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Chandler
Personnel.

HOST EMPLOYER HANDBOOK



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WELCOME MESSAGE

It is with great pleasure that we welcome you as a Host Employer to Chandler GTO. Chandler GTO is a recent addition to the amalgamation of several existing companies under the Chandler banner, including Chandler Personnel, Chandler Recruitment, Chandler Health (including Aktrapid and Dentaide), Chandler Agribusiness, Chandler Pacific, and Chandler Tax.

Chandler is a member of the Recruitment and Consulting Services Association RCSA and adheres to the strict standards set by our governing body. The high standards of our work have been recognised Australia-wide and Chandler Recruitment has been rated among the top recruitment agencies in Melbourne.

Over the last twenty years, our services have expanded to include, not only labour hire and recruitment, but also payroll management (Chandler Pacific), online training, financial reporting services, and taxation services for both businesses and individuals throughout Australia (Chandler Tax).

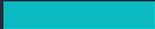
Founded in 1991, Chandler has built a reputation for personalised recruitment services. Specialising in permanent and temporary blue-collar recruitment in the manufacturing, transport, logistics and food industries, this original company is now represented by Chandler Personnel (our specialist labour hire branch).

In 2014, Chandler Health was formed through the amalgamation of Aktrapid and Dentaide. Additionally, Chandler Agribusiness was established to meet the growing needs of farmers and growers in regional Victoria.

Chandler Personnel is a leading Victorian labour hire/recruitment agency with a well-respected reputation. As specialists in temporary labour hire and permanent placement services, we have recently expanded our services to include the provision of trainees and apprentices to a number of industries with which Chandler Personnel has a long and successful history.

WELCOME MESSAGE

It is our goal to offer young people an opportunity to enter the workforce and achieve success in their chosen career. Host employers are essential in ensuring that our trainees and apprentices achieve their goals and have a worthwhile and encouraging experience along the way.



The following pages will help you to understand your role and responsibilities in enabling a successful outcome for all concerned. Chandler GTO is a recognised Group Training Organisation, assessed as meeting the National Standards for Group Training Organisations (Revised 2017)

For the benefit of all employees, including trainees and apprentices, Chandler GTO has prepared this Host Employer Handbook to assist you to meet your responsibilities. It describes the company's values that guide the way we work together. Additionally, the various policies, procedures and employment conditions that cover trainees and apprentices are outlined here.

Our field officer will assess your workplace against the Standards and note the results of this assessment prior to offering you a contract. Please read each section carefully and if you are happy with the assessment, proceed to signing your acceptance your contract. Where further information is required, please contact your field officer or GTO Manager for further guidance.



WELCOME MESSAGE

While Chandler Personnel's core focus has been specialised labour hire and staff recruitment, we also have a depth of experience in a range of services, and can offer the following:

- Temporary Labour Hire and Permanent Recruitment
- Employee Management
- Payroll and timekeeping services
- Cash-flow solutions
- Financial reporting and taxation services
- Roster planning
- Customised Online Inductions
- Online and accredited Training
- OHS risk assessments of your policies and procedures for our temp-to-perm recruitment clients to ensure the working environment is safe
- 24 hours a day/7 day a week consultant services

Talk to your field officer or the GTO Manager for further information.

CHANDLER GTO VISION & VALUES



There are four principles which underwrite the organisation's values, these are:

- Create a significant value to our clients by providing an honest solution to their staffing needs.
- Provide real jobs to honest dedicated individuals with a sustainable wage that can make a big difference to them and their families.
- Conduct yourself with honesty, integrity and transparency at all times with all people.
- Minimise the impact of the operation on the environment in which we live, work and learn.



RESPONSIBILITIES OF THE HOST EMPLOYER

Public Liability Insurance

The Host Employer is required to hold and maintain public liability insurance as set out in the Host Employer Agreement.

Workplace Health & Safety

The Host Employer will provide a working environment which protects the health, safety and welfare of its employees including trainees and apprentices assigned to them by Chandler GTO. As a recognised GTO, we maintain an ongoing occupational health and safety program, including conducting regular inspections of the workplace aimed at preventing accidents and incidents.

RESPONSIBILITIES OF THE HOST EMPLOYER

Training

As a Host Employer, you acknowledge that Chandler GTO has certain responsibilities as laid out in the Standards for Group Training Organisations (Revised 2017). To assist us in carrying out those responsibilities you will:

→ Provide the trainee/apprentice with workplace instruction according to the requirements laid out in the training plan and provide the appropriate facilities to enable quality workplace instruction, including appropriate supervision and mentoring as is necessary.

→ As required, when undertaking Certificate III or above, apprentices or trainees must be withdrawn from routine work duties for a minimum of three hours per week (pro rata for part-time with a minimum of one hour) for planned training, averaged over a four-week cycle.

