national electrical and communications association

For more information, contact NECA Education & Careers

1024 Lygon Street, Carlton North VIC 3054
T 1300 827 832 **E** info@necaeducation.com.au

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