

Future<sup>1st</sup>

The title is flanked by decorative teal line art elements consisting of several short, angled strokes radiating outwards.

# HOST EMPLOYER HANDBOOK



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# WELCOME MESSAGE

It is with great pleasure that we welcome you as a Host Employer to Future1st GTO. Future1st 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 and Chandler Pacific.

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 Solutions).

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 integration of Aktrapid and Dentaide. Additionally, Chandler Agribusiness was established to meet the growing needs of farmers in regional Victoria.

# 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 maximize the potential of the traineeship.



The following pages will help you to understand your role and responsibilities in enabling a successful outcome for all concerned.

Future1st GTO is a recognised Group Training Organisation, assessed as meeting the National Standards for Group Training Organisations (Revised 2017).

Future1st 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. Where further information is required, please contact your field officer for further guidance.

# FUTURE1ST GTO VISION & VALUES

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

- Creating significant value to our clients by providing an honest solution to their staffing needs.
- Providing meaningful employment to dedicated individuals at a sustainable wage that can significantly impact both their personal lives and their families.
- Demonstrating unwavering honesty, integrity, and transparency in all interactions and situations.
- Minimizing the impact of the operation on the environment in which we live, work and learn.

## Our Vision

Our vision is to build a comfortable environment for both our trainees and clients, helping them to succeed through a collaborative process.



# 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 Future1st 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 Future1st 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.
- 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.
- Provide the appropriate facilities to enable quality workplace instruction, including appropriate supervision and mentoring as is necessary.
- Support them to work to the standard required for successful completion of their qualification by providing essential supervision and mentoring in the workplace.
- As required, when undertaking certificates, 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 online study, averaged over a four-week cycle.

# COMPETENCY-BASED TRAINING

The trainee will undertake competency based training as part of their traineeship. Competency-based training 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:

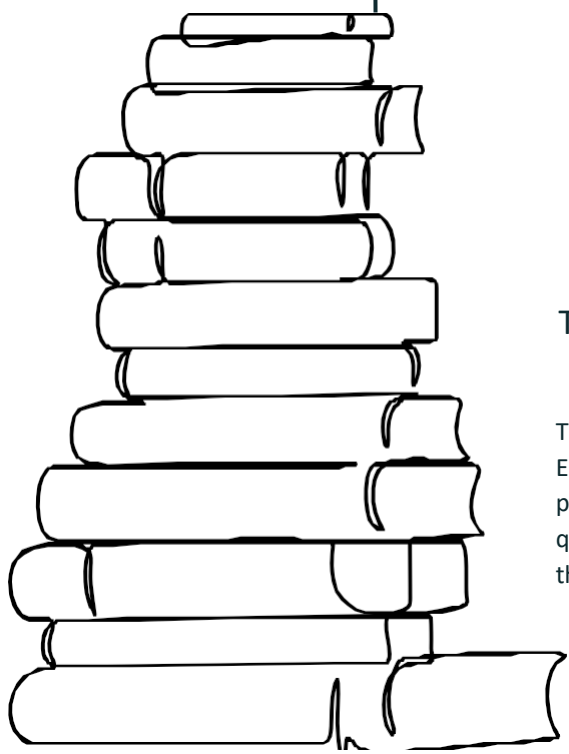
- It is based on units of competency (hence the term competency-based)
- It is outcome-focused, relying less on inputs such as curriculum and more on a learner's ability to consistently apply their knowledge and skills to the standard of performance required in the workplace.
- It involves work-based learning, with hands on training.

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 with the Trainee, Host Employer and RTO to develop the a sustainable 'Training Plan'. The training plan will set out the units of study required to achieve the relevant 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 Future1st 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 the AAC or RTO with any information relating to the trainee/apprentice, as is required by law.
- Future1st 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 Future1st 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 and feedback of trainee's performance, as well as appropriate programs for improvement of performance.

Future1st 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 Future1st GTO of any reduction or general inadequacies in the level of performance of the employee and of any disciplinary measures taken in correspondence.

Future1st 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 notice period of one month being given prior to the termination.

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.



# FUTURE1ST GTO POLICY & PROCEDURES

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Host employers are asked to familiarise themselves with the relevant policies and procedures relevant to our traineeship program. These can be found on Future1st'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

Future1st 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.

The Equal Opportunity Act of 2010 makes discrimination against the law, but it also recognises the need to balance rights. It outlines some exceptions, which means that discrimination may not be against the law in particular circumstances. For further insights and comprehensive information, please visit official website of the Victorian Equal Opportunity and Human Rights Commission: <https://www.humanrights.vic.gov.au>.

Future1st 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



# GETTING THE BEST FROM YOUR TRAINEE OR APPRENTICE

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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](https://AAPathways.com.au) offers some great tips.

Scan the QR code for the full article.



# THE ROLE OF SUPERVISORS

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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

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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 to have 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 employer's 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 or discriminate physical or mental health.

Mental illness and poor mental wellbeing contribute 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



Safe Work Australia

SCAN ME



Black Dog Institute

SCAN ME



Australian Human Rights Commission

THANK YOU

# LET'S WORK TOGETHER

[www.future1st.com.au](http://www.future1st.com.au)

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