→ Support them to work to the standard required for successful completion of their qualification by providing essential supervision and mentoring in the workplace.

→ Provide the trainee/apprentice with every opportunity to develop and demonstrate workplace competency in all units of study by allocating appropriate tasks and suitable opportunities for development of their skills.

COMPETENCY-BASED TRAINING

The training your trainee will undertake as part of their traineeship is competency based. Competency-based training is a method of training that focuses on a learner's ability to receive, respond to, and process information in order to achieve competency. It is geared towards the attainment and demonstration of skills to meet industry-defined standards, rather than to a learner's achievement relative to that of others.

Learner progress in a competency-based program is not time-based. As soon as a learner achieves a required competency, they can move to the next. In this way, learners can complete training in their own time and at their own pace.

Competency-based training is characterised by the following key features:

- It is based on units of competency (hence the term competency-based)
- It is outcomes-focused, relying less on inputs such as curriculum and more on a learner's ability to consistently apply their knowledge and skills to the standard of performance required in the workplace
- It involves work-based learning
- The designated RTO can provide you with more information about competency-based training however you may find the following link useful:



Training Plan

The GTO will coordinate and attend a meeting between the Trainee, Host Employer and RTO to develop the trainees Training Plan. The training plan will set out the units of study required to achieve the required qualification and outline the delivery strategies that will be used to achieve this goal.

RESPONSIBILITIES OF THE HOST EMPLOYER

Access

→ The Host Employer will allow Chandler GTO field officer/s to attend the workplace with reasonable notice to meet with the trainee/apprentice and the host employer to enable review of their work and wellbeing.

→ The Host Employer will allow authorised officers from the Australian Apprenticeship centre (AAC) and the RTO to access the workplace and meet with the trainee/apprentice as required. The Host Employer will provide to the AAC or RTO any information in relation to the trainee/apprentice, as is required by law.

→ Chandler GTO will nominate a field officer who will visit the Host Employer and the trainee/apprentice from time to time (monthly as arranged) to assist in resolving any issues or difficulties with them and/or training or workplace matters.

→ The Host Employer is encouraged to contact the field officer or GTO Manager at anytime should they have any concerns rather than wait for a scheduled visit.



RESPONSIBILITIES OF THE HOST EMPLOYER

Supervision

The Host Employer will provide a suitably competent person to supervise and assist the trainee/apprentice as required, to ensure they have the opportunity to develop the required skills for their job.

Reporting

The Host Employer will provide all assistance, which Chandler GTO may reasonably request to assist in the compilation of periodic reports on the trainee/apprentice's progress and performance.

RESPONSIBILITIES OF THE HOST EMPLOYER

Discipline

The Host Employer is responsible for regular on the job evaluation of performance, provision of feedback on performance and appropriate programs for improvement of performance.

Chandler GTO is responsible for any lawful disciplinary measures or action that may be required for individuals.

To ensure accurate performance appraisals, it is the responsibility of the Host Employer to advise Chandler GTO of any reduction or general inadequacies in the level of performance of the employee and of any disciplinary measures taken at the time of the occurrence or at any time.

Chandler GTO will respond within 24 hours to any request for disciplinary action from the Host Employer.

RESPONSIBILITIES OF THE HOST EMPLOYER

Termination of Placement

Should the Host Employer wish to terminate the placement of a trainee/apprentice this action shall be negotiated through a consultative process with a minimum of 1 months' notice of termination being given.

If this agreement is terminated by the host employer prior to the end of the period of placement, for any reason other than misconduct of the employee, the host employer agrees to pay all costs incurred in the recruitment of the trainee/apprentice. e.g., RTO fees, pre-employment health assessment etc.

CHANDLER GTO POLICY & PROCEDURES

Host employers are asked to familiarise themselves with the relevant policies and procedures relevant to our traineeship program. These can be found on the Chandler's website:



If you have any questions about your responsibilities as a Host Employer, please speak with your assigned field officer or our GTO Manager at any time.



ACCESS & EQUITY

Chandler GTO applies access and equity principles and provides timely and appropriate information, advice and support services, assisting trainees to identify and achieve their desired outcomes.

Chandler GTO meets the needs of individuals through the fair allocation of resources and the right to equality of opportunity without discrimination. Where, for example, the trainee has applied for a place that is detrimental to theirs or the public's safety due to their disability (a person who applies for an individual support qualification who is legally blind for example), Chandler GTO will not accept their application and outline in writing the reasons why.

Chandler GTO firmly believes that this approach to access and equity is not prohibitive or discriminatory but rather gives individuals every opportunity to achieve success in an appropriate learning program and achieve their personal goals.

Chandler GTO prohibits discrimination (direct or indirect) towards any group or individuals in any form, inclusive of, but not limited to:

- Gender
- Pregnancy
- Race
- Colour
- Nationality
- Ethnic or ethno-religious background
- Marital status
- Sexual preference
- Age

HOST EMPLOYER WORKPLACE SELF- ASSESSMENT

A Host Employer Workplace Self-Assessment is provided for you to complete and discuss with your field officer when they conduct your host employer induction. Please complete the self-assessment prior to this visit.

Host Employer Workplace Self-Assessment

<Host Employer Name>

SUPERVISION	Yes	No	ENVIRONMENT	Yes	No	LEGAL	Y	N
Does your workplace:			Is the workplace free from bullying and harassment?			Are you aware of your responsibilities in regard to:		
Undertake WHS Induction for each new employee?			Is the workplace kept in a tidy and clean condition			Work Health & Safety Act and regulations 2012?		
Provide SOP or similar for the use of Machinery/Plant and/or Equipment?			Are hazardous chemicals managed properly?			Workers Compensation & Rehabilitation Act 1988?		
For larger businesses, have a Safety Officer?			Is appropriate personal protective equipment (PPE) available?			Implementing appropriate policies and procedures under your duty of care for WHS?		
Provide appropriate WHS supervision and training for all staff?			Is the machinery/plant and/or equipment serviced and maintained to manufacturers' recommendations?			Providing & maintaining safe, plant & equipment, & safe systems of work?		
Have sufficiently competent staff available to supervise the apprentice/trainee?			Are your fire and emergency procedures displayed and regularly practiced?			Public Liability Insurance *Please provide a certificate of currency to Chandler Health as per Agreement		
Please tick either Yes or No								

ACKNOWLEDGMENT OF RECEIPT OF EMPLOYER HANDBOOK

Please read carefully before signing.

I (print name), _____, acknowledge that I have received a copy of the Host Employer Handbook. I have read and understood it and will adhere to the terms and conditions as outlined therein.

I recognise that, in my interactions with Chandler GTO, I may become party to confidential information, including, but not limited to, customers' contractual, commercial, products and services, systems, training methods and business operations. I agree that I will not, during my association nor in the future disclose, distribute or circulate any of the acquired information to any third party.

Signed:

Signature of Employer

Date

Name of Employer

Please complete and sign this acknowledgement and return it to your field officer or the GTO Manager.

GETTING THE BEST FROM YOUR TRAINEE OR APPRENTICE

While there are minimum requirements for host employers to meet, there are some additional things you can do to ensure that you and your trainee/apprentice get the most from the experience. AAPathways.com.au offers some great tips.

Scan the QR code for the full article.



THE ROLE OF SUPERVISORS

The choice of supervisor is one factor that can make a big difference to the productivity of the apprentice or trainee. It is important to choose a supervisor who is skilled and experienced in the occupation, so they can train the apprentice or trainee. The supervisor will also need to:

- be able to work and communicate well with junior staff
- give constructive feedback in a way that is supportive and assists with learning
- and identify and manage any problems that occur



HAVING REALISTIC EXPECTATIONS

Working with young people or inexperienced staff members can be difficult. It is easy to forget what it felt like not knowing much about the role, or even about how to act in a workplace. The supervisor should set clear expectations, without assuming that the apprentice or trainee knows what should be happening.

A common complaint from supervisors is that young people don't want to put in the effort to learn properly, spend too much time on their phones, or are more interested in activities outside work. Young people can be more impulsive, take more risks or they sometimes don't think through the consequences of an action. These things can develop with more maturity and it can be useful having a meaningful conversation with the young person about the issue.

Taking the time to understand younger generations can help improve relationships at work. A good place to start is by taking a look at [an employers guide to employing young workers](#) from the Fair Work Ombudsman.

The supervisor or employer should make sure the apprentice or trainee understands they are valued by the business and should demonstrate this. This can be done by recognising their progression, the tasks they are able to complete, and where they are helping other staff.

An employer can also get additional value from their apprentices and trainees by including them in staff activities, so they feel like they are part of the team. This can include inviting them to staff events, team meetings, or even other types of professional development sessions.



CREATING A MENTALLY HEALTHY WORKPLACE

Mental health includes your emotional, psychological, and social well-being. An employer has a legal responsibility to their staff to make sure their workplace does not harm physical or mental health, and to avoid discrimination against staff on the basis of their physical or mental health.

Mental illness and poor mental wellbeing contributes to lost productivity through poor performance and absences, costing Australian businesses around \$550 million per year just in workers compensation. There are many things that employers can do to create mentally healthier workplaces.

The resources below will help you identify any concerns and improve practices related to mental health at work.

SCAN ME



SCAN ME



SCAN ME



THANK YOU

LET'S WORK TOGETHER

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